

## Kent County Council

### Job Description: Kent Community Warden

---

<b>Directorate:</b>	<b>Growth, Environment and Transport</b>
<b>Unit/Section:</b>	<b>Community Safety</b>
<b>Grade:</b>	<b>KR6</b>
<b>Responsible to:</b>	<b>Team Leader</b>

### **Purpose of the Job:**

Provide a proactive and visible presence in Kent communities to improve residents' quality of life and promote stronger and safer communities. Deliver a trusted community-based service that identifies and addresses local concerns by implementing preventative and early intervention measures. Collaborating with partners to deliver solutions which will allow Kent's residents and communities to thrive.

Contribute to the Kent Community Warden Service key objectives of; Strengthening community resilience to ensure 'Stronger, Safer Communities'; Supporting the elderly and vulnerable; Fostering community cohesion and wellbeing; and Assisting residents to navigate public services.

### **Main duties and responsibilities:**

Assist with navigating public services:

- Liaise with internal and external partners in order to; maintain knowledge to support residents and effectively interact with other teams to achieve common objectives through excellent service delivery.

Support the elderly and vulnerable:

- Use and apply community asset knowledge, communication skills and experience of working with the public to support the elderly and vulnerable. Improve wellbeing and support independent living through welfare visits, advice and facilitating access to care and services.

Foster community cohesion and wellbeing:

- Utilise greater autonomy to develop links with local community forums, agencies, and organisations to promote social inclusion. Achieve a positive impact on the wider service through professional engagement with partners and communities.
- Develop relationships within the community and utilise this to resolve routine and non-routine community issues through a solution-focused approach. Solutions may include partnership initiatives, projects and events. Act as a 'Professional Witness' when required, ensuring problems are dealt with quickly to de-escalate any community tension.

Strengthen community resilience:

- Liaise with partnership agencies to actively problem solve in order to contribute towards achieving targets and objectives as described in the KCC and Community Safety Unit business plans. To include responding to emergencies when required.
- Assist in the delivery and monitoring of crime reduction initiatives in liaison with local Community Safety Units (CSUs) and neighbourhood Policing teams. Ensure a consistent approach to crime and scam prevention activities and support to victims. All with the aim of reducing fears and perceptions of crime. Resolve queries where able, or refer more complex issues when appropriate.

General:

- Deliver work activities as directed by Team Leader, feeding back to partners and agencies as appropriate. Deliver in line with Public Protection safeguarding policies to promote welfare of children and adults. Resolve lower-level complex queries and provide KCWS services to communities and residents. Plan work activities weeks or months ahead, with an understanding of the longer-term contribution to community development and resilience.
- Maintain appropriate records as required, including work planned and completed, evidence of outcomes achieved and operational administration. Contribute to the planning, monitoring, delivery, and promotion of the service, identifying problems to support improvement to work practices.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post

## Kent County Council

### Person Specification: Kent Community Warden

---

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<p>Qualifications to a Level 2 diploma / GCSEs graded A* to C standard or equivalent experience.</p> <p>Applicants must be of good character - DBS and Security checks are an essential requirement.</p>
<b>EXPERIENCE</b>	<p>Previous experience of working within an area involving face to face contact with the public and a multi-agency environment.</p> <p>Previous experience of working alone and within a team environment is essential.</p>
<b>SKILLS AND ABILITIES</b>	<p>Competencies as required by 'Essential' / 'Bronze' standard as described in the NHS Competency Framework for Care Navigation. (e.g. providing effective signposting and help facilitate and link residents to the right service.)</p> <p>Excellent interpersonal and communications skills to include; listening, mediation, negotiation, tact, empathy and diplomacy when dealing with highly sensitive issues.</p> <p>The ability to use initiative to make workload.</p> <p>The ability to communicate and present information clearly and accurately both verbally, electronically and in writing. To include excellent ICT skills such as use of Microsoft Office products Word and Excel.</p> <p>Your health should be appropriate to the needs of the role, and ability to travel to remote areas of the county is required to support residents and events in the community and outdoors. This includes some evening and weekend work.</p>
<b>KNOWLEDGE</b>	<p>Awareness of community issues, such as housing, environment, community safety and health.</p> <p>Awareness of community safety partners.</p>
<b>BEHAVIOURS AND KENT VALUES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are brave. We do the right thing, we accept and offer challenge</li> <li>• We are curious to innovate and improve</li> </ul>

	<ul style="list-style-type: none"><li>• We are compassionate, understanding and respectful to all</li><li>• We are strong together by sharing knowledge</li><li>• We are all responsible for the difference we make</li></ul>
--	---

## Kent County Council

### Job Description: Kent Community Warden

---

**Directorate:** Growth, Environment and Transport  
**Unit/Section:** Community Safety  
**Grade:** KR7  
**Responsible to:** Team Leader

#### **Purpose of the Job:**

Provide a proactive and visible presence in Kent communities to improve residents' quality of life and promote stronger and safer communities. Deliver a trusted community-based service that identifies and addresses local concerns by implementing preventative and early intervention measures. Collaborating with partners to deliver solutions which will allow Kent's residents and communities to thrive.

Contribute to the Kent Community Warden Service key objectives of; Strengthening community resilience to ensure 'Stronger, Safer Communities'; Supporting the elderly and vulnerable; Fostering community cohesion and wellbeing; and Assisting residents to navigate public services.

#### **Main duties and responsibilities:**

Assist with navigating public services:

- Liaise with internal and external partners in order to; maintain knowledge to support residents and effectively interact with other teams to achieve common objectives, providing advice to support professional staff.

Support the elderly and vulnerable:

- Use and apply community asset knowledge, communication skills and experience of working with the public to support the elderly and vulnerable. Improve wellbeing and support independent living through welfare visits, advice and facilitating access to care and services.
- Manage a caseload of referrals providing structured support for residents enabling healthier behaviours and self-care. Plan in terms of months with regards to own and supporting resources required. Maintain knowledge of community resources available as longer term solutions and stimulate activity to address gaps in service provisions.

Foster community cohesion and wellbeing:

- Lead in establishing and developing relationships with communities, local forums, agencies and organisations and contribute to the development and improvement of community groups and events. Work with autonomy to deliver projects, events and initiatives to address community issues and solve complex problem

Strengthen community resilience:

- Apply community safety and development knowledge, skills and experiences across the service and with partnership agencies, in order to achieve targets and objectives as described in the KCC and Community Safety Unit business plans. To include responding to emergencies when required.
- Develop and coordinate the delivery and monitoring of crime reduction initiatives in liaison with local Community Safety Units (CSUs) and neighbourhood Policing teams. Ensure a consistent approach to crime and scam prevention activities and support to victims. All with the aim of reducing fears and perceptions of crime. Apply knowledge of key community safety policies and legislation, referring complicated policy and technical questions to supervisor when appropriate.

General:

- Deliver work activities as directed by Team Leader, feeding back to partners and agencies as appropriate. Deliver in line with Public Protection safeguarding policies to promote welfare of children and adults. Resolve higher level complex queries when providing KCWS services to communities and residents. Supervise others when required, assisting with training, mentoring and development of new staff, volunteers, external groups and partnership agencies.
- Maintain appropriate records as required, including; work planned and completed, evidence of outcomes achieved and operational administration. Contribute to the planning, monitoring, delivery and promotion of the service, to include; provision of management information, recommendations of improvements to work practices and identification of issues requiring improved processes or policy.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

## Kent County Council

### Person Specification: Kent Community Warden

---

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<p>Qualifications to a Level 3 diploma / A Level standard or equivalent experience.</p> <p>Applicants must be of good character - DBS and Security checks are an essential requirement.</p>
<b>EXPERIENCE</b>	<p>Experience of working with the public, particularly vulnerable persons to achieve behaviour change (e.g. as a link worker or social prescriber).</p> <p>Experience commensurate with Community Development National Occupancy Standards; Key Areas 1 (Understand and practice community development), 2 (Understand and engage with communities) and 3 (Group work and collective action).</p>
<b>SKILLS AND ABILITIES</b>	<p>Competencies as required by 'Enhanced' / 'Silver' standard as described in the NHS Competency Framework for Care Navigation. (e.g. using a 'case management' approach and practicing the principles of person-centred care.)</p> <p>Excellent interpersonal and communications skills with an ability to assess and address needs of an individual or situation through health coaching/motivational interviewing skills.</p> <p>Planning and organisation skills covering; own workload, events/projects for the community and structured interventions for residents to enable achievement of wellbeing goals for communities and individuals.</p> <p>Skilled at communicating and presenting information clearly and accurately both verbally, electronically and in writing to ensure key messages and decisions are shared successfully. To include basic ICT skills such as use of Microsoft Office products Word and Excel.</p> <p>Your health should be appropriate to the needs of the role and ability to travel to remote areas of the county is required to support residents and events in the community and outdoors. This includes some evening and weekend work.</p>

<b>KNOWLEDGE</b>	<p>Knowledge of community safety related legislation and the relevant priorities and partners in Kent.</p> <p>Knowledge of KCC services, other public services and community assets, organisations and charities who engage with and can complement KCWS.</p>
<b>BEHAVIOURS AND KENT VALUES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"><li>• <b>We are brave. We do the right thing, we accept and offer challenge</b></li><li>• <b>We are curious to innovate and improve</b></li><li>• <b>We are compassionate, understanding and respectful to all</b></li><li>• <b>We are strong together by sharing knowledge</b></li><li>• <b>We are all responsible for the difference we make</b></li></ul>