



Kent Police

Job title:	Vulnerable Adult Intervention Off (PCSO)	Main purpose of the role: Support vulnerable adults in the community, particularly those with mental health conditions providing timely and effective interventions, improved partnership working and above all to ensure a co-ordinated multi-agency response is provided for each individual at the right time, thereby reducing the impact on front line operational policing response. This will include facilitating information sharing between agencies so that accurate, timely and bespoke care regimes and interventions can take place for those in need of support.
Grade:	Grade D	
Role code:	SDV029	
Status:	Police Staff	

Main responsibilities:

- Liaise directly with the Central Mental Health Team and support other police colleagues in relation to demand around particular cases of vulnerability especially mental health so as to maximise frontline capacity for responsive policing.
- Identify and ensure appropriate safeguarding and intervention is available to the victims of human trafficking, modern day slavery, mate crime and exploitation by gangs.
- Identify trends around repeat venues and optimum times when those who are mentally unwell are more likely to present in crisis so that interventions can be made that will reduce harm and crime to vulnerable persons.
- Carry out safe and well checks for regular missing persons and absconders and ensure appropriate referrals are made to mental health charities or clinical agencies, where appropriate, to reduce the risk of a repeated missing episode.
- Work with partners daily such as, KCC Wardens, NHS England, Kent and Medway Partnership Trust and hospitals to provide a co-ordinated and joined up approach to vulnerable adults so that they receive the best and most appropriate level of service from the most appropriate agency.
- Recognise abuse and support vulnerable adults in the community by working with them, their families and carers to ensure they have the appropriate level of care that meets their needs by signposting and making referrals to relevant agencies.
- Review and co-ordinate personal protection plans/care plans/action plans to make sure they are up to date, relevant and that the agreed actions contained within them are carried out.
- Liaise with families, carers and employers on a regular basis in support of people who have a mental health condition to assist with accessing the appropriate clinical support.

- March 2017

Vetting level:

Management Vetting (MV)

Necessary experience:

The post holder will need to have experience in dealing with vulnerable people, especially those with mental health conditions. They will ideally have an understanding of clinical pathways and knowledge of mental health and vulnerable adults- legal frameworks.

An understanding of the risks that can be present or develop with vulnerability or mental health conditions and the knowledge to make the necessary interventions with the right agency is essential.

An ability to build good relationships with key partners such as South East Coast Ambulance Service and Kent and Medway Partnership Trust to promote high levels of joined up working.

An ability to understand performance products around repeat service users in crisis, repeat callers and vulnerable locations in the community, so that appropriate response plans can be put into place.

A wide range of practical experience in regard to working within the community and partnership environments is necessary. Ideally candidates will have previous experience and knowledge of working with the Police or an enforcement agency, or have worked within a framework of legislative responsibilities.

Behaviours:

Analyse Critically (Level 1)

I recognise the need to think critically about issues. I value the use of analysis and testing in policing. I take in information quickly and accurately. I am able to separate information and decide whether it is irrelevant or relevant and its importance. I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action. I refer to procedures and precedents as necessary before making decisions. I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions. I recognise gaps and inconsistencies in information and think about the potential implications. I make decisions in alignment with our mission, values and the Code of Ethics.

Collaborative (Level 1)

I work cooperatively with others to get things done, willingly giving help and support to colleagues. I am approachable, and explain things well so that I generate a common understanding. I take the time to get to know others and their perspective in order to build rapport. I treat people with respect as individuals and address their specific needs and concerns. I am open and transparent in my relationships with others. I ensure I am clear and appropriate in my communications.

Deliver, Support and Inspire (Level 1)

I take on challenging tasks to help to improve the service continuously and support my colleagues. I understand how my work contributes to the wider police service. I understand it is part of my collective responsibility to deliver efficient services. I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others. I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery. I support the efficient use of resources to create the most value and to deliver the right impact. I keep up to date with changes in internal and external environments. I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service.

Emotionally Aware (Level 1)

I treat others with respect, tolerance and compassion. I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law. I remain calm and think about how to best manage the situation when faced with provocation. I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure. I ask for help and support when I need it. I understand the value that diversity offers. I communicate in clear and simple language so that I can be easily understood by others. I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.

Innovative and Open-minded (Level 1)

I demonstrate an openness to changing ideas, perceptions and ways of working. I share suggestions with colleagues, speaking up to help improve existing working methods and practices. I constantly reflect on my own way of working and periodically review processes and procedures for continuous improvements. I adapt

to change and am flexible as the need arises while encouraging others to do the same. I learn from my experiences and do not let myself be unduly influenced by preconceptions.

Take Ownership (Level 1)

I actively identify and respond to problems. I approach tasks with enthusiasm, focusing on public service excellence. I regularly seek feedback to understand the quality of my work and the impact of my behaviour. I recognise where I can help others and willingly take on additional tasks to support them, where appropriate. I give feedback to others that I make sure is understandable and constructive. I take responsibility for my own actions, I fulfil my promises and do what I say I will. I will admit if I have made a mistake and take action to rectify this. I demonstrate pride in representing the police service. I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.

Values:

Impartiality (Accredited)

I take into account individual needs and requirements in all of my actions. I understand that treating everyone fairly does not mean everyone is treated the same. I always give people an equal opportunity to express their views. I communicate with everyone, making sure the most relevant message is provided to all. I value everyone's views and opinions by actively listening to understand their perspective. I make fair and objective decisions using the best available evidence. I enable everyone to have equal access to services and information, where appropriate.

Integrity (Accredited)

I always act in line with the values of the police service and the Code of Ethics for the benefit of the public. I demonstrate courage in doing the right thing, even in challenging situations. I enhance the reputation of my organisation and the wider police service through my actions and behaviours. I challenge colleagues whose behaviour, attitude and language falls below the public's and the service's expectations. I am open and responsive to challenge about my actions and words. I declare any conflicts of interest at the earliest opportunity. I am respectful of the authority and influence my position gives me. I use resources effectively and efficiently and not for personal benefit.

Public Service (Accredited)

I act in the interest of the public, first and foremost. I am motivated by serving the public, ensuring that I provide the best service possible at all times. I seek to understand the needs of others to act in their best interests. I adapt to address the needs and concerns of different communities. I tailor my communication to be appropriate and respectful to my audience. I take into consideration how others want to be treated when interacting with them. I treat people respectfully regardless of the circumstances. I share credit with everyone involved in delivering services.

Transparency (Accredited)

I ensure that my decision-making rationale is clear and considered so that it is easily understood by others. I am clear and comprehensive when communicating with others. I am open and honest about my areas for development and I strive to improve. I give an accurate representation of my actions and records. I recognise the value of feedback and act on it. I give constructive and accurate feedback. I represent the opinions of others accurately and consistently. I am consistent and truthful in my communications. I maintain confidentiality appropriately.

Technical skills:

Community Partnerships (Level 3)

Work with the community partners and other agencies to solve community problems in accordance with the relevant legislation policy procedures and partnership agreements. Example: Take positive steps to develop and maintain your awareness of community issues. Respond positively to community members who identify problems. Record and take appropriate action to deal with the issues raised. Obtain information and intelligence from the community, partners and other agencies. Use analysis of information and intelligence to identify the causes and effects of the problems. Develop partnership solutions, in consultation with the community and other agencies. Take action to implement solutions, with the assistance of police departments and partners, having obtained the appropriate authority. Continually monitor the effectiveness of the partnership strategy. Provide feedback to appropriate police personnel and partners.

Drugs (Level 3)

Has a basic understanding of the various types of drugs and paraphernalia used to administer and manufacture illegal substances. Has a good understanding of drugs related offences, relevant legislation, the evidence required to support further investigation and an awareness of the support and assistance that other investigative officers and agencies can offer.

ECYPM (Level 4)

Develops appropriate professional relationships with children and young people. Has an awareness and basic knowledge, where appropriate, of the most current legislation. Has the confidence to actively represent the child or young person and his or her rights. Understands the necessity of information sharing within the context of children and young people's wellbeing and safety. Understands the different forms and extent of abuse and their impact on children's development. Able to recognise when a child or young person is in danger or at risk of harm, and take action to protect them. Knows when and how to discuss concerns with parents and carers. Understands the roles of other agencies, local procedures on child protection and variations in use of terminology.

First Aid (Level 3)

Can take charge of a situation and render basic life support, if an injury or illness should occur, having satisfactorily completed (BLS) training covering choking, CPR, effective control of bleeding and the recovery position. Demonstrates competence to an approved standard and holds the required certificate. Retention of competence will be subject to basic refresher training and re-assessment every three years.

Forensic - Crime Scene Management (Level 3)

Has a working knowledge of the preservation of evidence and practical experience in identifying scene parameters and securing crime scenes. Aware of the method of establishing and clearing a common approach path. Possesses a basic knowledge of the concepts of forensic evidence and the technical aids available within Force. Understands issues relating to scene contamination and can take practical steps to avoid it.

Health & Safety (Level 3)

Has a basic understanding of Health and Safety issues affecting the current role and working environment. Takes responsibility for personal safety and the safety of others. Aware of hazards and reports problems identified to line manager. Understands and minimises the physical risk of injury through the use of proper manual handling procedures.

Incident / Scene Management & Contl (Level 3)

Able to undertake initial examination and assessment of an incident. Able to give clear and precise situation reports. Sets up effective communication and control points. Has an awareness of hazardous materials and devices and makes safety a first priority where risk is apparent. Able to request additional support and /or supervisory personnel and any other service which may be required. Aware of the requirements needed to secure and preserve evidence at the scene. Aware of Gold-Silver command arrangements.

Information Management & Technology (Level 3)

Knows the range of police information systems available locally to support daily activities, and understands their uses. Can use police information systems to perform routine tasks. May be able to create simple records, and amends data to add information, within requirements of role. Understands data quality issues.

Intelligence Gathering & Analysis (Level 3)

Able to gain intelligence from various sources and is aware of how to give that information to the relevant department and in what format it is required. Able to liaise with intelligence personnel if necessary to gain advice as to the gathering and analysis of information.

Interviewing - General (Level 3)

Demonstrates the ability to conduct effective routine interviews for a variety of purposes. Prepares and plans carefully and is clear about the purpose of the interview. Asks relevant questions and is able to obtain the required information. Regularly reviews personal interview performance. Adapts style to suit the needs of the interview.

Knowledge of Legislation and Policy (Level 4)

Has a thorough understanding of all legislation, policy and procedure relevant to the current role. Able to apply this and offer advice to colleagues as necessary.

Mgmt of Police Information (MOPI) (Level 4)

Full compliance with level 3. Complies with all relevant security policies and systems operating procedures relating to national and force bespoke computerised databases and systems e.g. PNC, Genesis, STORM etc. Has successfully completed all relevant required additional MOPI training packages.

Preventing Violent Extremism (Level 4)

Engaged with Prevent activities both in force and with Partner organisations. Demonstrates an understanding of the Prevent objectives and relevant policies and procedures. Recognises potential Prevent implications and issues, and highlights them as appropriate.

Risk Management (Level 3)

Demonstrates an awareness of personal risk management issues, challenges or difficulties likely to affect the post holder in the execution of their duties. Able to anticipate risks likely to affect their work and knows how to communicate the likelihood and possible impacts of such events to line managers or supervisors.

Staff Safety (Level 3)

Has been trained in the skills and demonstrates the ability to apply elements of the staff safety programme. These are : Communication Skills and Unarmed Skills. Currently authorised to use these techniques, having received initial or refresher training within the last 12 months. Able to apply these techniques in practical situations minimising the risk of injury to themselves and ensuring their own safety and the safety of colleagues and members of the public.

Victim Support (Level 4)

Good working knowledge of victim support techniques both internal and external to the organisation. Able to support victims and other interested parties during an investigation which may lead to a court case. Able to act as an advisor for other staff on support services available.

Vulnerable Victims (Level 3)

Has a working knowledge of the responsibilities of the police in respect of child protection, domestic violence and other vulnerable victims and persons in custody. Is aware of the basic person at risk procedure and knows how to begin the process. Is aware of the need for all vulnerable victims to be dealt with in a thoughtful and understanding manner and demonstrates the skill of being able to talk to people in distress. Has a working knowledge of law and procedure.

National Occupational Standards:

AA1 (Level Accredited)

Promote equality and value diversity.