

**DRAFT**

**Job Capsule Supplementary Information: Community Safety Officer**

This supplementary information for **Community Safety 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.*

**Role Purpose:**

To lead on assessments of risk and to deliver specialist interventions in response to community requests for assistance, information and advice in relation to crime and antisocial behaviour.

To make decisions on the use of resources in response to community requests for assistance, information and advice in relation to crime and antisocial behaviour, to resolve problems in this regard and to work collectively with all officers in the service to this end.

To be responsible for coordinating partnership resources in response to community requests for assistance, information and advice in relation to crime and antisocial behaviour.

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

- Cabinet Members and Ward Councillors
- Directorates and services across the Council
- The Community Safety Partnership Board and representatives from the agencies involved.
- The Camden Safeguarding Children Board and representatives from the agencies involved,
- Camden's Safeguarding Adult Partnership Board and representatives from the agencies involved
- Local and Central Government departments, especially the Greater London Authority, the Mayor's Office for Policing and Crime; the Home Office
- Agencies in the Criminal Justice System including Magistrates and Crown Courts; and agencies in and associated with civil courts especially the Family Courts;
- Community groups, for example Tenants and Residents Associations; The Camden Safer Neighbourhood Board;

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 review of case work performance, the development of practice and customer 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 manage a challenging work load of high risk cases, this will include developing and delivering problem solving action plans, specialist projects and tackling location based issues for example and to support colleagues to work collectively to this end.
- To lead on the identification, design and delivery of projects that improves the response to reducing risks related to crime and community safety issues and that empower victims and build 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.
- To lead on responding to and implementing service development identified through national and/or regional learning in relation to risks related to crime and antisocial behaviour.
- To lead on delivering work that promotes community resilience.
- To supervise relevant externally commissioned services delivered by 3<sup>rd</sup> party providers.

**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, ensuring collective discussion to this end and to support colleagues to work collaboratively 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 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**