**Job Description**



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| Job Title | Community Safety (Anti-Social Behaviour (ASB)) Officer | | | Directorate | | Housing & Communities |
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| Post Number |  | | | Division | | Community Housing / Community Safety |
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| Grade | 9 | Salary | £37,938 - £40,476 | | Section | Community Safety (ASB) Team |
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| Reports To | Community (ASB) Team Manager |

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| **Purpose of the Job** |
| 1. To support the Community (ASB) Team Manager, in delivering a victim centered and customer focused service to the prevention and/or elimination of ASB (inclusive of Statutory Noise Nuisance), in accordance with the Local Authorities policies and procedures and legislation inclusive of (but not limited to): -    1. Housing Act 1985 (as amended)    2. ASB Crime and Policing Act 2014    3. Environmental Protection Act 1990    4. Equality Act 2010. 2. To manage live ASB cases, ensuring effective ASB case management principles are followed for all customers, regardless of their tenure. 3. To be responsible for investigating and acting on any reported incidents which could constitute or fall within the legal definition of a Hate Crime. 4. To be risk aware, ensuring risk-based approaches and/or responses to mitigate risks are considered and maintained in everything you do. 5. To play a key role in coordinating and leading on proactive problem-solving approaches in preventative initiatives to dealing with ASB within the borough. 6. To work collaboratively with key internal and external partners to promote and ensure effective working relations are maintained for the purpose of preventing and resolving ASB within the borough. 7. To ensure we reach our most vulnerable customers, ensuring the service is accessible to all. |

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| **Specific Accountabilities** |
| 1. **Case Management: -**    1. To manage a portfolio of cases, playing a lead role in the prevention and/or resolution of ASB, using the full range of non-legal (such as mediation) and/or legal interventions available to ensure ASB is dealt with promptly, and with the intentions of lasting change.    2. To provide contact, advice, support and deliver an effective response to customers who report ASB, noise nuisance and/or hate incidents.    3. To case manage and investigate these complaints, assessing risk and harm using risk assessment tools and professional judgement, to ensure case plans and/or actions are tailored to mitigate any risk.    4. To lead in ensuring risk is regularly reviewed and embedded within case management principles.    5. To ensure customers are routinely advised on the status of their ASB complaint, agreed next steps and timescales for actions including case closure.    6. To manage and prioritise own workload to ensure the effective and prompt responses to reports of ASB, ensuring priority is given to any immediate risks and/or our most vulnerable customers.    7. To ensure any evidence or information pertaining to cases, is recorded accurate and entered onto any ASB Case Management System in a timely manner.    8. To be responsible as the case manager in delivering innovative, customer focused and pro-active approaches to the investigation and sustainable resolution of ASB, noise nuisance and hate related incidents.    9. To be responsible for providing direct and indirect support and re-assurance to those who access the ASB service, ensuring the needs of the customer are considering throughout the life of a case, and where necessary signposting and referring to other relevant teams or agencies and fulfilling the requirements of any Safeguarding obligations.    10. To ensure the Local Authority fulfils its statutory obligations investigating reports which constitute a Statutory Noise Nuisance, within the meaning of the Environmental Protection Act 1990.    11. To work closely with all customer-facing teams (internal and external), fostering and maintaining excellent working relationships to meet the needs of the customer, business and service needs. Ensuring that a ‘joined up’ approach is considered in everything you do.    12. To play a key role in supporting and contributing to any Duty Processes and/or Procedures, taking responsibility for responding to and taking actions to mitigate any high risk and/or urgent cases/referrals in a timely manner.    13. To embrace and make effective use of information and communications technology to ensure swift service delivery and to accommodate the needs of service users.    14. To review learning from customer feedback to continuously improve case management and customer service. 2. **Partnership Work**    1. To support and assist colleagues in maintaining service delivery and demonstrate flexibility and maintaining a team work ethic.    2. To maintain an awareness and assist in the delivery of any directorate and/or service level strategic plans, as well as directorate and/or corporate strategies.    3. To provide specialist advice, and/or support, on any ASB and/or Statutory Nuisance related matters to internal/external partners, as well as key stakeholders and Tenants and Residents Associations (TRA’s).    4. To be key contact for customers and partners on any local or national Community Safety and/or ASB initiatives or concerns.    5. To effectively liaise with members of the Safe and Sound Partnership, considering wider and more strategic approaches to the prevention and detection of ASB within the borough. This includes sharing key information for wider considerations and partnership working, forums include (but not limited to): -    6. Dudley Safer Places Multi-Agency Forum;    7. Multi-Agency Risk Assessment Conference (MARAC) – domestic abuse cases;    8. Rogue Landlords Operational Group;    9. Child Exploitation Operational Group (CEOG);    10. Youth Offending Service (YOS);    11. Violence Reduction Unit (VRU);    12. To effectively liaise with internal and external partners to support boroughwide or localised priorities and/or emerging issues as and when required.    13. To convene and chair multi agency case conferences, as appropriate and when required, facilitating group decisions and ensuring agreed actions are implemented.    14. To attend and represent the service at partnership and public meetings, during and outside normal working hours as and when required or directed to do so.    15. To provide elected members and/or MPs with (service related) comprehensive responses or information to enable them to carry out their democratic and/or governance responsibilities.    16. To be responsible for maintaining appropriate relationships and partnerships within and beyond the Council, for the purposes of prevention and/or detection of ASB. 3. **Legal** **Enforcement** **Casework**    1. To prepare ASB cases for legal action, co-ordinating and preparing legal files where enforcement action/s are necessary, such as: - 4. Preparing and drafting witness statements – professional and lay witnesses, 5. Drafting legal documents in accordance with legislation – documents could include (but not limited to): -    * 1. Notice of Seeking Possession,      2. Notice for Demotion of Tenancy,      3. Notice to End an Intro Tenancy,      4. Noise Abatement Notice    1. To co-ordinate and/or prepare ASB Injunction Applications, to assist at County Court on behalf of the ASB Service and Local Authority, where required to do so.    2. To act as a professional witness for and on behalf of the Local Authority where necessary, attending Court to give evidence as and when required to do so.    3. To understand and ensure compliance with relevant legislation in relation to council policy including data protection and confidentiality requirements. 6. **Miscellaneous**    1. To provide instruction, direction and supervision to the Community Safety (ASB) Assistants in their role to provide casework support and administration for the team. To develop the Community Safety (ASB) Assistants in their knowledge and skills to enhance the effectiveness in their role and support career progression.    2. To promote tenancy sustainment, community cohesion, social inclusion, diversity, and equal opportunities through the delivery of the ASB service.    3. To ensure the maintenance of a healthy safe and secure working environment through ensuring compliance with health and safety requirements.    4. To show willing, be responsible and take ownership for developing own effectiveness through training and/or development opportunities.    5. To provide performance and management information for the Community (ASB) Management and the Service Manager as requested and contribute to the setting of periodical targets.    6. To achieve service targets and to contribute to the development and continuous improvement of the ASB Team and that of the overall Safe and Sound Partnership and Housing Service.    7. To encourage feedback from customers and service users through customer satisfaction surveys and other channels as directed.    8. To be flexible in the approach to working including participating in the Council’s agile working policy.    9. The post may include any other duties commensurate with the level of the post.    10. To support the Service and the wider directorate, where required or instructed to do so, in the development and training of any new staff members.    11. To be the lead on any projects and/or initiatives as and when required to do so, examples include (but not limited to).    12. Delivering support and guidance to internal and external colleagues and partners (inclusive of elected members);    13. Promoting ASB prevention and/or diversionary tactics within educational settings i.e. schools and colleges throughout the borought;    14. Promoting community/customer engagement; |

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| **Key Accountabilities and Deliverables** |
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| The post-holder will be expected to deliver the following outcomes:   1. Better response to individual customer`s issues and effective communication with all customers. 2. Improved quality of the estate environment by reducing ASB and promoting pride in our green and public spaces. 3. Deliver proactive and assertive tenancy enforcement by responding and effectively managing ASB complaints: improved outcomes for vulnerable tenants with reduced tenancy failure and development of a more resilient community. 4. Strong and effective Partnership working and collaboration on local issues with elected members with their positive support and feedback. 5. Maintain high levels of stakeholder and customer engagement and involvement; wider and inclusive engagement; clear evidence of customer influence and challenge to effect change. 6. Contribution towards estates remodelled and planning for future changes including effective communication on plans for specific estates and neighbourhoods. Assisting with feedback to design out ASB. 7. Positive staff feedback on new roles, working arrangements, leadership and management support, and cross-team collaboration.   The post-holder will be.   1. Accountable for and expected to promote equal opportunity, diversity, and community cohesion to meet Council, Directorate and Service objectives. 2. All employees have a responsibility not only for their own behaviour, but also for others regarding equality of opportunity. Any incident must be reported. 3. Expected to participate in a Performance Review and Development meeting and undertake a plan of training where necessary. Develop his/her own skills and expertise in a professional manner and commit to continuous development and training. 4. Flexible in his/her approach and undertake other duties that are commensurate with post holder’s level, wherever they may be, to achieve the objectives of the Directorate. 5. Represent the Council and Directorate in a professional manner meeting the Corporate and Directorate aims. To comply with all Directorate and Corporate policies. 6. Comply with the Council’s financial regulation and standing orders. 7. Actively promote Dudley’s commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults at a level appropriate to this role and setting. 8. Comply with health and safety legislation and will be required to comply with the Council’s Health and Safety Policies. All employees must ensure that they take reasonable care of their own health and safety as well as the health and safety of any person that is affected by their actions. 9. Take respoinsibility for adhering to legislative requirements and Council Policies and Procedures including, but not exclusively health & safety, Data Protection and Internet/Email use. |

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| **Special Conditions** | This post is subject to the Disclosure & Barring Service (DBS) checking process.  Driving Licence will be subject to checking with the DVLA. It is a Council requirement to have Business Use Car Insurance and a valid MOT certificate (For cars over 3 years old). | |
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| **Car Allowance** | Mileage | |
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| **Prepared By** | Hayley Rowley | |
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| **Date** | 25th April 2024 |