



JOB DESCRIPTION

Job Title:	Persons at Heightened Risk (PaHR) Case worker
Department:	Prevention
Location:	Sadler Road
Post Number:	
Grade/Role:	Scale 6
Special Allowances:	None
Responsible to:	Persons at Heightened Risk Lead

JOB PURPOSE

Create, manage, and close case files for PaHR of death, serious injury, or significant loss, from fire, due to lifestyle, medical or mental health diagnosis or addiction to alcohol or drugs. Deliver Prevention initiatives to Cheshire, Halton, and Warrington residents. Working in partnership with partner agencies, wider Prevention teams and Service Delivery personnel to support and promote a better quality of life and reduce fire and other risks. Triage referrals into the Prevention Team and determine who is best positioned to provide the most appropriate support. Train and educate referral partners. Safeguard adults and Children and Young People (CYP) at risk, through referrals to partner agencies and case management.

PRINCIPAL RESPONSIBILITIES

- 1 Create, manage, and then close, at the appropriate time, all Vulnerable Persons (VP) case work that is identified. This will be undertaken based on reducing the fire risk to “as low as reasonably practicable” (ALARP), considering our statutory duties, powers, partner agency involvement and the needs and requirements of the individual. This will include work with all community demographics across Cheshire, Halton, and Warrington.
- 2 Triage all referrals that the Prevention Department receive, to identify and evaluate the risk, to ensure our response prioritises those with highest need. This will include the completion of visits and the creation of VP files where applicable, the delegation of visits to Prevention or Service Delivery colleagues, or the direction to other sources of information such as our website or fire safety literature.
- 3 Work collaboratively with strategic partners, to create effective relationships, to ensure appropriate support from partners is achieved for vulnerable people. This will include the development and delivery of training packages for partners, to support them, identify fire risk and make meaningful and detailed referrals to the Service for us to effectively triage and prioritise our response.
- 4 Manage and refer all safeguarding concerns received by the Service, that meet the necessary safeguarding thresholds. This will be inclusive of both adults and CYP and will include cases from all areas of the Service, (e.g. operational incidents, Prevention or Protection activities). Where safeguarding thresholds are not met, implement the appropriate level of support to assist the person in need. This work will also include the delivery of safeguarding training to Service colleagues, so that they can effectively undertake their safeguarding responsibilities.

- 5 Lead on high-risk (e.g. fire setting in the home) fire setter intervention work, to provide education and support to those with fire setting tendencies. Triage the referrals received into the department and direct them to the most appropriate team for completion. This work will be in collaboration with partner agencies and may require the support of the wider Prevention Department.
- 6 Analyse data and provide quantitative and qualitative information to the PaHR Lead, to support the development and delivery of departmental reports and statistical returns, which demonstrate the work completed by the team.
- 7 Keep records of all activities, including related admin duties and ensure records are kept up to date and recorded in a timely and accurate manner. Relevant information must be recorded using the services databases such as SAFFIRE, PDR Pro and eLearning, in line with the departments retention policies. Take personal responsibility for keeping skillset and knowledge up to date commensurate with the role.
- 8 Practice and promote the Health and Safety policies of Cheshire Fire Service to ensure the development and progression of health and safety within the sphere of responsibility of this job description and the health and safety of all employees and customers.
- 9 Promote equality and diversity in the Service and the Community in accordance with the Authority's Equality, Diversity and Inclusion Strategy.
- 10 To ensure personal data of those people they engage with is handled in compliance with the requirements of GDPR and CFRS policy.

HEALTH AND WELLBEING.

1	You may be working with vulnerable /at risk people in their homes and in the community.
2	You will be Lone working and driving in parts of Cheshire other than your base.
3	Working in mildly unpleasant surroundings and/or dealing with emotive personal circumstances.
4	There may be considerable driving.
5	There will be lifting and carrying.

Core Responsibilities for Cheshire Fire Service Personnel

Personal Performance

To take responsibility for personal performance (including personal fitness) and the development of personal skills to ensure the required skills, knowledge and competence to fulfil the role.

Personal Accountability

To manage the areas of responsibility attached to the post or commensurate with the role in accordance with the Authority's Scheme of Delegation.

Core Values and Behaviours

To encourage and promote the values of Cheshire Fire Authority and comply with the required standards of conduct and so promote the Authority within the community by acting with integrity and honesty. Specifically:

- **Being Inclusive**

By acting fairly with integrity and respect and without prejudice.

- **Doing the right thing**
By holding each other to account for ensuring high standards of professionalism in everything we do.
- **Acting with compassion**
By being understanding and offering to help each other and to our communities with warmth, patience and kindness.
- **Making a Difference**
By making an impact in our organisation and in our communities in whatever way we can for as many people as we can.
- **NFCC Code of Ethics**

Putting our communities first
Integrity
Dignity and respect
Leadership
Equality, Diversity and Inclusion

Equality and Diversity

To promote, adhere to and implement the Service's Equality and Diversity Strategy/Policy and to work consistently to embed equality and diversity within the Service.

Safeguarding

To promote, adhere to and implement the Service's Safeguarding Strategy/Policy and to work consistently to embed Safeguarding within the Service.

Health and Safety

To work in compliance with Service Health and Safety Policy to ensure that hazards are identified and risks assessed and controlled.

To be proactive in managing your personal health, safety and wellbeing and that of your colleagues.

Environment

To promote the Service's Environment Policy/Strategy by implementing working practices and procedures that ensure a sustainable approach to the use of resources and that resources are disposed of in an efficient and environmentally friendly way.

To work consistently to embed environmental considerations, energy efficiency and compliance with the Environment Management System (EMS) within the Service.

N.B.

Notwithstanding the detail in this job description, in accordance with the Cheshire Fire and Rescue Service's flexibility policy the job holder will undertake such work as may be determined by the Chief Fire Officer/Line Manager from time to time, up to or at a level consistent with the principal responsibilities of the job and in any location within the Cheshire Fire and Rescue Service.

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1.0	12/04/2024	SMc



PERSON SPECIFICATION

Job Title: Persons at Heightened Risk (PaHR) Case worker

PERSONAL ATTRIBUTES REQUIRED	ESSENTIAL	DESIRABLE
<u>Qualifications/Experience</u> Educated to GCSE or equivalent level, including Maths and English at least at Grade 4 (previously Grade C). Experience of working with the public, communities and partnership agencies. Experience of working with vulnerable groups (i.e. housing sector)	* *	*
<u>Knowledge and Skills</u> Knowledge of safeguarding young, vulnerable and elderly people. Knowledge of relevant legislation e.g. Equality Act, Data Protection & Health and Safety. Knowledge of how a modern Fire and Rescue Service works. Knowledge of care support systems. Sound knowledge of fire safety. Excellent presentation skills. Knowledge of IT systems (databases, outlook etc) Ability to impart knowledge and information to key partners. Ability to handle and manage confidential information and data. Ability to challenge decisions and organisations in a professional manner	* * * * * * * * *	* * *

<u>Personal Competencies</u> Excellent verbal and non-verbal interpersonal skills. Good written skills. Excellent organisational and time management skills. Ability to prioritise and work to targets. Highly motivated. Competent user of IT including phones, tablets, databases (outlook etc) Ability to work alone in challenging situations but still able to work as part of a close knit team. Ability to network with partners. Ability to occasionally work flexibly including evenings & weekends. Current full driving licence Demonstrate the ability to undertake a range of practical activities, including the fitting of smoke alarms, using basic power tools and step ladders.	* * * * * * * * * *	
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