



Creating a safer
Cambridgeshire

ROLE PROFILE

Role Title:	Outreach Worker (South)
Rank/Grade:	Scale 5
Reporting to:	Head of Engagement & Communications
Main purpose of the role:	<p>The Cambridgeshire Police and Crime Commissioner's role is to work with police and partners to ensure they effectively tackle the local crime and disorder which affects each neighbourhood and matters most to the people who live and work there.</p> <p>The key purpose of the role is to listen to the public as individuals and collectively and to work in partnership with local agencies to identify and deliver shared solutions to local crime and anti-social behaviour problems in priority areas within Huntingdonshire, East Cambs, South Cambs and Cambridge.</p> <p>The post holder will be required to support a flexible approach to engagement that enables the public to engage in the manner that suits them best. The Commissioner is committed to engaging with people who live in, work in or visit Cambridgeshire to contribute towards increased confidence and satisfaction in policing and community safety.</p> <p>Stakeholders are numerous and varied – an audience of potentially everyone, though at various points and prompted by various issues. A key focus of the post is to maximise voluntary effort through improving links with existing organised groups.</p>

Key Responsibilities

- Work with stakeholders, including Cambridgeshire Constabulary, to identify and deliver shared solutions to local crime and anti-social behaviour problems, including in priority areas.
- Enable agencies to understand the views of local people and support them to take a joined-up approach in addressing public concerns in a swift and effective manner.
- Support a flexible approach to engagement that enables the public to engage in the manner that suits them best.
- Report local issues directly to the Commissioner and accompany him to events and visits as needed.
- Ensure effective and efficient use of resources; avoiding duplication of effort when working with appropriate partners to benefit local people.
- Work with stakeholder organisations to gather, and respond to, issues raised by individuals, groups and other organisations including follow up correspondence and feeding into strategy, policy making and performance arrangements. Support linkages between differing but complementary tactical approaches.
- Facilitate targeted and meaningful engagement with the people living or working in hotspot geographical areas with the ultimate aim of improving feelings of personal safety and reducing the fear of crime.
- Promote the increased use of volunteers and improve links between Watch groups, the Constabulary and partners.
- Foster a more effective two-way flow of communication which improves the quality of information given to the police and reassures the public that their voice is being heard.
- Support the Head of Engagement & Communications to create and use opportunities to ensure information is fed back to the public locally, telling them what action has taken place as a result of their involvement in engagement. The post holder will identify relevant successes and promote these, using members of the public as advocates and champions where possible.
- 'Stakeholders' includes other public sector agencies and partners such as community safety partnerships, private companies impacting on and impacted by policing and community safety issues, such as registered social landlords; victims and witnesses, volunteers including watch groups, the public generally, specific communities, specific groups and individuals within those communities (i.e. those with protected characteristics identified in the Equalities Act), police officers and staff, elected local and national representatives, similar key stakeholders in bordering force areas and nationally.



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Financial e.g. limits/mandates	Non-financial e.g. staff responsibility
N/A	N/A

Entry Requirements
<ul style="list-style-type: none"> • Higher or degree level education and/or significant directly relevant experience co-ordinating teams, ideally volunteers • Full UK Driving licence and access to a vehicle • Experience in the practical application of MS Word, Excel, Outlook • Experience of maintaining records with good attention to detail, methodical and accurate. • Identify possible actions and solutions based on analysis. • Able to work independently – a self-starter with the ability to identify issues that need escalating • Excellent planning and organisational skills with an ability to anticipate requirements, prioritise and work to deadlines, and be confident to work on own initiative • Team Player, able to interact tactfully and constructively with senior staff, officers of the Constabulary, volunteers and members of the public recognising these as colleagues and customers • Ability to research, analyse information and communicate findings fluently in writing and summarise verbally. • Able to be flexible in hours worked – and plan around these - in order to attend some evening and weekend meetings/conferences. • Confident, tenacious and driven – the ability to work with numerous individuals from a variety of backgrounds

Any other General Requirements/Scope
<ul style="list-style-type: none"> • Qualification in communications or similar • Training in note-taking • Knowledge/experience of the criminal justice/police/ volunteer/ local authority sectors. • Experience of public/ stakeholder engagement or community work • Experience of dealing with case work

Assessment of Performance in Role
<ul style="list-style-type: none"> • Personal Development Review (PDR)



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Behavioural Competencies

Serving the public

Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests. Understands the expectations, changing needs and concerns of different communities, and strives to address them. Builds public confidence by talking with people in local communities to explore their viewpoints and break down barriers between them and the police. Understands the impact and benefits of policing for different communities, and identifies the best way to deliver services to them. Works in partnership with other agencies to deliver the best possible overall service to the public.

Openness to change

Positive about change, adapting rapidly to different ways of working and putting effort into making them work. Flexible and open to alternative approaches to solving problems. Finds better, more cost-effective ways to do things, making suggestions for change and putting forward ideas for improvement. Takes an innovative and creative approach to solving problems.

Service delivery

Understands the organisation's objectives and priorities, and how own work fits into these. Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes. Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well. Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate.

Professionalism

Acts with integrity, in line with the values and ethical standards of the Police Service. Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations. Acts on own initiative to address issues, showing a strong work ethic and demonstrating extra effort when required. Upholds professional standards, acting honestly and ethically, and challenges unprofessional conduct or discriminatory behaviour. Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge. Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required.

Decision making

Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations. Considers a range of possible options before making clear, timely, justifiable decisions. Reviews decisions in the light of new information and changing circumstances. Balances risks, costs and benefits, thinking about the wider impact of decisions. Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest.

Working with others

Works co-operatively with others to get things done, willingly giving help and support to colleagues. Is approachable, developing positive working relationships. Explains things well, focusing on the key points and talking to people using language they understand. Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively. Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations. Is courteous, polite and considerate, showing empathy and compassion. Deals with people as individuals and addresses their specific needs and concerns. Treats people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances.