



Gwasanaeth Tân ac Achub  
Fire and Rescue Service

# Home Safety Support Worker

## Fire Safety Prevention Department

### Candidate Information Pack

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# Welcome from Justin Evans, Assistant Chief Fire Officer

When people think of the Fire and Rescue Service, they tend to think of Firefighters responding to emergency calls, and although this is a reality, the roles and responsibilities within North Wales Fire and Rescue Service go far beyond these traditional images.

In addition to Firefighters, the Service employs people in a variety of diverse and challenging roles, and the vital work carried out behind the scenes is just as crucial in helping to make North Wales a safer place to live, work and visit.

We understand the value of preventing incidents from happening in the first place and our Fire Safety teams do a huge amount of work to protect the people and properties of North Wales by reducing the incidence and effects of fire.

Working as part of our wider Fire Safety department, our Prevention teams conduct safe and well checks in homes throughout the community, ensuring vulnerable members of our communities are given advice and support to keep safe, whilst our Business fire safety teams undertake fire safety audits at businesses and non-domestic properties across the area. But, both teams are working for the same purpose of keeping people safe.

Our Fire Safety teams are passionate about safety and are proactive in providing information, publicity and encouragement to prevent fires and associated deaths and injuries in homes and at workplaces.

Our core values are about striving for excellence, serving the communities of North Wales and treating people well. We want people with the same values to join our team to help us continue to make North Wales a safe place to live, work and visit.



## Who we are

North Wales Fire and Rescue Service's purpose is to Prevent, Protect, and Respond. To do this we employ more than 850 staff in operational and support roles.

We help to protect an area covering around 2,400 square miles and a resident population of over 700,000 people, as well as hundreds of thousands of visitors who travel in and out of North Wales every year.

On average, we go to around 2,000 fires and 1,000 non-fire emergencies such as road traffic collisions and flooding events every year. We also attend around 2,000 emergency calls that turn out to be false alarms.

We carry out extensive fire prevention work by visiting people in their homes, attending events, engaging with children and young people, and working with partners to educate and inform local communities. We also maintain an active presence in the media, including on social media.

Another part of our work is in a fire safety enforcement role, so we visit businesses and workplaces to make sure that the people responsible for those premises are keeping their fire safety arrangements up to standard.

North Wales Fire and Rescue Service is a professional and friendly place to work. We offer a supportive culture where we work hard to uphold our core values.

You can read more about our Core Values on the next page.

For more information about the Service please visit the [North Wales Fire and Rescue Service website](http://www.northwalesfire.gov.wales).



# Our Core Values



# North Wales; A Place To Live, Work And Visit

Within the region of North Wales is Conwy, Denbighshire, Flintshire, Gwynedd, Wrexham and Ynys Mon (pronounced 'un-iss morn', also known as Anglesey). Each county has something special to offer, whether you are looking for action and adventure or culture and heritage. Living and working in North Wales offers an excellent environment for anyone seeking an enhanced quality of life.

Long regarded as one of the most beautiful places in the UK, the area has much to offer. Being an area of outstanding landscape ranging from extensive sandy beaches and headlands to sheltered valleys, open moors and rugged mountains, there is something for everyone to enjoy. Tourism is a big contributor to the local economy with a wide variety of facilities across the region to attract the different visitors to the area each year, from high adrenaline zip lines, adventure parks and water sports to more relaxing walks exploring towns and countryside or visiting historical and cultural landmarks, including castles.

Whilst North Wales is close to nature and has open spaces close by, it is also well connected to the hustle and bustle of major towns and cities in the North West of England, such as Chester, Liverpool and Manchester. Rail transport links also connect the North Wales coast to major cities across the UK, with direct trains to London (in 3 – 4 hours), Birmingham and Manchester among others.

Food and drink play an important part of Welsh culture with food festivals and farmers markets taking place across the region to showcase the best food and drinks that Wales has to offer. Utilising locally sourced and seasonal produce, including freshly caught fish, tender local lamb, cheese, wine, ales and gin, there are plenty of places to eat catering to different tastes, including fine dining, gastro-pubs and bistro's as well as country pubs, tea rooms and cafés.

As per the 2021 Census, Wales has a population of just over 3.1 million, with approximately 18% of the population being Welsh speakers. The Welsh are passionate about the language, sport and culture with competitive festivals of Welsh music, poetry and art taking place annually - known as an Eisteddfod (pronounced ace-teth-vod). They are cultural festivals held through the medium of Welsh, providing a national stage for music, dance, literature, visual arts and performance. Whilst Welsh language is an important part of an Eisteddfod, the events are inclusive for all people to get involved so you don't need to be a Welsh speaker to attend and enjoy the day. People of all ages and abilities, including Welsh language learners are encouraged to participate in Eisteddfods, with the International Eisteddfod in Llangollen being held annually at the start of August, bringing together participants from all over the world to celebrate the different cultures, music and arts in one place.



# The Role

At North Wales Fire and Rescue Service everyone contributes in one way or another to helping to protect our communities and the natural environment.

Working within the Prevention team, the role of the Home Safety Support Worker is to undertake Safe and Well checks, providing safety advice to keep people in our communities safe at home. By carrying out pre-arranged visits to people's homes, you will assess their current home safety situation, install appropriate fire safety interventions and provide tailored advice on actions residents can take in the event of fire. The successful candidate will be compassionate in their approach and will primarily work with those identified as being most vulnerable in our communities and at higher risk of harm from fire within their home, which includes the elderly, disabled and substance/alcohol misusers.

Educated to NVQ Level 2 or equivalent in a health and social care subject or equivalent relevant experience is essential, with particular knowledge and understanding of the needs of vulnerable people and those identified in the target group. With an open and approachable manner, you will be customer-focused and motivated in helping others to keep safe and well in a respectful and confidential way. You will need good attention to detail to accurately deal with sensitive and confidential information to adhere to the management of information security in accordance with General Data Protection Regulations.

In addition to undertaking Safe and Well checks, you will also proactively support the delivery of fire safety awareness activities and safety campaigns alongside partner agencies. This may include attending events and functions across the North Wales area to represent the Prevention team. It is therefore essential that you have good communication skills and can adapt your style to different situations and audiences to ensure the safety messages are understood. You will need to be customer focused with a keen desire to help people stay safe and well.

Our commitment towards the Welsh language is more than just treating English and Welsh on the basis of equality. Saving lives and reducing risk are at the heart of our mission as a fire and rescue service – and the Welsh language is vital to our success. Safe and Well checks are available bilingually and are delivered in the preferred language of the resident; it is therefore essential that the successful applicant is a fluent Welsh speaker in order to ensure full understanding of the safety advice given.

The Home Safety Support Worker role is busy and varied and you will need to manage your own time effectively to ensure tasks are completed within deadlines. Whilst the role can be challenging at times, it is a very rewarding role to know you are positively contributing to the safety, health and wellbeing of people in our communities.

# What we can offer you

## Pay

Grade NWFRS 05

Salary: Starting at £29,064 rising to £31,022 per annum

## Hours of work

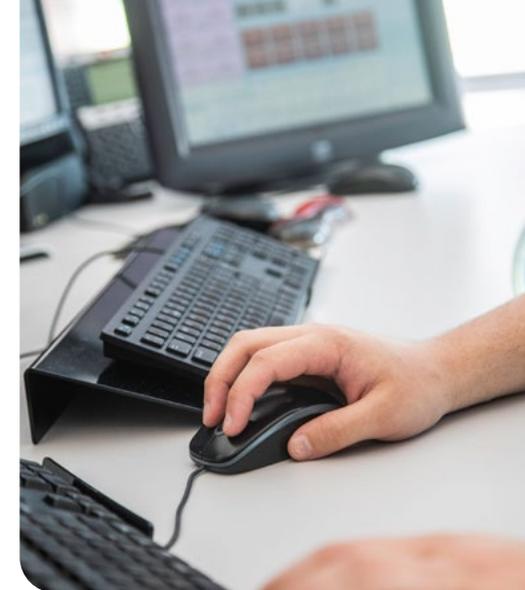
This position is based on working 37 hours per week on a Monday to Friday, based at our Fire Safety office in the Ambulance and Fire Services Resources Centre in Wrexham.

Travel to other sites and to people's homes is a key part of this role and a UK driving licence is essential.

We offer a flexibility in undertaking the office based elements of the role and we try as much as possible to support staff to balance their work and home life. We have an agile working policy to facilitate remote and home working where feasible and will discuss this with you during interview.

## Benefits of employment

- Generous annual leave entitlement, starting at 25 days per year, plus public holidays
- Flexi-time Scheme allowing staff to work flexibly
- North Wales Fire and Rescue Service uniform provided
- Access to the employer contributory Local Government Pension Scheme
- We will provide you with training, support and guidance to develop your potential
- Health, fitness and wellbeing support, including occupational health, colleague support, mental health champions, physical therapies and access to Service gyms
- A range of additional benefits such as cycle to work scheme and Corporate Membership of the Blue Light Card.



# Job Description

<b>Post Title</b>	Home Safety Support Worker
<b>Department</b>	Fire Safety
<b>Reports to</b>	Partnership Manager
<b>Location</b>	Various North Wales

## Overall Job Purpose

To work closely in the communities of North Wales with vulnerable groups (i.e. drug and alcohol users, the elderly, disabled people,) and deliver safety advice, guidance and tools to contribute to their health and well-being.

## Principal Duties and Responsibilities

1. To deliver home safety advice to such groups, including those with a disability.
2. To undertake home safety assessments as part of the safe and well check.
3. To work proactively with communities and identify those at risk from fire.
4. To assist Fire and Rescue Service personnel in the delivery of home safety services including education and advice provided about a variety of public safety concerns.
5. To work closely with other relevant agencies, public, private and voluntary in contributing to the health and wellbeing of vulnerable people who may be exposed to increased risk from fire or increased risk of vulnerability.
6. To strengthen the partnership working of the Fire and Rescue Service.
7. To arrange functions and conduct presentations to the vulnerable groups identified and to associated partners.
8. To provide reports on work undertaken or planned.

9. Adhere to Information Security in accordance with the Data Protection Act and undertake duties in relation to the management of encryption keys, ensuring that the Service adheres to security operating procedures.
10. Any other duties as directed by a Supervisory Manager commensurate with the post and salary grading.

## **Supervisory Responsibility**

None

## **Financial Responsibility**

None

## **Contacts Outside Own Section**

Members of the public

Private and voluntary agencies

Public bodies

North Wales Police

All Unitary Authority areas in North Wales.

## **Employment Checks / Specific Requirements**

Subject to Enhanced Criminal Records Disclosure (to be undertaken every 3-years).

## **Mandatory Training**

None

## **Other**

Safeguarding is the responsibility of all staff, and everyone is expected to be vigilant and proactive in ensuring the safety and well-being of others.

# Person Specification

## Qualifications Knowledge & Experience

### Essential

The qualities without which a post holder could not be appointed

Educated to NVQ Level 2 or equivalent in a health and social care related subject or an equivalent amount of relevant experience working with the identified target group.

Knowledge and understanding of the needs of those in the identified target group.

## Skills

### Essential

The qualities without which a post holder could not be appointed

Excellent IT skills, including a working knowledge of Microsoft Office applications.

Ability to manage own time and workload and to meet deadlines.

Ability to work as part of a team and independently, using own initiative.

Possess excellent communication and presentation skills.

Hold a full driving licence for driving Service light vehicles.

Satisfactory Criminal Records Disclosure – Enhanced

Welsh Level 4 – Speaking and Listening – Requires that you can; Keep up an extended casual work-related conversation or give a presentation with a good degree of fluency and range of expression but may need to revert to another language to answer unpredictable questions or explain complex points or technical information. Contribute effectively to meetings and seminars within own area of work. Argue for/against a case.

**Desirable**

Extra qualities which can be used to choose between candidates who meet all the essential criteria

Health and Safety qualification (CIEH or IOSH).

First Aid qualification (4-day First Aid at Work Training HSE Approved).

\*Evidence of qualifications will be requested and verified prior to confirmation of appointment

# Welsh Language Skills

## Level 4

At North Wales Fire and Rescue Service, we believe that in the conduct of public business in Wales, the English and Welsh languages should be treated on the basis of equality.

We pride ourselves on having taken the issue of language seriously over many years. By acknowledging our moral and legal duties to protect the cultural heritage of the area and to meet the expectations of the local community, we also acknowledge the positive service benefits of conducting our public business in both languages. Saving lives and reducing risk are at the heart of our mission - the language issue is vital to its success.

The Welsh language requirement of this post is a level 4 and the required skills are set out below.

Skill Area	Welsh Language Standards Requirements
<b>Speaking / Listening</b>	<ul style="list-style-type: none"> <li>• Able to keep up an extended casual work related conversation or give a presentation with a good degree of fluency and range of expression but may need to revert to another language to answer unpredictable questions or explain complex points or technical information.</li> <li>• Able to contribute effectively to meetings and seminars within own area of work.</li> <li>• Able to argue for/against a case</li> </ul>

### Reading

- Able to read and understand information fairly quickly as long as no unusual vocabulary is used and no particularly complex or technical information is involved

### Writing

- Able to prepare formal letters of many familiar types such as enquiry, complaint, request and application.
- Able to take reasonably accurate notes in meetings or straightforward dictation.
- Able to write a report / document relating to own job area

A short Welsh assessment will be undertaken during the recruitment process to ensure that you meet the essential Welsh requirement.



# Recruitment Timeline

Recruitment Activity	Date
Closing date:	12:00 on 13th March, 2026
Interviews:	w/c 6th April 2026

## How to Apply

To apply for this post, all candidates must complete our application form to be considered. The application form can be found on the [Current Vacancies](#) page of our website and completed forms should be submitted by email to [hrdesk@northwalesfire.gov.wales](mailto:hrdesk@northwalesfire.gov.wales)

Please do not submit your CV with the Application Form, as only the information provided within the Application Form will be used at the shortlisting stage.

When completing your application, please familiarise yourself with the job description and the person specification within this information pack so you understand the essential qualifications, skills and attributes for the role. Whether or not you are shortlisted for an interview is based on the information you provide in your application form.

It would be helpful if you could let us know in good time if you would like us to make any reasonable adjustments for you.

Make sure you submit your application before the closing date as late applications will not be accepted.

If you have any issues accessing or completing the application form, please contact the Recruitment team: [recruitment@northwalesfire.gov.wales](mailto:recruitment@northwalesfire.gov.wales) or call 01745 535 281

### Further information

If you have any questions regarding this role or would like an informal chat before applying please call James Roberts (Siaradwr Cymraeg) on 01745 343 431 ext 55484