



## **COMMUNITY REFERRAL ADVISOR**

### **BACKGROUND INFORMATION**

Avon Fire & Rescue Service (AF&RS) serves the Unitary Authority areas of Bristol, Bath & North East Somerset, North Somerset and South Gloucestershire. It has 21 operational fire stations, together with offices, covering all areas, with its Head Quarters based in Portishead, near Bristol. AF&RS Control Centre, where emergency calls are handled, is situated in Lansdown, near Bath.

With an annual budget of around £50 million, AF&RS delivers a wide range of fire, rescue and community safety services across a geographic area of approximately 514 square miles with a residential population of more than one million people.

AF&RS employs over 800 staff made up of: Service Delivery including whole-time and on-call Firefighters, and staff in its Control Centre, Service Delivery Support, and Corporate Services.

This is a new post in the Vulnerable Adults Team, within the Service Delivery – Prevention and Protection Directorate, and reports to the Vulnerable Adults Team Leader. The role has been created to meet an identified business need, and will focus on onward referrals to external agencies where vulnerable members of the community may need additional support from other organisations.

With effect from July 2023, UK legislation was amended to enable Fire & Rescue Services to undertake standard Disclosure and Barring Service (DBS) checks for all employees. All AF&RS posts therefore require a standard DBS check, with a few defined roles requiring an enhanced DBS check. These DBS checks will be renewed throughout employment. This post is subject to an enhanced DBS check, as the post holder will be in contact with vulnerable people.

Safeguarding is the duty of every member of staff at AF&RS: as a public authority we have a responsibility to ensure that the adults and children we interact with are kept safe from harm.



## Job Description, Core Values and Person Specification

<b>Job Title</b>	<b>Community Referral Advisor</b>
<b>Post Number (as confirmed by HR Job Evaluator)</b>	<b>1537</b>
<b>Grade</b>	<b>HAY 9</b>
<b>Duration of Post</b>	Permanent
<b>Hours</b>	37 per week
<b>Directorate</b>	Prevention and Protection
<b>Unit or Team</b>	Vulnerable Adults Team
<b>Reports to (give job title)</b>	Community Safety Support Manager
<b>Line management or supervisory responsibilities</b>	No
<b>Responsibility for managing a budget</b>	No
<b>Date job was evaluated</b>	14.12.23

### Purpose of Job:

To be responsible for managing, co-ordinating, and making community referrals to external agencies to support vulnerable members of the community within their home, and providing additional support, sign-posting and guidance as necessary.

To carry out high priority Home Fire Safety Visits (HFSVs) reactively as and when necessary to the most vulnerable within the community, to reduce fire risk and contribute to their general health and wellbeing.

### Structure Chart:



### Responsibilities and Duties:

1.	Create, manage and maintain an Onward Referral Directory to enable opportunities for on-going support to vulnerable communities.
2.	Maintain, and identify new, relevant pathways to enable clear referrals to be made, liaising with those agencies on a regular basis.

3.	Conduct and monitor onward referrals to relevant external agencies for individuals where support has been requested, keeping accurate records of all activity and follow-up actions that have been made.
4.	Manage and prioritise workloads in accordance with guidelines determined by the line manager, including prioritising and allocating fire safety visits according to risk.
5.	Reactively conduct Home Fire Safety Visits (usually high priority and at short notice) to vulnerable members of our community, providing advice and guidance on all aspects of fire safety, and general health and wellbeing. The post holder will use an AF&RS branded vehicle carrying the necessary equipment.
6.	Develop an understanding of the diverse needs of vulnerable communities in order to support them with appropriate fire safety and health and wellbeing solutions to minimise risks within the home.
7.	When required, attend multi-agencies risk management meetings to establish successful pathways of support for vulnerable communities for the reduction of fire risk.
8.	Work in partnership with the Safeguarding Triage Team and the Community Partnership Advisor to ensure that the best support is provided to the community.
9.	Provide feedback to the Safeguarding Triage Team when required relating to reactive Home Fire Safety Visits and onward referrals.
10.	Accurately prepare reports including statistics, as and when necessary, including evaluating the external partner referral mechanisms.
11.	Recognise and make appropriate referrals to raise Safeguarding concerns when necessary.
12.	Carry out any additional responsibilities as reasonable and appropriate, as agreed with line manager.

### Special Notes or Conditions:

1.	<p>AF&amp;RS requires all staff and leaders to promote equality and diversity by:</p> <ul style="list-style-type: none"> <li>ensuring that, both in your dealings with other employees and with members of the public, you comply with all aspects of the Service's Equality Policy and legislation that outlaws discrimination;</li> <li>treating members of the public and other AF&amp;RS staff with respect, dignity and in line with the expectations determined by our Service values at all times; and taking action when witnessing an act that could be considered discrimination or harassment, challenging it and/or raising with managers.</li> </ul>
2.	This role is based at Nailsea Fire Station. Although you are based at a specific location, for efficiency or other business reasons we may require you to travel to and/or work from any base within AF&RS service area or work from home, for which we will pay allowances where appropriate.
3.	Your job may involve working out of normal office hours, for which mutually agreed compensatory time-off will be given.
4.	Many posts in AF&RS are hybrid-working with the facility to work from home and from an AF&RS work-base. Your manager will confirm if this applies to this post.
5.	Your job may involve you dealing with highly confidential and sensitive information. It is essential that you ensure this information is held and processed securely and that you act with tact and discretion at all times and comply with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. Confidentiality must be maintained, even after leaving this post or AF&RS employment.
6.	You should maintain an awareness of environmental regulations in relation to the remit of your role. All employees have a responsibility to carry out their duties in an environmentally-conscious way and to actively support AF&RS's Environmental Strategy, Policy and objectives.
7.	You must ensure you maintain an awareness of Health and Safety Regulations relevant to the duties and tasks you carry out and report any situations or incidents which could be

	considered hazardous. You have a responsibility for your own safety and must not endanger that of colleagues/visitors in the workplace or the public.
8.	There may be times when you are required to wear specific clothing suitable to the type of work you are undertaking. This may include AF&RS branded corporate clothing (for example when representing AF&RS externally), or protective clothing for the work being carried out, as deemed appropriate by your line manager.
9.	All AF&RS posts require a standard DBS check, with a few defined roles requiring an enhanced DBS check. These DBS checks will be renewed throughout employment. This post is subject to an enhanced DBS check, as the post holder will be in contact with vulnerable people.
10.	Safeguarding is the duty of every member of staff at AF&RS: as a public authority we have a responsibility to ensure that the adults and children we interact with are kept safe from harm.

**Avon Fire & Rescue Service Values**

We are in the process of embedding the principles of the [Core Code of Ethics](#), on joining the service you will be involved in co-creating what these principles mean to us.

- Putting our communities first
- Integrity
- Dignity and Respect
- Leadership
- Equality, diversity, and inclusion (EDI)

**Signed confirmation that this Job Description accurately reflects the requirements of the job:**

<b>Job Holder's Manager</b>		<b>Date</b>	
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**Signed agreement to carry out the responsibilities of this Job Description, and of acceptance of Avon Fire & Rescue Values:**

<b>Job Holder</b>		<b>Date</b>	
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See following page for Person Specification .....

## Person Specification

<b>Job Title</b>	<b>Community Referral Advisor</b>			
<b>Post Number</b>	<b>1537</b>			
<b>Grade</b>	<b>HAY 9</b>			
<b>Qualifications, knowledge, experience, skills and personal attributes required for the job:</b>				
	<b>E=Essential D=Desirable</b>	<b>Measured by: A = Application T = Test I = Interview</b>		
		<b>A</b>	<b>T</b>	<b>I</b>
<b>Qualifications/Knowledge</b>				
A sound knowledge and understanding of the variety of issues that may affect vulnerable people.	E	X		X
Willingness and ability to learn home fire safety requirements and related issues rapidly on appointment.	E	X		X
An understanding of what Avon Fire and Rescue does and how we support vulnerable communities.	D	X		X
<b>Experience</b>				
Experience of working with vulnerable communities.	E	X		X
Experience of establishing and maintaining effective external relationships with individuals and organisations, whilst projecting an appropriate corporate image.	E	X		X
Experience of effectively communicating with members of the public, especially those from vulnerable groups.	E	X		X
Experience of collating and producing statistics and reports.	E	X		X
Experience of identifying and reporting Safeguarding concerns.	E	X		X
<b>Skills</b>				
Able to demonstrate an empathy and commitment to support vulnerable people.	E	X		X
Excellent time management skills, with the ability to organise and prioritise to meet Service objectives, use initiative and work with minimal day to day supervision.	E	X		X
Proven computer literacy skills including accurate recording of information using MS Word, Excel and Outlook.	E	X		X
A current driving licence and ability to use AF&RS branded vehicles (manual transmission and/or electric), in order to transport necessary equipment to conduct Home Fire Safety Visits (HFSVs).	E	X		
<b>Personal Attributes</b>				
Willingness to accept and work to our Values during the course of employment.	E	X		X
Adaptable with a flexible approach to work.	E	X		X

Able to work effectively both individually and as part of a team.	E	X		X
Professional in conduct.	E	X		X
Strong stakeholder ethic with customer orientated approach.	E	X		X
Committed to undertake relevant training and continuous professional development opportunities.	E	X		X
Willingness for an enhanced Disclosure and Barring Service check to be conducted, owing to access to vulnerable people.	E	X		