



**AVON**  
FIRE & RESCUE

## **JOB DESCRIPTION**

<b>JOB TITLE:</b> Health and Wellbeing Advisor	<b>DIRECTORATE:</b> Service Delivery Support
<b>POST NO:</b> 4809 (New)	<b>UNIT:</b> Health, Safety & Wellbeing
	<b>GRADE:</b> Hay 7

### **1. JOB PURPOSE**

- 1.1 With particular emphasis on mental health, to proactively promote and deliver projects in line with Avon Fire & Rescue Service (AF&RS) mission to support the Health and Wellbeing of employees. Identify and coordinate wellbeing interventions and support within the workplace. Contribute to the development and implementation of policies and practices to enhance welfare provisions and positively influence attendance levels.

### **2. DIMENSIONS**

- 2.1 Avon Fire and Rescue serves the Unitary Authority areas of Bristol, Bath & North East Somerset, North Somerset and South Gloucestershire, with fire stations and office locations in each area. It is a Combined Fire Authority, consisting of Members drawn from the above four authorities which fund its budget. Our Headquarters is based at Police & Fire Headquarters, Valley Road, Portishead.
- 2.2 The Health, Safety and Wellbeing Unit works with all departments across the organisation to provide advice and support on all matters pertaining to health and wellbeing.

### **3. MAIN DUTIES**

- 3.1 Assist line managers in carrying out their welfare responsibilities, by providing advice as appropriate. This will involve delivering wellbeing awareness sessions to Stations and Departments to highlight the support available and encourage discussion to identify any issues and potential solutions.
- 3.2 Co-ordinate crisis management and trauma response with the view to providing critical incident debriefing services for individuals and groups. This will involve utilising the specialist skills of TRiM Practitioners, Blue Light Champions and if required develop and amend employee support frameworks which signpost to internal and external support services.
- 3.3 Conduct research to review welfare support provisions within other Emergency Blue Light Services or similar organisations. Support the population of the Oscar Kilo Framework alongside the implementation of good practice and highlight any gaps in within AF&RS support provisions. Update the Health, Safety & Wellbeing Manager and HR Manager with findings, the scope of potential costs and benefits of

amending current welfare support services available.

- 3.4 Participate in working groups concerning mental wellbeing and cultural change in representing the mental health and wellbeing needs of Staff throughout the Service with the review to promoting a positive culture and attitudes surrounding mental health and wellbeing.
- 3.5 Develop and deliver training to managers and staff to raise awareness of mental health issues and support available, including the Mind Blue Light Programme, confidential counselling, Firefighters Charity, TRIM, HR, Occupational Health and services provided by the Fitness and Physical Wellbeing Advisor and other members of the Health, Safety and Wellbeing department.
- 3.6 Monitor stress and mental health related concerns logged on OSHENS and reported by individuals, support the investigation process and identify potential support interventions. Maintain statistics and management information to assist in assessing the effectiveness of the Health, Safety and Wellbeing department, in terms of cost, efficiency and the effective provision of welfare support. Identify trends or potential gaps in welfare provision and research options available to resolve issues.
- 3.7 Work closely with all members of the Health, Safety and Wellbeing team, including the Fitness and Physical Wellbeing Advisor to develop a holistic and co-ordinated approach which recognises the link between physical and emotional health and identify joint initiatives to help raise awareness of wellbeing across the Service.
- 3.8 Work alongside the HR Department to provide advice and support regarding the wellbeing needs of Staff, ensure staff who are absent from work due to mental health related conditions receive appropriate and tailored support and communications. This could involve conducting home visits and/or regular telephone contact to ensure employees do not feel isolated from the workplace.
- 3.9 Assist the Human Resources Advisors by contributing to the provision of referral reports to Occupational Health, Reasonable Adjustment Panels, and/or Case Conferences to ensure the employees receive co-ordinated support.
- 3.10 Assist managers who are supporting employees returning to work following sickness due to mental health. Facilitate discussions with line managers and/or colleagues as appropriate and with the employees consent to help raise awareness and ensure co-ordinated support is in place within the workplace.
- 3.11 If the welfare issue relates directly to work, support the employee and line management team as appropriate in addressing the issues of concern. This will at times require input into a stress risk assessment to identify and mitigate potential stressors. Liaise with Human Resources Advisors if specialist support is required from external providers to help identify the most appropriate options. Support the employee to identify and access suitable support through the NHS if it is available.
- 3.12 Review the communications on mental health and wellbeing provisions and seek to make this more accessible through the Bulletin, e-mail, toolbox talks and the Intranet. Explore the use of case studies to help employees identify when they may require additional support. Work with employees who have received support in the

past to assess if they would be willing to share their story to help raise awareness and break down barriers.

- 3.13 Assist in the development and implementation of mental health and wellbeing policies, procedures and guidance, reviewing them whilst working with employees and line managers to identify improvements.
- 3.14 Facilitate and support discussions with recognised trade unions and employee representatives to raise awareness of welfare support and work together to enable a co-ordinated approach to staff and managers.
- 3.15 Prepare and present reports, as necessary, for the Health, Safety & Welfare Committee/Sub-Committees, and to the SLB/SLT. Attend Health and Safety Committees, Cultural Change working groups and related meetings as requested.

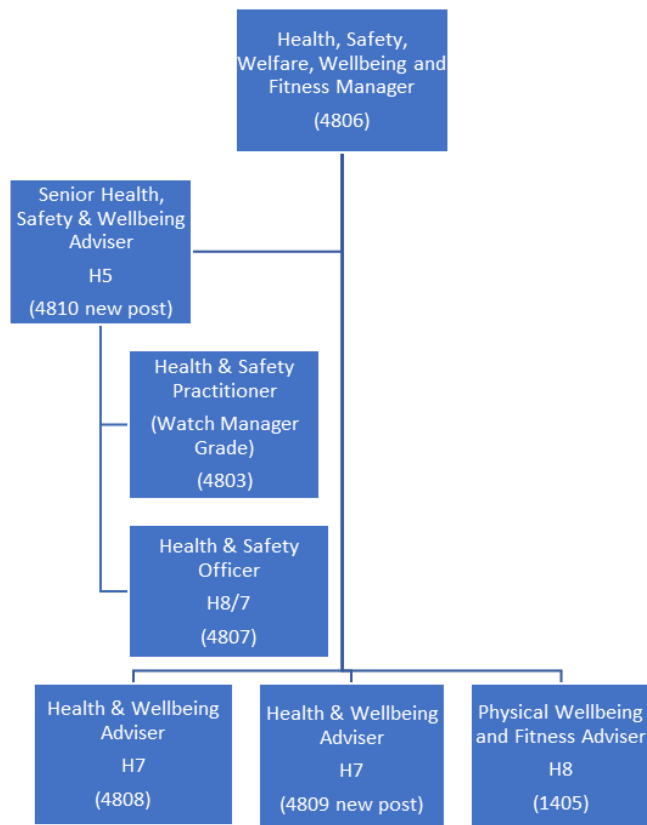
## **General**

- 3.16 You must ensure that you adhere to the principles and standards outlined in the DICE Policy. You have a responsibility to make Managers aware of literature, language or behaviour that offends against that policy and the dignity of personnel instill the corporate values on a daily basis.
- 3.17 Ensure that, both in your dealings with other employees and with members of the public, you adhere to the principles and standards outlined in the Equality and Fairness Policy. You are responsible for making your supervisor aware of literature, language or behaviour that offends against that policy and the dignity of personnel.
- 3.18 AF&RS requires all staff to promote equality and diversity. You must:
  - ensure that, both in your dealings with other employees and with members of the public, you comply with all aspects of the Service's Equality Policy and legislation that outlaws discrimination
  - treat members of the public and other AF&RS staff with respect and dignity at all times
  - take action on witnessing an act that could be considered discrimination or harassment, challenging it and/or raising with managers.
- 3.19 Ensure you maintain an awareness of Health and Safety Regulations in relation to duties and tasks being undertaken and report any situations or incidents which could be considered hazardous. All employees have a responsibility for their own safety and must not endanger that of colleagues/visitors in the workplace or the public.
- 3.20 Ensure you perform all duties in accordance with the principles and requirements of the General Data Protection regulations (GDPR).
- 3.21 Carry out such other duties as may reasonably be required in relation to a post of this nature, without prejudice to the right to seek a re-evaluation of the post.
- 3.22 This Job Description contains only the main accountabilities relating to the post and does not describe in detail all the duties required to carry them out.

## **4 SUPERVISION AND WORK PLANNING**

- 4.1 You will report to the Health, Safety and Wellbeing Manager, or nominated deputy, who will provide supervision and support. You will be expected to exercise initiative and be responsible for setting your own day to day priorities, based on the overall objectives set by AFRS. You will be responsible for establishing links with the relevant departments, especially Human Resources, to ensure a co-ordinated approach to welfare support.
- 4.2 You will be required to visit Stations and departments on a regular basis. This will require flexibility in working times and will include some evening and weekend working which should be managed within the normal working week. This is essential to ensure On-Call colleagues are equally supported.

## 5. TEAM STRUCTURE CHART



## 6. QUALIFICATIONS & EXPERIENCE

### Essential:

- Experience of working within a mental health or welfare role, and possess a comprehensive understanding of mental health issues and their impact.
- Experience of crisis management and working in trauma.
- Working towards a professional level qualification in counselling, psychology or

similar.

- Have an understanding of human resources issues, preferably including experience of helping managers to carry out their health, safety and welfare responsibilities.
- Have experience in providing a supportive and caring service to employees and taking a proactive approach.
- Have highly developed interpersonal skills with the ability to recognise and interpret the needs of both clients and the wider organisation.
- Be able to communicate effectively, clearly and with confidence in order to establish trust and maintain confidentiality.
- Feel confident to raise concerns and challenge any negative behaviours or stigmas associated with mental health.
- Experience of policy development and/or review, preferably in the field of welfare services/mental health.
- Be able to prioritise and work to deadlines.
- Have an understanding of the work of a fire and rescue service, or similar emergency service.
- A current full driving licence and/or able to travel to various work locations.

Desirable:

- Possess a professional level qualification in counselling, psychology or similar.
- Experience of working in a fire and rescue service, or similar emergency service.

## **7. SPECIAL NOTES**

- 7.1 Although your post is based at a specific location, there may be times when in the interests of the efficiency of the Service, you are required to work from a different workbase, for which appropriate allowances will be made available.
- 7.2 Due to the nature of this post, you must have a flexible approach to your work, which may involve occasionally working outside normal working hours as necessary, for which mutually agreed compensatory time-off will be given.
- 7.3 Your duties will require you to travel within the Service area. You may also be required to travel to other locations outside the area to represent AFRS regionally or nationally. Pool cars are available.
- 7.4 You are required to wear clothing suitable to the type of work you are undertaking, which may include protective clothing as deemed appropriate by your line manager.

***For the use of the Human Resources Unit  
only:***

Date approved: 1 September 2020

Date effective:

***To be signed by postholder:***

Received:

Date: