

Role Profile

Part A - Grade & Structure Information

Job Family Code	7PCS	Role Title	Education Officer
Grade	PS7	Reports to (role title)	Education Manager
		Directorate / School	Surrey Fire and Rescue Service (SFRS)
JE Band	228-268	Service / Department	Community, Protection, Transport & Environment
		Date Role Profile was created	04/07/2019

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>Deliver educational and youth engagement programmes to children and young people, including fire, road and water safety, reducing risk to the community from children and young people's involvement in fires, road traffic collisions, water incidents, deliberate fire setting and anti-social behaviour. Support the delivery of youth engagement and juvenile fire-setter schemes and provide guidance in the development of lifelong learning programmes.</p> <ul style="list-style-type: none"> • Deliver fire, road and water safety educational sessions to school children across a wide age range, using a variety of teaching styles and formats • Undertake Firewise Scheme educational case visits, producing accurate case notes to the Firewise Scheme Manager • Undertake the role of Youth Engagement Scheme (YES) Instructor, providing capacity to the Youth Engagement Manager • Contribute to the development, production and evaluation of educational programmes and resources for use by the Children and Young People Team and the wider Service • Work to ensure that children and young people are safeguarded at all times.
Work Context	<ul style="list-style-type: none"> • One of a team of Education Officers, reporting to the Education Manager, within the Children and Young People (CYP) Team • Nominally based at Service Headquarters, but with flexibility to work from fire stations, Surrey County Council offices or from home • An expectation to work in Surrey schools and other education provisions, the homes of children and young people and fire stations • Working alongside SFRS personnel and partner agencies across Surrey • Working with children and young people and their families that may have special educational needs • Working with children, young people and their families who can sometimes exhibit challenging behaviours within possible emotionally demanding environments • Willingness to undertake continual professional development including participation in regular supervision sessions • Flexibility required to work some evenings and weekends and occasionally outside the county.
Line management responsibility if applicable	None
Budget responsibility if applicable	None

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Risk Management</p> <ul style="list-style-type: none"> • Contribute to risk awareness in carrying out duties and raise issues where appropriate. • Assess and manage risk associated with assigned cases/service delivery to ensure safeguarding of service users. <p>Case Management</p> <ul style="list-style-type: none"> • Monitor, manage and deliver care plans in specified service area. • Undertake case related reports and maintain records in accordance with procedural and legislative requirements. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Initiate assessments, plan and carry out care management within procedural and regulatory framework. May plan the work of other staff. • Assist in development and project work, and working with other staff to provide information and feedback. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Make recommendations for the provision of services in line with the budget determined according to assessment of needs. <p>Work with others</p> <ul style="list-style-type: none"> • Liaise, communicate and work in partnership with other internal departments, partner organisations, agencies and/or contractors and engage with the community and volunteers. <p>People Management</p> <ul style="list-style-type: none"> • Contributes to the induction and training of new staff and the on-going development of more junior staff, and may coordinate and supervise the work of team assistants. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. adherence to safe working under the health and safety policy is required.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Vocational Qualifications Level 3/4 or equivalent in relevant field with practical knowledge of service user group needs, or equivalent experience. • For some roles a relevant degree may be required. • Understanding of relevant legislation, processes and procedures and issues relating to the service user group. • Ability to show an understanding of the circumstances of people with more complex social care needs, to gather detailed and appropriate information and to reach a view about the likely source of assistance. • Able to plan, manage and prioritise a caseload and seek guidance where necessary. • Numerate and able to makes recommendations for the provision of services in line with the budget determined according to assessment of needs. • Competent in a range of IT tools including MS Office and database management systems. • Effective written and oral communication and interpersonal skills with the ability to build relationships with a range of stakeholders. • Problem solving skills or ability to undertake process or practice improvement with minimal supervision. • Ability to work effectively and flexibly as part of a team, and provide guidance and assistance to less experienced or more junior members of staff. • Experience of working with the user group and of staff supervision where appropriate. • Satisfactory DBS clearance might be required.
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<ul style="list-style-type: none"> • A suitable qualification in teaching or youth work - such as PGCE, BEd, BA/BSc with QTS or JNC recognised degree or Graduate Certificate in Youth and Community Work (Level 6+) or similar, appropriate qualification or equivalent experience is desirable, but not essential • Teaching strategies, educational methodology and how children and young people learn • Excellent communication skills, verbal and written, with the ability to effectively interact with, and influence, children, young people and adults in a range of environments • Pro-social behaviours and building appropriate rapport with children, young people and families • A flexible approach - travel around the county with a willingness to work flexible hours including some evenings/weekends • Working with partner agencies or referral agencies, ideally with experience of working within a fire and rescue service or other emergency service organisation is desirable • Ability to effectively use information technology, including databases and/or spreadsheets and Microsoft Office 365 • Full valid driving licence for UK use (manual gearbox) • Appointment subject to an enhanced Disclosure & Barring Service (DBS) check

Role Summary	Roles at this level provide a practical front line support service helping with advice and guidance, managing a varied caseload, and working as necessary with community, professional groups and local organisations to ensure provision of support. They have practical knowledge of the procedural framework, service user group needs, and are authoritative on procedures of some complexity and variety, with an in-depth knowledge and understanding of a particular functional area. Planning and organising is a key element, mainly in terms of planning own time, planning and prioritising for the weeks ahead. Although most work will follow established patterns, initiative is needed to resolve problems and queries based on experience and judgement, mainly without reference to others, but with access to clear guidance. They may supervise a team and coordinate service delivery in their own service area.
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