



Job description and person specification

Fire Information Worker

(2 x 0.25FTE posts)

About Firvale Community Hub

Firvale Community Hub provides a range of services to support the local community in Firvale and BME communities across Sheffield. Advice and specialist advice services form the cornerstone of our offer to the community.

We seek to empower our clients and support them to improve their confidence and capability. We have well established partnerships and referral pathways including with statutory services, community organisations, landlords and residents.

We aim for excellence. Our ambition is to be among the best services in the country, and one of the leading voluntary and community organisation in Sheffield.

The Migrant and BME Fire Safety Visiting Project

This is an exciting new project, providing advice and information to families identified as 'at risk' of fire in their homes. Funded by the South Yorkshire Fire and Rescue Stronger Safer Communities Reserve, the project will identify and visit families on low income who are living in poor or unsuitable accommodation. Advice will be offered, working in close co-operation with Fire Community Safety Officers from SYFR, and follow up visits will ensure that families are supported to implement a simple action plan.

Many of the families supported will have mental health issues.

Approximately 45% of clients will be from the Roma Slovak community, 45% from the south Asian community, 10% of Arab ethnicity, with a residual number of referrals of socially isolated white British people.

The project will also re-purpose existing written and video resources for key local BME communities, ensuring that fire safety messages are culturally appropriate.



Job purpose

Fire Information Workers will work with members of BME communities to improve awareness of fire hazards in the home and behaviours that promote or reduce fire safety.

Fire Information Workers will also seek to:

- support and empower clients to address their needs.
- provide information and advice that is accessible by all clients, taking full account of clients' communication and other needs.

Main duties and responsibilities

1. Work with South Yorkshire Fire and Rescue (SYFR), the Sheffield Roma Network, external partners and internal staff to identify appropriate clients.
2. Give marketing presentations to community audiences.
3. Welcome clients to the service and undertake initial assessments of their need for information and advice.
4. Book appointments for families and individuals.
5. Visit families and individuals identified as at 'high risk' in relation to fire safety, working alongside SYFR officers.
6. Work with Fire Community Safety Officers to ensure clients understand the fire risks in their homes.
7. Agree a simple action plan with clients to reduce fire risks.
8. Undertake follow up visits to assess clients' progress.
9. Assist clients to implement their action plan, including liaising with relevant agencies.
10. Refer high risk clients to other appropriate services.
11. Develop and re-purpose appropriate information materials in community languages.
12. Maintain action plans and assessments in individual case files.
13. Write case study reports on a regular basis.
14. Contribute to ensuring that service performance standards and targets are met.
15. Attend team meetings as required.



Person specification

<p>Comprehensive knowledge</p>	<ul style="list-style-type: none"> • Advice giving processes and systems. • The communities supported by Firvale Community Hub. • Awareness of the difficulties faced by people living with mental health issues.
<p>Language and communication</p>	<ul style="list-style-type: none"> • Listening, verbal, written and presentation communication skills. • To communicate well with clients, colleagues and other agencies in English and Roma Slovak. (Post 1 only) • To communicate well with clients, colleagues and other agencies in English and an appropriate community language. (Post 2 only)
<p>High quality skills</p>	<ul style="list-style-type: none"> • To work in partnership in multi-professional and multi-agency settings. • To utilise case recording and other information systems that support advice provision. • To support and empower clients to complete their action plans.
<p>Aptitude: a commitment to</p>	<ul style="list-style-type: none"> • The goals and values of Firvale Community Hub. • Working flexible and to adapting to changing needs and priorities. • Team working. • The delivery of service performance standards. • Personal learning and professional development. • Equality opportunities and to valuing diversity.
<p>Qualification, training and accreditation</p>	<ul style="list-style-type: none"> • Successful completion (or willingness to complete) mandatory training requirements. • Accreditation as required for specialist areas of advice practice.