

Service Document Standard Form

Role Profile:

Welfare Officer



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Linked documents: Job Evaluation Guidance Note

ROLE DETAILS:	
Role Title:	Welfare Officer
Grade:	Scale G
Service area:	People and Organisational Development
Responsible to:	Human Resources Advisory and Development Manager

PURPOSE OF THE ROLE: <i>Why the role exists and what it has to achieve</i>
<ul style="list-style-type: none">• To provide an effective and efficient professional service supporting the Human Resources (HR) Advisory and Development team• To act as the initial contact and triage point for individuals and line managers seeking access to welfare support, providing advice, guidance and support as to appropriate services and facilitating contact with internal and external providers• To assist with the effective delivery of wellbeing support in order to facilitate line managers in managing employees in accordance with procedural guidance and best practice• To support the HR Advisory and Development team in developing and providing high quality welfare support arrangements to all employees past and present of the Service, which will assist employees in returning to work, or through difficult personal circumstances• To assist Human Resources in improving attendance rates, reduce employee absence and to engage with individuals, external agencies and families to provide support as required

DIMENSIONS OF THE ROLE: <i>The key statistics associated with the role</i>
<p>Financial: No financial responsibilities</p> <p>Staff Responsibilities: No staff responsibilities</p> <p>Any other statistical data: To produce management information reports and analysis with suitable recommendations</p>

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PRINCIPAL ACCOUNTABILITIES: *What the role is accountable for and required to deliver*

- To ensure employees have access to appropriate welfare support arrangements; providing advice, guidance and assistance to those absent from work, returning to work, or going through difficult personal circumstances
- To provide advice and guidance to line managers to assist with individual cases where welfare support is required, including return to work plans and ongoing support
- To be the first point of contact for the customer service desk for the escalation of employee welfare issues
- To work closely with the HR Advisor (ER) to develop and deliver appropriate health and welfare initiatives to keep employees happy and healthy in work
- To ensure a close working relationship with departments and relevant external organisations, to align and co-ordinate cases and supporting employees to access treatment, which may include the following:
 - To assist individuals to identify their needs for treatment programmes. Signposting to the Fire Fighters Charity or any other treatment providers as appropriate
 - Assisting employees attending any appointments, and accompany individuals to various locations if required
 - To formulate business cases to secure funding and ensure any requests provide value for money for the Service
- Evaluate the effectiveness of any treatment and welfare support
- Complete Occupational Health referrals for employees as appropriate
- Ensure wreaths are provided at appropriate times for ex-serving members, via a procurement card, ensuring invoices are entered on the integra finance system in a timely fashion
- To provide management information reports in respect of employee welfare issues
- To work with colleagues to develop the welfare and wellbeing sections of the intranet, ensuring the Service has appropriate updated communication, advice and guidance tools available to managers and employees
- To support the wellbeing strategy and develop and implement initiatives to enhance engagement, increase productivity levels and reduce sickness absence
- To complete training and support the coaching and delivery of workshops / facilitated events in regards to employee welfare

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- To maintain accurate case records and evidence of work completed and to write regular reports when required
- To assist in formulating and implementing relevant welfare procedures and guidance documents
- Attend meetings as required and compile reports for submission to line managers, as required
- To provide information and support to employees on inductions / retirements etc.
- Attend case conferences and liaise with professionals from other agencies where appropriate
- To co-ordinate the Trauma Support function, ensuring debriefs are completed in a timely manner, and provide a system of welfare/support arrangements to the Trauma Support team and employees, and confidentially record number of incidents completed
- To co-ordinate the mental health first aiders and champions, to provide a system of welfare/support arrangements to the Service, ensuring the team are engaged and utilised as part of the wellbeing strategy
- To provide administrative assistance and support as required within the Human Resources team

DECISION MAKING:

Make decisions: To use professional judgement to make decisions and recommendations on the various projects involved within the HR Advisory and Development team

Significant say in decisions: To contribute to the shaping of the team's objectives and priorities

CONTACT WITH OTHERS: *The frequent contact the role holder has with others and for what purpose*

Internal: Will have numerous internal contacts across most levels within the Service, linked to Occupational Health and wellbeing

External: Regional / National working groups, other Fire & Rescue Services as appropriate, some of which may be outside of the geographical boundaries of Buckinghamshire and Milton Keynes, partner organisations

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PERSONAL REQUIREMENTS:

- To participate in a programme of continuous personal and professional development relevant to the role
- To demonstrate conduct and behaviours in accordance with the Service policies, values and norms
- To comply with the Services' aims, organisational values and behaviours and their impact on this post
- To be committed to protecting and respecting the privacy of individuals and the responsible handling of personal information
- To ensure all aspects of health and safety are adhered to. Ensuring that all staff, visitors, contractors etc. within the area are following statutory requirements and Service policies and procedures
- The Service is committed to safeguarding and promoting the welfare of children and vulnerable adults, and expects all employees and volunteers to share this commitment
- To undertake, with appropriate training, the duties of other roles as required
- To mentor and coach individual members of staff as required
- To contribute to the development and implementation of relevant policies and procedures
- Attend meetings as required and submit information in appropriate formats as required
- To undertake any other duties which fall within the broad spirit, scope, levels and purpose of this role that may reasonably be required from time to time, at any location required by the Service

REQUIREMENTS: Essential Criteria

The skills, knowledge, qualifications and training required to perform the role

Qualifications & Training:

- A sound general level of educational achievement

Experience:

- Working with individuals who may have emotional, behavioural and medical difficulties
- Be able to work flexibly
- Working in partnership with a range of professionals and agencies

Skills:

- Computer literate or ability to use IT applications in a wide range of applications.
- A good understanding of the issues and problems that impact upon individuals/families experiencing a range of difficulties and the ability to support.

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- Excellent verbal and written skills to enable effective communication with colleagues, employees, families and other agencies
- Ability to work within a team and to interact with individuals
- Works on own initiative and without direct supervision
- Be emotionally resilient and be able to work in a challenging environment.
- Able to prioritise tasks
- Good telephone manner

Knowledge:

- To maintain a good knowledge of all role specific information by proactively monitoring information via a range of sources such as the intranet, policies, procedures, internal bulletins and external publications
- Sound understanding of the need for confidentiality

REQUIREMENTS: Desirable Criteria

The skills, knowledge, qualifications and training required to perform the role

Qualifications & Training:

- Completed a recognised counselling qualification, Suicide Assist qualification, safeguarding qualification

Experience:

- Experience in counselling
- Experience of conducting training needs analysis and delivering value for money solutions
- Public Sector or Blue Light experience

Knowledge:

- Knowledge of the Fire Service policies and procedures

ANY ADDITIONAL INFORMATION: *Information relevant to the role.*

The post-holder may have access to sensitive and personal information, which is accessed on a 'need-to-know' basis. Confidentiality is an essential requirement of this role.

This role profile will be supplemented by annual target based outcomes, which will be developed in conjunction with the role holder. It will be subject to regular review and the Service reserves the right to amend or add to the content listed above.