

Job Capsule Supplementary Information: Partnership Information Hub Officer

This supplementary information for Multi-Agency **Partnership Information Hub Officer** is for guidance and must be used in conjunction with the Job Capsule for Job Family: Health and Community Job Zone 4 Level 2

The post holder will be required to go through a police vetting process before being confirmed in post.

The post holder will be required to go through Safe Lives accreditation training before being confirmed in post

Role Purpose:

To lead the management and consideration of community requests for assistance, information and advice in relation to crime and antisocial behaviour and to be responsible for ensuring there are internal and/or partnership responses to such requests.

To make decisions on the use of resources in response to community requests, to resolve problems in this regard and to work collectively with all officers in the service to this end.

To be responsible for initial assessments of risk and triage following community requests.

To lead in the engagement and communication with key stakeholders, these include but are not limited to;

- The Cabinet Member for Community Safety, other members of the Cabinet and ward members
- The Executive Director of Supporting Communities
- Director of Communities and other members of the Supporting Communities Departmental Management Team
- Senior Leadership Group, Heads of Service in the Council and their teams
- Members of the Community Safety Partnership Board and representatives from their agencies, especially the police, safeguarding and criminal justice professionals.
- Strategic and Local Commissioning and Procurement Boards
- Greater London Authority, especially the Mayor's Office for Policing and Crime and Central Government Departments, especially the Home Office,
- Community Groups including but not limited to District Management Committees, Tenants and Residents Associations, The Safer Neighbourhood Board and Safer Neighbourhood Panels.

To be responsible for sharing information and data effectively adhering to safeguarding and data sharing principles and promoting this with all stakeholders especially elected members.

To be self-directing and to take responsibility for their own learning and development and to be confident to identify opportunities for innovation to improve the service in terms of creating and improving policies, procedures and delivery models, particularly through the evaluation and presentation of data and information and in regards to customer and agency feedback.

Provide cover for managers in the service where appropriate.

Example outcomes or objectives that this role will deliver (this is not an exhaustive list):

- To be responsible for collaborating with all officers in the service working and thinking together to take decisions about the use of resources, the approach to case work and problem solving and the development of service practices.
- To design and develop intelligence reports, evidence packages and service structures that improves the development and direction of the service.
- To lead on identifying and delivering targeted interventions that reduce risk for vulnerable victims and the wider community, delivering for the people of Camden by incorporating both internal and partnership resources.
- To lead on the identification, design and delivery of projects and opportunities, supported by information and research that improve the service, organisation and partnership response that reduce risks related to crime and community safety, taking pride in getting it right.
- To lead on delivering work that promotes community resilience. This may for example be by providing reassurance following serious or critical incidents or by identifying, facilitating and signposting to resources in the community that can provide support and assistance when the service is unable to intervene directly.

People Management Responsibilities

There are no formal management responsibilities in this role. However from time to time the post holder may be required to supervise apprentices or those on work experience, including allocating tasks, over-seeing delivery and giving feedback.

Relationships;

The role will be expected to build and sustain effective partnership relationships with colleagues and a range of stakeholders (internal and external to the Council) acting as a point of expertise. This could relate but would not be limited to the following work areas;

- Identification, Assessment and Reduction of risk
- Using data and information to make resource decisions following community requests
- The use of specialist interventions, including legislation and promoting new interventions as appropriate
- Facilitating decisions and actions plans through partnership working
- Use of restorative approaches and building community resilience

- Learning from good practice

Structure:

The post holder will report to a manager in the Community Safety Service in relation to issues including but not limited to annual leave, sickness management and performance.

Work Environment:

- The post holder will be required to work in any Council building, remotely in community based or partnership settings such as Police stations, health and hospital locations, courts, children's centres and community centres or from home although staff are expected to base themselves to work alongside colleagues for the majority of their hours.
- The post holder may occasionally be required to work at weekends, early mornings or in the evenings particularly if the working model for the service includes out of hours arrangements.
- The post-holder will work in an "agile" way in line with the Council's move to a flexible and paperless work environment, prioritising their own work within the empowered and enabled team culture recognising and utilising the expertise of others where appropriate.
- Post holders are expected to work on their own where it is safe to do so and have regard to the Council's lone working policies working with colleagues and partner agencies where appropriate.

Technical Knowledge, Skills and Experience:

- Ability to analyse, assess and present data and information effectively.
- Capacity to show resilience and tenacity in the face of problems and work effectively to resolve these.
- Strong communication and influencing skills, including writing reports and letters.
- Ability to manage requests and respond to community requests effectively, taking responsibility for making decisions including difficult decisions around risk and the use of resources and ensuring collective discussion to this end.
- Ability to collect and use information to inform the approach to case work, problem solving and the development of practice which add value to service delivery.
- Ability to be agile and flexible in terms of working practice and to take the lead for innovation and service development as priority work areas change.
- Able to focus on internal and external customers, being innovative and creative, open to ideas and challenge and committed to individual learning and development.
- Ability to design, facilitate and deliver solutions and support within a partnership setting.
- Knowledge and experience of a risk assessment processes.

- Ability to work with victims empathetically, understanding their needs and managing sensitive information appropriately.
- Knowledge of child protection and adults at risk issues and the legal responsibilities surrounding these issues.
- Ability to identify and secure innovative and creative interventions that reduce risk making the best use of available resources.
- Experience and understanding of using restorative approaches and community engagement in order or to get things done
- Ability to engage effectively with politicians and senior decision makers from across the Community Safety Partnership
- Knowledge of and ability to manage sensitive intelligence and information securely and safely.
- Ability to take a collaborative approach demonstrating mutual trust and support, within the council and with partners.
- The role will be based in an “Enabled and Empowered Team” focussed service where all officers are expected to work as “one team” to assist the development of a culture where knowledge and experience is shared and the responsibility for making decisions on complex issues is shared, where appropriate. The post holder will take a lead role in this.

The role will be required to demonstrate or develop knowledge and skills across a range of specific work areas, which could include but would not be limited to:

- Domestic Violence and Abuse (DVA) – Understanding how to use safety interventions to reduce risk
- Youth Violence – Having the capacity to work effectively around attendant issues such a Child Sexual Exploitation.
- Safeguarding – Working in partnership to protect vulnerable adults and children
- Preventing Violent Extremism – Understanding the links to Community Cohesion and Community Resilience and Hate Crime
- Rough Sleeping and Street Population issues - Understanding the impacts in relation to community safety, crime and community confidence
- Antisocial Behaviour – Using legislation and interventions such as CCTV to reduce risk to victims
- Crime Reduction – Understanding how work with offenders can reduce risk, especially in terms of hate crime and DVA.
- Providing community reassurance following critical incidents

The post holder will be required to demonstrate behaviours and approaches that maximise the Council’s “ways of working” principles, these are;

Deliver for the people of Camden,
 Work as one team
 Take pride in getting it right
 Find better ways (innovation and creativity)
 Personal responsibility

Structure Chart – please insert or attach an up to date structure chart showing this role