**Home Safety Assistant**

**Job Description and Person Specification**

Devon and Somerset Fire and Rescue Service

# Job description

**Job title:** Home Safety Assistant

**Grade:** Grade 4

**Department:** Community Safety

**Reports to:** Home Safety Team Manger

**Line manager responsibilities:** None

**Updated:** March 2022

**Main purpose of job:**

Act as the first point of contact for members of the public, partner agencies and internal staff, providing relevant and necessary home safety advice to prevent fires in the home.

Manage and prioritise the diaries for over 30 Home Safety Technicians for home safety visits, replacement alarms and arson letterbox requests, and liaise with other Departments and external agencies where required.

Input and revalidate sensitive personal ORIS information for MDT’s.

Ensure confidential data is correct, up to date, stored securely and in line with GDPR requirements.

The work of the team is considered as essential for the Business Continuity of the Community Safety Department to prevent fires in the home and to ensure the safety of the communities across Devon and Somerset.

**Main responsibilities and duties:**

**General responsibilities**

* Act as the first point of contact for members of the public and partner agencies to process and action any requests for Home Safety Visits for the most vulnerable members of the community.
* Act as the first point of contact for Home Safety Technicians regarding changes to their workloads / schedules, to provide information on points of contact and any additional safety information required.
* Manage phone calls to and from extremely vulnerable members of the community, some of which are distressing, in a calm, reassuring and professional manner.
* Control and Monitor the FireKills email inbox and ensure each request is actioned appropriately and in line with required deadlines.
* Use agreed criteria and processes to determine eligibility of highly vulnerable occupants for a home safety visit with an appropriately trained Technician, while also having the authority to use professional judgement to override these criteria and processes when risks are apparent from the initial contact, whether this is over the phone or via written correspondence and arrange a home safety visit. Provide appropriate safety advice, signposting and information to members of the public who are not eligible for a visit.
* Manage and update the Home Safety systems and other essential Community Safety IT based systems quickly and accurately, and in accordance with GDPR requirements.
* To ensure occupants safety by using agreed criteria, processes, and professional judgement, with sensitive and confidential personal information which is received to escalate issues to the Safeguarding Team or Business Safety and to update ORIS information as necessary.
* Manage the diaries of 35+ Home Safety Technicians including:
	+ Ensuring that the appropriately trained Technician is booked to the visit, that the Technician has suitable equipment and transportation available.
	+ Ensuring that all 30+ Technicians have an appropriate workload, taking into account travel time between visits, complexity and risks of each visit, Technician’s safety and ensuring lone working is only carried out where safe to do so, and Technician welfare.
	+ Demonstrate forward thinking in regard to Technician availability and demand on the Service.
	+ Re-arranging diaries at little to no notice to accommodate urgent HSV requests, faulty smoke alarms, arson requests or Technician absence.
* Use professional judgement to prioritise Home Safety Visits and workloads to ensure that risks to the most vulnerable occupants are minimised, taking into account the implications upon the Service, KPI’s and targets, and Technician safety and welfare.
* Ensuring personal welfare and proactively supporting the welfare of colleagues.
* Creation and revalidation of extremely sensitive personal ORIS information held on MDT’s in a timely and accurate manner.
* Provide support to other members of the Community Safety Department in a timely and accurate manner, to include but not exclusively relating to:
* Ordering and distribution of stationery and other community safety resources
* Generating purchase orders and processing invoices
* Booking of accommodation and transport for members of the community safety department
* Maintain official records for Fire Investigation reports and arson letterbox requests ensuring compliance with internal and external requirements, as records can be requested several years after the event for court proceedings.
* Maintain knowledge and skills of Capability Plans, Legislation and NFCC Campaigns.
* Positively contribute to the development of new ways of working for the Community Safety Department and the Service.
* Participate in the Personal Performance & Development (PPD) Review process to identify training and development needs and attend training events as directed.
* Actively promote the Service’s Core Values and comply with Equality and Diversity and all Service Policies.
* Perform tasks in a safe manner in accordance with Health and Safety policies and legislation.

This role will require an Enhanced DBS check.

**Core values of the Service**

We are proud to help

We are honest

We are respectful

We are working together

Please follow this link to the Service Core Values [Behavioural Framework](http://www.dsfire.gov.uk/WorkingForUs/ACareerwithDSFRS/CoreValues.cfm?SiteCategoryId=13&T1ID=44&T2ID=372)

Signed acceptance of the core values of the Service and agreement that the job description is a fair and accurate statement of the requirements of the job:-

Job holder: Date:

Job holder’s manager: Date:

Designated senior manager (if applicable) Date:

# Person specification

**Grade: 4**

**Job title: Home Safety Assistant**

## **Key competencies**

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**Proven keyboard skills; ability to key with speed and accuracy**

### Essential and measured by application, test and interview

**Good written, and verbal communication skills**

### Essential and measured by application, test and interview

**Proven administration and time management skills**

### Essential and measured by application, test and interview

**Ability to interpret and appropriately act on guidance/procedures**

### Essential and measured by application, test and interview

**Good planning, organisational and prioritisation skills**

### Essential and measured by application, test and interview

**Proven ability to maintain confidentiality**

### Essential and measured by application and interview

**Excellent telephone manner; ability to readily create rapport with client/situation and to determine appropriate need exercising appropriate levels of empathy/patience when dealing with vulnerable callers**

### Essential and measured by application and interview

**Understanding of GDPR**

### Desirable and measured by application and interview

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## **Work experience**

**Proven ability of working with MS office software packages to include Outlook, Word and Excel**

### Essential and measured by application and interview

**Two years’ experience of dealing with members of the public both face to face and on the telephone; ideally experience in dealing with vulnerable groups**

### Essential and measured by application, test and interview

**Experience of working in an office environment**

### Essential and measured by application, test and interview

**Experience of processing Invoices**

### Essential and measured by application, test and interview

**Experience or handling conflict/hostile situation with customers**

### Essential and measured by application and interview

## **Qualifications and knowledge**

**Good Academic background**

### Essential and measured by application and interview

**Knowledge of basic office systems and procedures**

### Essential and measured by application and interview

**NVQ level 3 in Business Administration or equivalent**

Desirable and measured by application and interview

**Current UK Driving Licence together with the ability to travel**

Desirable and measured by application and interview

**A general knowledge of Home Fire Safety**

Desirable and measured by application and interview

## **Personal qualities and attributes**

**Willingness to undergo Vetting/Disclosure & Barring Service (DBS) checks as required by the Service**

### Essential and measured by application and interview

**Ability to work effectively and efficiently on own initiative as well as a member of a busy team, taking responsibility for personal performance and responding to feedback**

### Essential and measured by application and interview

**Good listening and questioning skills**

### Essential and measured by application and interview

**Flexible and facilitative approach**

### Essential and measured by application and interview

**A commitment to continuous improvement**

### Essential and measured by application and interview

**Ability to work under conditions where you are interrupted on a regular basis**

### Essential and measured by application and interview

**Factor guides**

### **Supervision/management of people**

**Level 1** Little or no supervisory responsibility other than assisting in work familiarisation of peers and new recruits.

### **Creativity and innovation**

**Level 2** Work largely regulated by laid down procedures but needing occasional creative skills to deal with routine problems.

### **Contacts and relationships**

**Level 3** Issues generally not contentious, but where the outcome may not be straight-forward. Within the Organisation, the advice or guidance would

relate to issues which are less well established. Alternatively, outside

contacts would involve identifying details of service needs, assessment and initiating action to provide assistance, offering straightforward advice or delivering more comprehensive support and/or care.

### **Decisions – discretion**

**Level 2** Work is carried out within clearly defined rules and procedures involving decisions chosen from a range of established alternatives.

### **Decisions – consequences**

**Level 2** Decisions which have a material effect on the internal operations of the

post’s own or other departments, or on the individual or on the provision of

service to the public.

### **Resources**

**Level 1** Little or no responsibility for physical or financial resources.

### **Work environment – work demands**

**Level 2** Work subject to interruption to the programme of tasks but not involving any significant change to the programme.

### **Work environment – physical demands**

**Level 1** Work requiring normal physical effort.

### **Work environment – working conditions**

**Level 1** Work normally performed in a heated, lit and ventilated indoor environment; may be exposed to occasional noise or outside conditions.

### **Work environment – work context**

### **Level 2** Work potentially involves some risk to personal safety of injury, illness or health problems arising from the environment or the public/clients.

### **Knowledge and skills**

**Level 2** Ability to undertake work consistent with a comparatively basic knowledge and skills requirement, which encompasses a range of tasks involving application of readily understood rules, procedures or techniques.