

Hertfordshire County Council Job Outline



JOB TITLE: Home Safety Assessor / Technician
GRADE: H5
REPORTS TO: Community Protection Team Leader
TEAM: Hertfordshire Home Safety Services
DEPARTMENT: Community Protection

Purpose of the Job

Hertfordshire Home Safety Services (HHSS) combines Fire Protection, Fire Prevention, Trading Standards and the County Community Safety Unit. HHSS was formed to bring a cohesive approach to community safety and forms part of the wider Community Protection Directorate.

The post holder will be responsible for ensuring a quality safety and security service to high risk and vulnerable homeowners, private sector or social housing tenants. The work contributes directly to the County's strategic vision of providing residents the opportunity to be healthy and safe within their own communities and to promote independent and safe living.

Under the direction of the Community Protection Team Leader the post holder will organise their day-to-day workload to visit adults with complex needs. HHSS business support will allocate a daily schedule with the post holder ensuring priority is given to referrals relating to high fire risk or domestic abuse. They will undertake an initial assessment of needs and develop a bespoke range of solutions for each household.

Main Areas of Responsibility

- Organising and prioritising workload by retrieving referral data from ICT systems and maintaining regular communication with the HHSS support team
- Informing the service user and HHSS support team of any delayed or missed appointments and ensuring these are rearranged by either the post holder or a member of the support team
- Maintaining regular contact with the line manager and reporting issues as necessary. This will include daily updates and attendance at team meetings
- Undertaking a detailed assessment of safety and security issues in clients' homes and determining appropriate solutions

- Providing bespoke advice to residents on home safety and security, including awareness of scams and rogue traders
- Undertaking home fire safety checks and developing escape plans
- Fitting/maintaining locks on external doors and windows; locks on external garage doors and/or side or rear gates; smoke and carbon monoxide alarms (including solutions for those who are hard of hearing and signposting for those who are profoundly deaf); security solutions on fencing or walls; fire proof letterboxes; light bulbs
- Distributing and advising on resilience information prepared by HCC and/or partner agencies
- Providing advice to vulnerable clients on how to register with utility companies' priority services
- Distributing fire retardant nightwear, bedding and associated materials
- Assessing the needs of very high-risk individuals/properties and referring or signposting to the appropriate community safety team
- Advising on falls prevention, securing carpets, moving, and securing loose cables and wires, fitting hand rails internally and externally
- Clearing inside hallways and rooms, and cleaning garden paths of obstacles and clutter
- Marking the edges of steps (be painting)
- Assessing clients for chair/settee alteration
- Assessing and identifying solutions for those at risk from excess winter death factors
- Advising, referring or signposting on health issues relating to smoking, alcohol, mental health and dementia. This includes those services or equipment that are not offered under the HHSS service
- Completing accurate activity records and appropriate paperwork and returning to the HHSS support team on a regular basis (maximum of seven days)
- Ensuring vehicle is kept clean, safe, and roadworthy
- Undertake any identified training necessary for the role
- Undertaking any other duties of a similar level and responsibility as may be appropriately assigned to the post holder from time to time.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Person Specification

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and, in the order, listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.

- Hold Category B driving licence and have experience of driving various types of category B vehicles
- Geographical knowledge - must have the ability to travel throughout the County with the minimum of supervision, planning the most effective routes to ensure highest possible productivity in delivering services
- Ability to work under own supervision and prioritise workload
- Ability to undertake a variety of DIY tasks using both power and hand tools
- Awareness of Directorate objectives and performance standards as well as knowledge of local systems and department and HCC policies and procedures
- Understanding and awareness of safeguarding, client confidentiality and data security issues
- Ability to manage workload and administration requirements by effective understanding and use of MS office such as word and excel and email

Criminal Background Check

Safeguarding children and adults is of utmost importance to Hertfordshire County Council. The Council requires employees to abide by legislation and best practice to enable Hertfordshire to achieve this. This role has been identified as requiring a Disclosure & Barring Service (DBS) check or Basic Disclosure. You must therefore ensure that any relevant criminal record check application is completed and returned as requested by the Council, as this is deemed a contractual requirement of employment. In addition, you consent to allow the Council to retain a copy of the disclosure certificate within your personal file.

It is a contractual obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status whilst in employment. Enhanced DBS roles will be reviewed periodically during employment, by means of DBS Dip Sample or three yearly rechecks. Failure to disclose changes to your status

may be detrimental to your employment and you may be subject to disciplinary action.

Please note that additional information referring to the check is in the guidance notes to the application form. If you are invited to interview you will receive more information.

Equality and Diversity

Hertfordshire County Council is determined to take action to ensure that our belief in diversity and equality of opportunity is integral to everything we do. It will inform every area of activity; from the way we provide services to the way we employ our staff. It is a central responsibility of all councillors, managers, staff and partners. The council's equality policy 'Putting People First' is available on hertfordshire.gov.uk, on the internal intranet or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format.