



# Job Description

## Community Support Practitioner Team Manager

- Grade: PO4
- Reports to: Strategic Programme Manager
- Direct reports: Relational case workers (team of 3 – 4)
- Your team: Community Support Practitioner Team
- Service area: Enabling Change
- Directorate: Strategy and Programmes (linked with Adult Social Care)

### Special requirements of the post

Workstyle: Frontline (Full presence, working from council and community locations in the borough full time)

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This post requires a DBS check at the appropriate level (Enhanced)

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## Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future.**

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

# Overview of the role

The Community Support Practitioner Team Manager role has responsibility for the operational leadership, professional oversight and quality assurance of the Thriving Places pilot team. The postholder will work closely with programme leadership to ensure that learning from casework involving residents with multiple disadvantages, significant vulnerabilities and higher-risk circumstances is translated into actions that improve the effectiveness of council services and wider system responses.

The team is responsible for providing person-centred, strengths-based support to residents who are experiencing (or are at risk of escalating into) multiple and complex disadvantages. Working alongside residents, families, council colleagues and partner agencies, the team coordinates bespoke support to help individuals make progress towards improved stability, wellbeing and independence.

The postholder will support and supervise a small group of Community Support Practitioners, ensuring relational practice is delivered consistently, safely and in line with the aims of prevention and early intervention. They will provide oversight of the team's most complex and high-risk cases, ensuring appropriate risk management, safeguarding practice and multi-agency coordination. The postholder will act as an escalation point for complex decision-making, professional challenge and situations requiring enhanced managerial oversight. They may also have case holding responsibilities, although this will be at a lower intensity than the case holders to reflect the primarily managerial responsibilities of this role.

The role is central to Islington Council's Thriving Places approach to prevention and early intervention and a critical test, grow, learn approach that will enable the shaping of a Council wider new operating model.

The postholder will be expected to facilitate regular and ad hoc reflection and learning sessions to understand whether the pilot is meeting objectives and supporting residents to manage their needs. The approach to the work may alter part-way through the pilot in response to feedback from residents and outcomes of the reflection and learning sessions. The postholder should be energised and excited to make rapid decisions and try new ways of working with openness to adapting their approach and leadership style as necessary. The role requires the ability to manage complexity, exercise professional judgement and provide leadership in situations involving significant uncertainty, competing priorities and risk within the context of a high-profile programme involving many senior stakeholders.

## Key responsibilities

### Supervision

- Provide regular supervision and oversight to Community Support Practitioner, supporting strengths-based, trauma-informed practice, reflective decision-making, staff wellbeing and ongoing professional development.
- Provide professional leadership and quality assurance across the team, ensuring a consistent approach to managing complex and high-risk cases.
- Act as the escalation point for safeguarding concerns, risk management and complex case decision-making.

- Play a key role on the ongoing learning and evaluation of the pilot, its approach and how it can be scaled up in support of a new operating model, which is critical to our workforce strategy and Medium Term Financial Savings commitments.

### **Operational duties**

- To be responsible for building trusted relationships over the medium to long term with residents experiencing multiple disadvantage to deliver holistic, person-centred support that reflects what matters to the individual.
- To design, coordinate and review bespoke packages of support, working flexibly and creatively with residents and partner agencies to address underlying needs, manage risk and improve outcomes.
- To manage a small caseload, focused on the most complex, sensitive or high-risk cases requiring enhanced practitioner expertise and managerial oversight.
- To oversee the team's casework activity, ensuring that risk is appropriately assessed, managed and escalated and that residents receive coordinated support across agencies.
- To provide support and challenge to partner agencies where required to achieve effective outcomes for residents with complex needs.

### **Compliance**

- To work within relevant legal, safeguarding, information sharing and data protection frameworks, ensuring practice is safe, lawful and compliant at all times.
- To provide oversight of safeguarding activity across the team and ensure that significant risks are appropriately managed and escalated.
- To identify and mitigate operational, safeguarding and reputational risks associated with service delivery.

### **Internal and external relationships**

- To seek and foster relationships with internal and external partners to support joined-up working and effective access to services specific to their unique residents.
- To represent the service within multi-agency forums and strategic discussions relating to complex residents, safeguarding concerns and service improvement.
- To contribute to a positive, inclusive team culture, supporting reflective practice, shared learning and continuous improvement.
- To provide professional challenge and influence partners to ensure coordinated and effective responses for residents with complex needs.

### **Innovation and improvement**

- To contribute to monitoring and evaluation activity, facilitating learning sessions and providing reflective insight on what is and is not working to inform service and system improvement.

- To feed learning into service improvement, Thriving Places pilot development and wider council transformation activity.
- To identify trends, risks, recurring barriers and opportunities for improvement arising from complex casework and use these insights to shape service development.
- To make quick and iterative decisions and change practice based on emerging learning and feedback.
- Any additional duties consistent with the grade and level of responsibility of the role may be required, provided the postholder has the relevant experience and/or training.

## Compliance

Ensure adherence to legal, regulatory and policy requirements under GDPR, Health and Safety and in your area of expertise by identifying opportunities and risks, ensuring appropriate governance and risk management arrangements are in place, and escalating significant issues as necessary.

## Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

## Criteria

**Essential:** the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

**Desirable:** the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

## Knowledge, experience, and skills

| Point | Criteria description                                                                                                                                                                                                                                 | Essential/desirable |
|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| 1     | Significant experience of working with individuals or families experiencing multiple and complex disadvantages, including social exclusion and inequality, with the ability to model effective practice and support others to improve outcomes       | Essential           |
| 2     | Experience of providing regular supervision and practice oversight to a small team or group of practitioners, including case discussion, reflective supervision, support with risk and safeguarding, and promoting high-quality relational practice. | Essential           |

| Point | Criteria description                                                                                                                                                                                                                 | Essential/desirable |
|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| 3     | Experience of building effective working relationships across organisational and agency boundaries, including statutory and voluntary sector partners, and supporting practitioners to navigate and coordinate multi-agency working. | Essential           |
| 4     | The ability to work independently, manage a limited caseload alongside oversight of others' work and ensure accurate, timely records and reports are maintained across the team.                                                     | Essential           |
| 5     | Strong communication skills, with the ability to engage constructively with residents, colleagues and partner organisations both verbally and in writing.                                                                            | Essential           |
| 6     | A commitment to equity, diversity and inclusion, treating people with dignity and respect, and fostering inclusive, psychologically safe ways of working within a team.                                                              | Essential           |
| 7     | A flexible approach to adapt working style based on the needs of individual residents.                                                                                                                                               | Essential           |
| 8     | Experienced use of trauma-informed, strengths-based or recovery-focused approaches, including the ability to support reflective practice and decision-making in others .                                                             | Essential           |
| 9     | An understanding of the challenges faced by residents with lived experience of homelessness, substance use, mental ill health, or contact with the criminal justice system.                                                          | Essential           |
| 10    | Experience of contributing to service improvement activity, learning or evaluation.                                                                                                                                                  | Essential           |
| 11    | Openness to working in a flexible, agile, occasionally uncertain and rapidly iterative manner, based on service user feedback. Enthusiasm about contributing to future council-wide ways of working.                                 | Essential           |

## Our accreditations



Our accreditations include: The Mayor's Good Work Standard, Disability Confident Employer, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.