

## Kent County Council

### Job Description: *Community Warden*

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<b>Directorate:</b>	<b>Growth, Environment and Transport</b>
<b>Unit/Section:</b>	<b>Community Safety</b>
<b>Grade:</b>	<b>KSE</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 anticipates 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; Assisting residents to navigate public services; Supporting the elderly and vulnerable; Fostering community cohesion and wellbeing; and Strengthen community resilience to ensure 'Stronger, Safer Communities'.

#### **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 problems.

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.
- 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. 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 their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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### Person Specification: *Community Warden*

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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>	<ul style="list-style-type: none"> <li>• Qualifications to a Level 3 diploma / A Level standard or equivalent experience.</li> <li>• Applicants must be of good character and have no convictions for any criminal offence.</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of working with the public, particularly vulnerable persons to achieve behaviour change (e.g. as a link worker or social prescriber).</li> <li>• 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).</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• 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-centered care.)</li> <li>• Excellent interpersonal and communications skills with an ability to assess and address needs of an individual or situation through health coaching/motivational interviewing skills.</li> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Knowledge of community safety related legislation and the relevant priorities and partners in Kent.</li> <li>• Knowledge of KCC service, other public services and community assets, organisations and charities who engage with and can complement KCWS.</li> </ul>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> </ul>

- We are **compassionate**, understanding and respectful to all
- We are **strong together** by sharing knowledge
- We are all **responsible** for the difference we make

Our values enable us to build a culture that is:

**Flexible/agile** - willing to take (calculated) risks and want people that are flexible and agile

**Curious** - constantly learning and evolving

**Compassionate and Inclusive** - compassionate, understanding and respectful to all

**Working Together** - building and delivering for the best interests of Kent

**Empowering** - Our people take accountability for their decisions and actions

**Externally Focused** - Residents, families and communities at the heart of decision making