

PERSON SPECIFICATION

Area:	Crime and Intelligence Directorate	Job Title:	Referral Assistant	Weekly Hours:	37 Hours
Section:	Serious Crime	Scale:	Grade 4	Version:	1
Post No:	HH253	Status:	Established	Version Date:	05 Jan 2016

Please describe, with example(s) in section 7 of your application form how you feel you meet each of the numbered essential criteria, and where possible the desirable criteria, below.

Criteria <i>Justifiable as necessary for safe and effective performance of the job.</i>	Essential <i>A clear definition of the necessary criteria.</i>	Desirable <i>Where available, elements that contribute to improved / immediate performance in the job.</i>
Education:	1. To be educated to GCSE Grade "C" or equivalent in English Language and/or have 12 months work experience requiring the use of English Language to the above standard.	1. Possess a European Computer Driving Licence (ECDL)

Work Experience:	<ol style="list-style-type: none">2. To be computer-literate and to be able to demonstrate a methodical approach to work3. To have experience of researching information from a number of sources to produce accurate reports with attention to detail4. To demonstrate experience of working within a high pressure environment with the ability to work under pressure and meet deadlines.	<ol style="list-style-type: none">2. To have previous experience of working with vulnerable people.3. To have previous experience of working in partnership with other agencies.4. To have an understanding of data protection legislation when handling information
Personal / Interpersonal Skills, Aptitudes:	<ol style="list-style-type: none">5. To be able to demonstrate excellent communication skills both written and verbal6. To be able to work as part of a team	<ol style="list-style-type: none">5. To have a good understanding of diversity issues.

ROLE DESCRIPTION

Job title:	Referral Assistant
Post no:	HH253
Scale:	4
Responsible to:	Detective Sergeant
Responsible for:	No direct responsibility for other staff
Contacts:	Local Authority Departments, Police and Police staff, solicitors, doctors, other Forces and members of the public.
Role:	To provide investigative and administrative support and assistance to the Referral Team situated across Leicestershire Police, as a central reference/contact point for the Force and partner agencies in relation to vulnerable victims.

<u>Duties</u>	<u>Responsibilities</u>
Operational:	<ol style="list-style-type: none"> 1. To provide support to officers investigating reports within the remit of the Serious Crime Department, through provision of case research documents using all available Police and multi-agency information. 2. To assist in strategy discussions and meetings with internal and external partners, and attend strategy and information sharing meetings as and when required. 3. To assist in making referrals to internal and external partners. 4. To assist the facilitation and co-ordination of the police response to vulnerable victims. 5. To assist in providing guidance and advice to Police colleagues. 6. To record information, discussions, and actions in an agreed format using Force systems. 7. To assist by gathering/monitoring intelligence in relation to vulnerability. 8. To assist the review and risk assessment reports of vulnerability reports using all available Police and multi-agency information. 9. Ensure that emerging, or high risk cases, are immediately brought to the attention of supervisors and raised at the appropriate tasking or information-sharing meetings. 10. To deal with tasks relating to vulnerable victims arising from internal tasking and information-sharing meetings.

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	11. To provide support for officers investigating allegations of crime involving vulnerable victims when required by supervision.
Communication:	<ol style="list-style-type: none"> 1 To deal with queries and requests for information from internal and external partners relating to vulnerability. 2 To give advice to external partners on the Police role in safeguarding and protecting vulnerable victims. 3 To act as a contact point for the Serious Crime Department by developing and maintaining a network of contacts with Police and partners for vulnerability. 4 To assist the monitoring of local compliance with agreed multi-agency protocols.
Administration	<ol style="list-style-type: none"> 1. Undertake admin duties including preparation and processing of all necessary correspondence/documentation relating to activities undertaken by the department. 2. To produce statistical and other reports as required, type letters and other items as necessary and be responsible for all filing systems within the department. 3. To undertake any other clerical support as required by the dept
Public Reassurance:	<ol style="list-style-type: none"> 4. To provide a visible and pro-active presence at scheduled events as and when requested to do so.
General	<ol style="list-style-type: none"> 1. Actively promote equality of opportunity, work towards eliminating discrimination and promote good relations between all groups of people. 2. Assist in the completion of a wide range of documentation relating to an investigation. 3. Undertake such other duties commensurate with the post as may be required for the safe and effective performance of the job. 4. This role description should develop along with the changing demands of policing reflected in Force Objectives and priorities. 5. Be flexible in terms of working location and be prepared to work at other locations within the Force area, undertaking a similar role across all vulnerability teams.

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Additional Information:

Contract Type:

Date of last Job Evaluation Exercise: Not Known

Training Requirements:

PDR Activities and
Behaviours:

Car User:

Budgetary Management:

People Management:

Post Funding Method:

Owner/source of Funding:

IT Systems Required:

Skills Required:

Health tests required:

Risk Assessment:

Job Evaluation:

Security Check Level:

(strikethrough checks NOT required)

Additional Information:

Yes / No	no	Allowance <i>{per mile / day etc}</i> :	
Yes / No	no	Authority to £ Value:	
Yes / No	no	Total Number & Level:	

CIS, STORM, CATS GENIE 2, Niche, PNC, PND

RV, SC, EV1, DV, NPPV1, NPPV2, NPPV3

LEICESTERSHIRE POLICE RISK ASSESSMENT FORM

HS2

AREA/DEPT.: DJD DATE COMPLETED: 3rd May 2012

REVIEWED

LOCATION/WORK ACTIVITY (GROUP OR INDIVIDUAL POST) ASSESSED: **Assistant Referral Officer**

SPECIAL GROUPS OF PERSONS CONSIDERED:

COMPLETED BY (Risk Assessor): **Inspector 1225 Williams**

AUTHORISED BY:

ASSISTED BY:

REMEDIAL ACTION PRIORITY ORDER		
Number	Date Completed	Initials

WORK ACTIVITY		HAZARD		LIKELIHOOD			RISK
No.	Description of task	Description including potential severity	H M L	Groups Exposed. Evidence of previous harm.	Existing Controls in place?	H M L	Hazards x Likelihood
1	Working in an office environment	High/low temperatures Poor air circulation/ventilation – effects of the cold/heat Inadequate lighting levels – eye strain, fatigue, headaches	M2		A DSE assessment should be undertaken on commencement of role		
2	DSE workstation assessment to be carried out as soon as employment commences		L1		Fans/fan heaters are provided. Pipe insulation Doors & windows can be opened. Cooled water available.		
3	Basic lifting & handling training for new staff to be included in programme in the early part of their employment.	Line manager to arrange – provision of any equipment identified as necessary from the assessment.	L1		Light levels can be tested. Desk lamps are provided if		
	Fire Hazards	Line manager to risk					

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4	Computer/Electrical Equipment	<p>assess any manual handling issues and arrange training if necessary.</p>	L1	Relevant staff	<p>required.</p>		2
	Access and Egress	<p>Ensure that individuals are aware of fire drills and evacuation procedures. Site of nearest evacuation/assembly points.</p>			<p>Consider type of lighting - natural or artificial. Ensure office lighting is at the required standard for the working environment.</p>		
		<p>Ensure the member of staff is familiar with the use of all equipment in the office environment & given full instruction & initial supervision of how to use it</p>			<p>Reposition equipment to avoid trailing wires or cover loose wires with rubber protection strips.</p>		
	Workstation – use of computer	<p>Ensure that office is designed to facilitate speedy exit in case of fire.</p> <p>Familiarise self at other premises with regard to evacuation exits in the event of an emergency</p> <p>Musculoskeletal injuries from incorrect positioning at workstation - RSI</p>			<p>Provide sufficient storage. Keep walkways clear.</p>		

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5	<p>Manual Handling</p> <p>Filing/General office duties - Lifting heavy work baskets / files Lifting heavy equipment and carrying over long distances</p>	<p>Headaches & eye strain</p> <p>Hygiene & welfare – cross contamination, flu/cold viruses</p>			<p>DSE workstation assessments are carried out for new/existing members of staff/workstations.</p> <p>Proper breaks taken away from VDU</p> <p>Telephone & computer cleaning aids are provided for each office – staff are advised to clean equipment regularly</p>		
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WORK ACTIVITY		HAZARD		LIKELIHOOD			RISK
No.	Description of task	Description including potential severity	H M L	Groups Exposed. Evidence of previous harm.	Existing Controls in place?	H M L	Hazards x Likelihood

FURTHER ACTION REQUIRED			
No.	Further Control Measures Required	ACTION (Who Responsible and by When)	Review Action and Date (inc. estimate of Residual Risk)
4	DSE workstation assessment to be carried out as soon as employment commences	Line manager to arrange – provision of any equipment identified as necessary from the assessment.	
5	Basic lifting & handling training for new staff to be included in programme in the early part of their employment.	Line manager to risk assess any manual handling issues and arrange training if necessary.	
	Fire Hazards	Ensure that individuals are aware of fire drills and evacuation procedures. Site of nearest evacuation/assembly points.	
	Computer/Electrical Equipment	Ensure the member of staff is familiar with the use of all equipment in the office environment & given full instruction & initial	

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	Access and Egress	<p>supervision of how to use it</p> <p>Ensure that office is designed to facilitate speedy exit in case of fire.</p> <p>Familiarise self at other premises with regard to evacuation exits in the event of an emergency</p>	
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<p>MATRIX KEY</p> <p>HAZARD SEVERITY OF INJURY</p> <p>1 = Minor cuts, grazes, sprains</p> <p>2 = Serious injury, fractures, concussion</p> <p>3 = Major injury or death</p> <p>LIKELIHOOD POTENTIAL TO OCCUR</p> <p>1 = Unlikely to occur</p> <p>2 = Is quite likely to occur</p> <p>3 = High probability of occurring</p>	<p>MATRIX</p> <div style="display: flex; align-items: center; justify-content: center;"> <div style="writing-mode: vertical-rl; transform: rotate(180deg);">S E V E R I T Y</div> <div style="border-left: 1px solid black; border-right: 1px solid black; height: 100px; margin: 0 10px;"></div> <div style="writing-mode: vertical-rl; transform: rotate(180deg);">P O T E N T I A L</div> </div> <p style="text-align: center; margin-top: 10px;">POTENTIAL</p>	<p>RISK RATING</p> <p>6-9 High risk, not acceptable further controls required.</p> <p>3-4 Medium risk, require further controls. Is the risk justifiable in relation to the training need?</p> <p>1-2 Low risk, no further control measures are required.</p>
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REMEDIAL ACTION PRIORITY ORDER		
Number	Date Completed	Initials