

Job description

Community Support Practitioner

- Grade: SO1
- Reports to: Community Support Practitioner Team Manager
- Direct reports: None
- Your team: Community Support Practitioner Team
- Service area: Enabling Change Service
- Directorate: Strategy and Programmes (linked to Adult Social Care)

Special requirements of the post

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

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

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 role 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, including individuals presenting with significant vulnerabilities, safeguarding concerns and heightened levels of risk.

Working alongside residents, families, council colleagues and partner agencies, the postholder will coordinate bespoke support from several council and partner services to help individuals make progress towards improved stability, wellbeing and independence. The postholder will work with residents whose circumstances require intensive intervention, professional judgement and complex multi-agency coordination to manage risk and improve outcomes. Ultimately, the role exists to prevent residents escalating into crisis and sustained use of statutory services.

The role is central to Islington Council's Thriving Places approach to prevention and early intervention. The post is offered for a limited time period of 12 months to amass learnings on how the relational approach works in practice in Islington's context.

The postholder will be expected to participate in regular 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 try new ways of working and open to adapting their approach. The role requires resilience, sound judgement and the ability to work effectively in complex and often ambiguous situations.

Key responsibilities

Operational duties

- To be responsible for building trusted relationships over the medium to long term with residents experiencing multiple disadvantage, including those with significant and interconnected needs, to deliver holistic, person-centred support that reflects what matters to the individual, including residents who may be fearful or disengaged with council services.
- To undertake holistic assessments of residents' needs, strengths, vulnerabilities and risks, exercising professional judgement to identify appropriate interventions and escalation where required.
- 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 of complex and higher-risk residents, maintaining accurate and timely records, and providing clear written and verbal updates to colleagues and multi-disciplinary partners to support effective case management.
- To act as the lead coordinator for complex cases involving multiple agencies, navigating barriers to engagement and ensuring support is delivered in a joined-up and effective manner which feels seamless to the resident. This may involve advocating on behalf of or representing the resident to partners to avoid them telling their story multiple times.

- To proactively identify emerging risks and safeguarding concerns and take appropriate action in line with council policies and procedures.

Compliance and risk

- To work within relevant legal, safeguarding, information sharing and data protection frameworks, ensuring practice is safe, lawful and compliant at all times.
- To ensure risks are appropriately assessed, recorded, managed and escalated in accordance with statutory and organisational requirements.

Internal and external relationships

- To build relationships with internal and external partners to support joined-up working and effective access to services, particularly where residents require coordinated responses across multiple agencies.
- To contribute to multi-agency discussions and decision-making, providing professional insight to support effective management of complex cases and to pilot innovative ways of supporting residents.
- To contribute to a positive, inclusive team culture, supporting reflective practice, shared learning and continuous improvement.

Innovation and improvement

- To support monitoring and evaluation activity, contributing to learning sessions and providing reflective insight on what is and is not working to inform service and system improvement.
- To identify themes, service gaps and barriers affecting residents with complex needs and contribute recommendations for improving service delivery.
- 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, safeguarding and in your area of expertise by identifying opportunities and risks, managing risk appropriately within the scope of the role, and escalating 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	Relevant experience of working with individuals or families experiencing multiple and complex disadvantages, including social exclusion and inequality, to improve outcomes	Essential
2	Experience of building effective working relationships across organisational and agency boundaries, including statutory and voluntary sector partners.	Essential
3	The ability to work independently, manage a caseload effectively and maintain accurate, timely records and reports.	Essential
4	Strong communication skills, with the ability to engage constructively with residents, colleagues and partner organisations both verbally and in writing.	Essential
5	A commitment to equity, diversity and inclusion, and to treating people with dignity and respect.	Essential
6	A flexible approach to adapt working style based on the needs of individual residents.	Essential
7	Experience in utilising trauma-informed, strengths-based and/or recovery-focused approaches.	Essential
8	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
9	Experience of contributing to service improvement activity, learning or evaluation.	Desirable
10	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.