

Community Support Officer – Covid-19 Response Grade 5

Job purpose

At Kirklees we want to be innovative and creative in the way we work with partners and communities to deliver our services. We know we have challenging times ahead, so we are always looking for better and smarter ways to work.

The role is based within our communities where our Covid response is needed these roles will provide information, guidance, advice, and reassurance to residents as well as signpost and links to other community teams and experts.

The post contributes towards the delivery of the Kirklees Covid response and our broader community work which brings together partners and communities to tackle shared issues mainly related to Covid-19 but broader community safety issues may be identified.

The purpose of this role is to work with members of the public, partners, communities, and businesses to understand and address compliance with the latest Covid guidelines and public health messages, to provide education and engage to encourage behaviour change in relation to Covid.

You will provide a visible presence in our communities to encourage Covid safe behaviour and to deter, observe, report and act on Covid issues and to provide information or refer issues to other teams who may undertake more targeted work. You will need to recognise where urgent additional support is required and ensure these concerns are raised effectively and appropriately.

You will engage with residents, communities, and businesses to address Covid issues through ideally supporting behaviour change but reporting to other teams where appropriate

You will work as part of a team to support our community response to Covid.

You will engage with individuals, groups, and communities to share information, guidance and signpost or arrange practical support for residents for example access to a food bank.

Liaise with other Council services e.g. outreach groups, community groups and other agencies throughout Kirklees e.g. the Police, Kirklees Neighbourhood Housing to help tackle non-compliance with public health messages.

Your pattern of work will be flexible to provide responsive services in our communities.

This role is based within Corporate Services. Find out more about [working for Kirklees](#).

Key areas of responsibility

Gather information to support the Service to tackle Covid and community safety issues.

As an officer providing a visible on-street presence you will wear a Kirklees uniform and be issued with appropriate protective clothing and individual risk assessment.

On occasion reports and witness statements are produced as necessary to support the implementation of Council policy. There may be occasions, as a council employee, where you would need to attend Court acting as a witness as appropriate.

Support our communities to adhere to public health messages and government guidelines in relation to Covid; this will include for example:

- Providing reassurance on Covid related issues
- Signposting residents to testing, support and other organisations able to offer help and advice
- Undertake doorstep visits where there have been positive tests to encourage self-isolation offering support and signposting to other agencies to meet additional needs
- Visit and talk to businesses about practical steps they can take to prevent the spread of Covid and to operate in a Covid secure way; compliance visits may be undertaken
- Where infection rates are high, visit and encourage testing through home tests – deliver and provide the home tests providing advice and guidance on use
- Help support and manage access to testing or vaccination centres for example queue support or booking

Use handheld devices such as tablets or smartphones to record activity and issues

Develop and maintain local links with colleagues from other Council Services, the voluntary sector, and external agencies to achieve the aims of the Service.

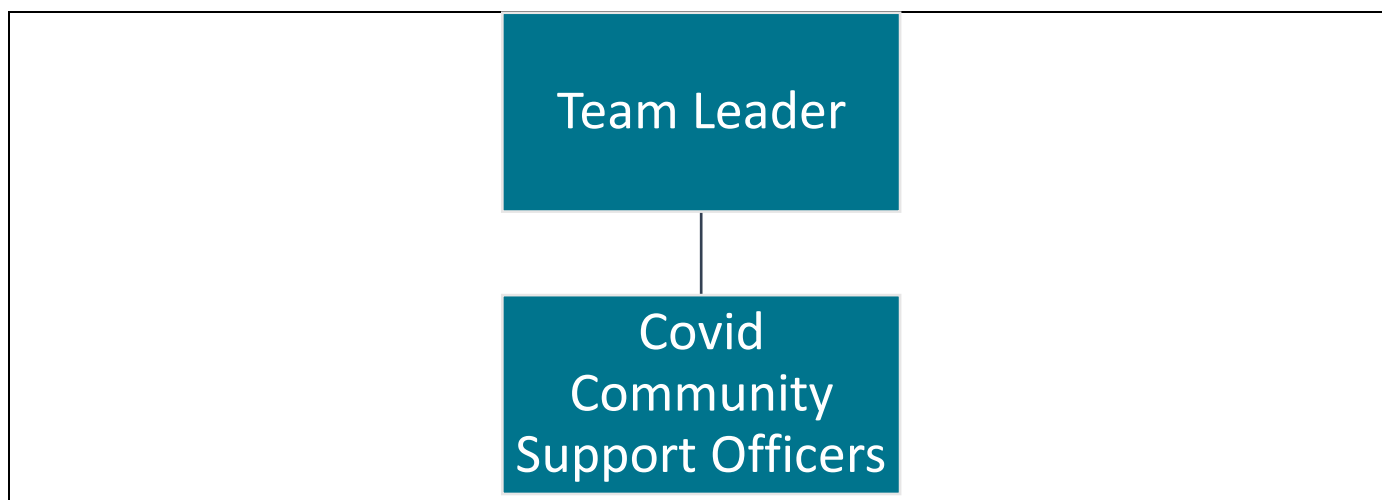
Provide regular feedback to ensure the effective performance of the Service.

Participate in any relevant public health related training relevant to the role and changing guidance

Working with a variety of people, engage and develop relationships quickly and challenge behaviour appropriately.

Comply with all current Covid risk assessments guidelines and council policies including health and safety and safeguarding

Position of job in organisational structure



Employee Specification

Knowledge, qualifications, skills, and experience	Shortlisting criteria
Ability to work in a public environment, with direct contact with customers and staff.	Essential
Excellent communication skills at an advanced level. Under the 'fluency in English' duty to be able to explain guidance and provide advice to effect behaviour change and to calm difficult situations	Essential
Excellent listening skills to identify issues and challenges being faced	Essential
Ability to communicate effectively in a community language	Desirable
Able to quickly develop positive relationships with residents, communities, and colleagues	Essential
An understanding of the issues affecting local communities because of or made worse by the Covid pandemic and the ability to use this in engaging / supporting communities.	Essential
Written communication skills to be able to produce and maintain records and computer skills to use handheld devices.	Essential
Flexible approach to working arrangements and willingness to work evenings, weekends, and Public Holidays.	Essential
Ability to work outside in all weathers.	Essential
The nature of this role requires you be physically fit, having the ability to walk distances, bend, and lift and undertake a medical examination and any other medical screening required.	Essential
Willing to undertake training and development as directed/necessary to help fulfil the job role.	Essential
Understands that guidance changes and the need to keep up to date with and follow any changed guidance. Training will be provided	Essential

Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a new Council Employee within the organisation. This role is at level 1. Find out more about [Council Behaviours and Expectations](#).

General information

See your responsibilities related to [Safeguarding](#).

Able to work unsocial hours

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience, and grade of this job.

For Office Use Only:

Job Category	Communities	Grading ID	TBC
Job ID	TBC	Last Updated	November 2020
Job Focus	No	Career Progression	No

Contractual Variants

DBS Category	No	DBS Type	No
Health Check	Yes	Politically Restricted	No
24/7 working	No	Public Holidays	Yes
Night Working	No	Alternating Pattern	Yes
Standby	No	Other	No
Checked by HR			