



## ***JOB PROFILE***

<b>JOB TITLE:</b>	Kings Trust Programme Support Worker
<b>SALARY GRADE:</b>	Grade 5
<b>SALARY RANGE:</b>	£25,584 - £27,269 per annum
<b>J E REFERENCE:</b>	A264
<b>DIRECTORATE:</b>	Prevention
<b>TEAM:</b>	Youth Engagement
<b>LOCATION OF WORK:</b>	Locations across Merseyside
<b>HOURS OF WORK:</b>	35
<b>DIRECTLY RESPONSIBLE TO:</b>	Team Leader – Kings Trust

### **JOB SUMMARY**

Supporting young people's learning needs and developing personal skills to Youth Engagement Programmes delivered by Merseyside Fire & Rescue Service.

### **MAIN DUTIES / RESPONSIBILITIES**

1. Deputise in the absence of the Team Leader when necessary.
2. Support in developing the personal skills of the young people and improve their personal development.
3. Carry out literacy and numeracy diagnostic assessments and record distance travelled.
4. Complete Individual Learning Plans (ILP's) and liaise with Team Leaders on learner needs.
5. Support students with basic skills when required by learners.
6. Support with recruitment of team and ensure student enrolment forms are completed accurately in a timely manner.
7. Support monitoring health and safety including completing risk assessments (training will be given).
8. Keep necessary team records as required.
9. Support with personal profiles and key skills and complete administration in accordance with our funding arrangements.
10. Support the organisation of presentations functions during the programme.
11. Support in reviewing the students progression over the programme.
12. Support in securing work placements.
13. Attend and assist in the supervision of student "outward-bound" style team building residential

courses.

14. Fulfil all exigencies of the role and support, when required on MF&RS Youth Team Programmes.
15. To undertake necessary training.
16. To assist in preparing and delivering team activities both on and off site.
17. To communicate with stakeholders when required.
18. To undertake any other duties deemed suitable by the Authority commensurate with the grade.

### **MERSEYSIDE FIRE & RESCUE SERVICE OUR VISION**

To be the best Fire & Rescue Service in the UK. One team, putting its communities first.

### **MERSEYSIDE FIRE & RESCUE SERVICE OUR PURPOSE**

Here to serve. Here to protect. Here to keep you safe.

### **WORKING WITH MERSEYSIDE FIRE & RESCUE SERVICE OUR VALUES**

It is essential that all employees of Merseyside Fire & Rescue Service (MF&RS) both operational and non operational are committed to encourage and promote the values of MF&RS and comply with the required standards of conduct and so promote the Authority within the community by acting with integrity and honesty. The Authority expects all of its employees to have and be able to demonstrate the following personal values:

#### **We serve with courage**

- By never settling for the status quo
- By being decisive and calm under pressure
- By having determination to see things through
- By being prepared to fail
- By celebrating diversity and being open to new opportunities and challenges
- By setting high standards and not being embarrassed for doing so
- By challenging ourselves to be better

#### **We serve with integrity**

- By doing the right thing even when its hard or no one is looking
- By leading by example
- By standing up for what matters
- By being open, honest and fair
- By making decisions based on facts
- By explaining the why
- By being consistent
- By always doing what we say we are going to do

#### **We serve with compassion**

- By acting with empathy and kindness
- By actively listening – hearing what is being said
- By going the extra mile to help
- By looking after and supporting each other, noticing what is going on for people
- By recognising each other's contribution
- By creating a sense of belonging
- By embracing and understanding difference

### **INTERPERSONAL & COMMUNICATION SKILLS**

The post holder requires caring and/or training skills in his/her direct contacts with individual clients. Advisory, guiding, negotiating and/or persuasive skills are required regularly at a developed level. It involves the exchange of complicated and/or sensitive information, both orally and in writing.

### **RESPONSIBILITY FOR SUPERVISION**

The post holder is not required to supervise or manage any Authority employees. The job regularly involves the demonstration of duties to, giving advice and guidance to, or the training of other employees, students or trainees.

### **RESPONSIBILITY FOR FINANCIAL RESOURCES**

The post involves limited or no direct responsibility for financial resources. The work may involve occasionally handling small amounts of cash, processing cheques, invoices or equivalent.

### **RESPONSIBILITY FOR PEOPLE**

The post holder has an impact on the well-being of individual, or groups of people by the personal provision of a service direct to those who are receiving it.

### **RESPONSIBILITY FOR PHYSICAL RESOURCES**

The post holder's main responsibility for physical resources is for manual and/or computer information. He/she personally produces or processes some of this information and is expected to apply normal levels of care, accuracy, confidentiality and or security when doing this. The handling of this data is a regular task, occupying at least 25% of the post holder's total working time. The Post holder also has a responsibility for equipment and/or tools which he/she has to use to do the job.

### **WORKING CONDITIONS**

The post holder occasionally has to work outdoors and free from exposure to disagreeable or unpleasant environments. Verbal abuse, aggression or other anti-social behaviour from members of the public is a feature of this post, but it rarely lasts for long and no response from the post holder is expected or required.

### **PHYSICAL DEMANDS**

The activities in this post are undertaken mainly in a sedentary position. There may be limited requirements for standing, walking, bending or stretching: or an occasional need to lift or carry items.

### **EMOTIONAL DEMANDS**

The post involves direct involvement, both in person and by telephone, with people whose personal circumstances or behaviour could place emotional demands on the post holder or cause emotional upset. These are mainly users of the Authority's services but the level of emotional demand is not "significant" when compared with that experienced by some other employees. This emotional demand is an integral feature of the job occurring regularly often.

### **CORE REQUIREMENTS – EQUALITY & DIVERSITY, HEALTH & SAFETY, CONFIDENTIALITY & DATA PROTECTION**

To be responsible for ensuring that your conduct and behaviour accords with Service Policies on Equality and Fairness at Work and Ground Rules, and for promoting an environment of dignity and respect amongst colleagues.

It is the policy of Merseyside Fire & Rescue Authority (MFRA) to provide, maintain and seek continual

improvement of, as far as is reasonably practicable, a safe working environment for all of its employees and for others that may be affected by its activities. Everyone has a personal responsibility for their own safety and health, for others in the workplace and for the environment in which they work. It is, therefore, the duty of every employee whilst at work to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work;

Confidentiality / data protection regarding all personal information and Authority activity must be maintained at all times (both in and out of work). The post holder must be able to recognise the importance and sensitivity of issues, ensuring that confidentiality is maintained at all times. All employees should ensure that they are familiar with and adhere to the Authority's data protection policy.

### **REVIEW ARRANGEMENTS**

The details contained in this job profile reflect the content of this job at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, the Authority will expect to revise this job profile from time to time and will consult with the post holder at the appropriate time.

<b>Date job profile prepared / revised:</b>	<b>14.02.2025</b>
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<b>Prepared / revised by:</b>	<b>S. Nugent</b>
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