



## **THE ROLE**

### **Safe and Well Officer**

<b>Department:</b>	<b>Prevention</b>
<b>Role Code:</b>	<b>SC16</b>
<b>Grade/Role:</b>	<b>5</b>
<b>Responsible to:</b>	<b>Safe and Well Lead</b>
<b>Responsible for:</b>	<b>No line management responsibility</b>
<b>Date Revised:</b>	<b>June 2023</b>

#### **Job Purpose:**

“The cornerstone of all Fire and Rescue Service (FRS) prevention work has been how services can prevent fire, fire fatalities and serious injuries in the home setting. This is where the majority of fire fatalities occur and remains the primary focus for the sector’s prevention efforts.” NFCC

As a Safe and Well Officer, you will undertake Home Fire Safety Visits to residents in their homes. You will identify risks, provide advice on fire prevention and fit appropriate smoke detection.

The aim of the visit is to reduce risk of fire in the home and to advise and support people in making choices in terms of wellbeing and lifestyle that can contribute to their ability to live safely in their own homes.

You will be engaging with people to gain an understanding of personal motivations, finding ways of influencing behaviour in order to improve safety and wellbeing. This includes making referrals and exchanging appropriate information with partnering agencies in order to improve safety and wellbeing.

You will need to be an effective communicator, able to develop a rapport with a wide range of people. You will also need to be self-motivated, organised and professional. The role involves fitting smoke alarms in properties. Full training and equipment will be provided, but you must be physically able to do this task in line with our health and safety guidelines.

Part of the role of Safe and Well Officer is to work with colleagues in other departments, promoting the service we provide and to spread our fire safety message. You will receive full training and have ongoing learning and development opportunities relevant to the role.

## Role Profile

### **Main Duties and Responsibilities:**

1. To undertake the delivery of Home Fire Safety Visits throughout Essex, being flexible in approach and responding to referrals generated from a wide variety of sources.
2. To promote and advise on home safety, home security and the wider determinants of health and wellbeing content through the delivery of these personalised Home Fire Safety visits.
3. Tailoring information, advice and guidance messages appropriately to ensure the most specific risks pertaining to that individual are discussed, and the individual receives a personalised, person-centred risk assessment. This includes:
  - a. To assess the need for specialist, sensory smoke detection equipment as part of a personalised risk assessment and install them as required.
  - b. To conduct high-risk Domestic Violence Home Safety Visits with Essex Police personnel or another Safe and Well Officer.
  - c. To signpost effectively and persuasively on lifestyle concerns specifically around health and wellbeing, with a view to changing behaviour.
  - d. To assess the need for assistive technologies such as grab rails, to aid mobility in the property, identifying a suitable location for it to be fitted, ordering as appropriate, and revisiting to ensure successful application of request.
  - e. To assess the capacity to maintain safe and clean cooking appliances, and refer the individual to ECFRS oven cleaning service if appropriate.
  - f. To identify and implement clear referral pathways in a persuasive manner, to ensure positive behaviour change, "Making Every Contact Count" in the collaborative delivery of interventions.
4. To be responsible for collecting and collating information prior to a visit, collect necessary information during the visit, and collate relevant referral information during and post visit, in order to produce the personalised risk assessment for the individual and support adequate evaluation of the service.
5. To inspect, test and as appropriate, install smoke alarms in the correct location in each property, in line with guidance, utilising tools, equipment and PPE provided by ECFRS.
6. To be able to identify and actively escalate the most serious cases who need more intensive or specific support.
7. To maintain effective working relationships with internal and external partners.

## Role Profile

8. To maintain a current and accurate knowledge and understanding of the work of relevant agencies/organisations for use when conducting a Home Fire Safety Visit.
9. To manage sensitive, confidential and disclosed information in accordance with service policy, undergoing vetting requirements appropriate to the role.
10. To train, and where required, mentor individuals carrying out Home Fire Safety Interventions to ensure quality and consistency across ECFRS.
11. To manage own time within each working day in order to attend all appointments allocated by the Home Safety Administration Team.
12. To manage personal safety within the working day, conducting dynamic risk assessments in accordance with ECFRS lone working policy.
13. To manage the equipment and resources available to deliver the required Home Fire Safety interventions, and other Community Safety interventions as appropriate.
14. To maintain a Service vehicle, keeping accurate records of travel and ensuring compliance with relevant ECFRS policies and procedures.
15. To attend all mandatory and developmental training relevant to the role.
16. To adopt and promote a positive approach to equal opportunities, equality, diversity and fairness.
17. Positively contribute to a safe work environment ensuring compliance with Health and Safety, Risk Management, Business Continuity and Safeguarding policy and procedure. Protect all personal information in adherence with the Data Protection Act 2018.
18. Any other duties commensurate with the responsibilities and grading of the post.