

MEDWAY COUNCIL - JOB PROFILE

DESIGNATION	Tenancy Anti-Social Behaviour Officer
DEPARTMENT	RCE – HRA Tenancy Services
RESPONSIBLE TO	Tenancy Manager
GRADE	GRADE 4
MAIN PURPOSE OF JOB	

Taking a holistic approach, you will be required to investigate, manage, and seek resolution for complaints of anti-social behaviour and hate crime, whilst providing support to victims and complainants. You will work with perpetrators of anti-social behaviour to identify and understand the reasons for their behaviour with a view to finding appropriate interventions which would prevent further occurrences of anti-social behaviour and allow them to sustain their tenancies.

Carry out all appropriate enquiries, respond to service requests and complaints and, where necessary, gather evidence and prepare reports, in respect of breaches of appropriate ASB legislation and to attend court to give evidence as and when necessary and in accordance with Medway Council's policies and procedures.

To identify perpetrators and persons at risk of being involved in crime and anti-social behaviour and ensure appropriate referrals, signposting or alerts to ensure appropriate diversions and actions are implemented in a timely fashion.

To manage complex cases and liaise with local partners, e.g., Police, Social Care, and other stakeholders. To attend regular panels with local police teams and other local stakeholders to plan actions for high profile cases, estates with ASB 'hotspot' areas and to safeguard vulnerable victims.

Where necessary, identify and pursue legal action (e.g., injunctions, possession proceedings, closure orders) to prevent further nuisance from occurring including service of Notice of Seeking Possession, Community Protection Warnings and Notices, preparing Witness statements, compiling cases to refer to the Legal section, attending court and acting as a witness where appropriate.

Use non-legal ASB remedies such as formal and informal written warnings, Acceptable Behaviour Contracts, management transfers, restorative justice, as well as mediation where appropriate.

To maintain up to date and accessible records in all areas including the housing management system and any other relevant systems. To provide information and reports upon request. Ensure GDPR compliance in line with external partner protocols and internal policies and procedures.

Provide support to witnesses throughout the period of any legal proceedings including providing regular information regarding progress, arranging interpreters or transport where appropriate, explaining the court process and discussing the significance of any judicial decision.

Provide information and advice to tenants and residents about the role of the ASB Officer, the help that is available from other agencies, their own responsibilities, and legal remedies.

Contribute to the continuing development of Medway Council's policy and procedure in relation to nuisance and harassment and identify strategies for dealing effectively with anti-social behaviour.

You will be required to attend resident surgeries, community engagement events and partnership meetings as required by the Tenancy Manager. This will include but is not limited to multi-agency partnership meetings, adult and/or child protection conferences, domestic abuse MARAC's and case conferences.

Develop and maintain positive links with residents and agencies including the Police, Youth Offending Teams, Kent Fire & Rescue, Department for Work & Pensions, other council services, social housing providers, Probation Service, relevant community, and voluntary agencies.

To maintain a working knowledge of legislation related to anti-social behaviour, enforcement and data protection, ensuring attendance at training as appropriate.

To have and maintain a high level of tenancy management knowledge so that you can provide cover for the other members of the Tenancy Team during periods of annual leave or sickness.

You will be required to supervise a Anti-Social Behaviour apprentice.

2. PERSON SPECIFICATION

Qualifications

Essential

- Minimum of 5 GCSE's grade C or above or equivalent
- A willingness to learn and develop self.

Desirable

- Housing related qualification or another relevant professional qualification
- Educated to A level standard or equivalent

Experience

Essential

- Knowledge of current policies and best practice in anti-social behaviour and tenancy management including the Anti-Social Behaviour, Crime and Policing Act 2014.
- Experience of engaging and working with partners, co-ordinating multi-agency action and developing appropriate plans to tackle anti-social behaviour.
- Experience in investigation, evidence gathering and recording, including taking witness statements, and preparation/presentation of cases for enforcement action and lower-level interventions.
- Experience of managing caseload on a relevant ICT system.
- Experience of engaging with internal and external stakeholders.
- Experience of working on their own initiative and as part of a team

Desirable

- Previous experience in attending court and giving evidence.
- Knowledge and experience of using ICT to gather background information on any aspects of an investigation.
- Experience of working within a social housing environment

Skills

Essential

- Knowledge of anti-social behaviour and Housing legislation.
- Ability to investigate complaints of anti-social behaviour and apply appropriate measures to address that behaviour; this may include reference to partner agencies and/or direct intervention with alleged perpetrators.
- The ability to analyse and interpret complex information and situations. Ability to develop solutions and plans for the medium term. Adopts an imaginative and innovative approach.
- The ability to support and advise witnesses in the process and procedures involved and progress with their cases.
- Understanding and use of relevant ICT systems, including experience of using office and management information systems.
- The ability to be both reactive and proactive in dealing with anti-social behaviour and tenancy management issues.
- The ability to carry out tasks and/or advise on internal procedures, which impact on the health and well-being of people
- To develop communication skills with the ability to present complex and/or sensitive information in an understandable way, using a variety of methods across a range of audiences.
- The ability to deal with high levels of work-related pressure, for example from deadlines, interruptions, or conflicting demands
- To hold a full driving licence and have the use of your own car for business purposes.

Personal Qualities

Essential

- Excellent customer care skills, with experience of adapting services, where possible, to meet customer needs and can take the initiative to work with other agencies where necessary.
- Ability to demonstrate an understanding of how teams work with other services and takes a proactive approach towards helping others.
- Experience of coping well under pressure and difficult situations, able to identify and act on own development needs.
- Commitment to equality and diversity, accepting differences and treating everyone fairly.
- Political awareness and sensitivity.

3. ORGANISATION

(i) ORGANISATION CHART

(ii) DESCRIBE HOW AND BY WHOM THE POST IS MANAGED

The post holder will report to the Tenancy Manager. This will involve day-to-day contact.

(iii) DESCRIBE THE LEVEL OF INITIATIVE AND/OR INDEPENDENCE EXPECTED OF THE POST HOLDER

The post holder will be required to work independently within defined procedures, and work outside of procedures, making decisions without referring to a supervisor/line manager, where necessary.

(iv) DESCRIBE ANY SUPERVISORY/MANAGEMENT RESPONSIBILITIES

The post holder will be required to explain straightforward tasks to others, where required. This post would be responsible for the day-to-day supervision of an Anti-Social Behaviour Apprentice when in post.

(v) JOB CONTEXT - DESCRIBE THE MAIN CONTACTS, BOTH INTERNAL AND EXTERNAL AND THE PURPOSE OF THOSE CONTACTS

The post holder will have regular contact with tenants, leaseholders, resident groups, repair contractors and other housing organisations. Internally, contacts will be all housing staff, colleagues in other Divisions up to Service Manager level.

Undertakes work which has from time-to-time contact with, or work for, other people (other than immediate work colleagues) which, through their personal circumstances or behaviour place emotional demands on the jobholder. (Personal behaviour at this level may include a person who is upset because of their personal circumstances or unwell).

4. FINANCIAL ACCOUNTABILITIES

The post holder will take calls on the Housing Duty Line and may take payments for rent and service charges. The post holder has no budget management responsibility.

5. WORKING ENVIRONMENT

The post is hybrid, working part at Gun Wharf and part at home. The post holder will carry out site visits to customers' homes. The role will also involve attending meetings with residents' groups some of which may take place in the evening or weekend. The postholder will require a driving licence and daily access to a car.

Due to the nature of the role, the post holder may be regularly exposed to disagreeable, unpleasant, or hazardous environmental working conditions or people related behaviour.