

		JOB DESCRIPTION		Form JD1
JOB TITLE: Anti-Social Behaviour Officer		POST NUMBER: 1100CRU		
REPORTS TO (Job Title):		Community Safety Manager (Neighbourhood Safety)		
DEPARTMENT: CAN's Housing and Community Safety		GRADE: 8		
JE REF:	3319 B00588	PANEL DATE:	15042014	
1.	MAIN PURPOSE OF JOB			
	<p>To deliver a range of enforcement solutions to anti social behaviour case referrals to the City of York Council's Anti-Social Behaviour Hub.</p> <p>To manage an active enforcement case load, collating and preparing evidence and case files for legal intervention, including giving evidence in court.</p> <p>To ensure the Community Safety Manager (Neighbourhood Safety) is provided with specialist support in working towards strategic objectives of the City of York Council in regard to the reduction of nuisance and anti social behaviour within the community</p>			
2.	CORE RESPONSIBILITIES, TASKS & DUTIES:			
	i	To work closely within the Anti-Social Behaviour Hub to deliver effective solutions to serious anti social behaviour problems. To develop effective support mechanisms for witnesses and victims of nuisance, and their relatives, both in preparation for court actions, throughout proceedings, and subsequent to obtaining court orders. Also to act in the "client" role in instructing the Housing & Litigation Team to take proceedings in the county court, preparing evidence to a high standard, and receiving advice on the handling of the case from the Principal Housing Lawyer.		
	ii	To maintain and continuously develop close links and making appropriate referral to, other agencies, both statutory and voluntary, in support of designated casework undertaken by the Anti-Social Behaviour Hub, and actively promote the activities of the Hub in the delivery of the service across the wider community.		
	iii	To prioritise own enforcement case workload, to ensure that effective and proportionate action is taken against perpetrators of nuisance and anti social behaviour, and carry out regular reviews of performance in working towards the continuous improvement of methods of dealing with perpetrators.		
	iv	Through the ASB case review process, to take direction from the		

		Community Safety Manager (Neighbourhood Safety), in receiving referrals of cases of anti-social behaviour from Tenancy Estate Managers (TEM), and to decide upon and pursue appropriate action to resolve cases in accordance with agreed procedures, and within designated time scales .The post holder will also provide TEM's with appropriate support and guidance in cases where the TEM is required to attend court as a witness in proceedings. The post holder will also, on occasion, deal with ASB case referrals from Registered Social Landlords with whom the authority has a Management Agreement for ASB/TET services, including gypsy and traveller sites, temporary accommodation and case referrals relating to private sector properties.
	v	To provide support and practical assistance to witnesses, victims and representatives from partnership agencies who may give evidence against tenants (or other perpetrators) who breach the conditions of tenancy, or present risks to community safety in general. This may require work of a sensitive nature, and involve liaison with other voluntary and statutory agencies to ensure witnesses and victims are adequately supported both before and after intervention work has been carried out.
	vi	To work under the guidance of the Community Safety Manager (Neighbourhood Safety) in developing and implementing responsive and proactive action plans for dealing with specific cases. This will inevitably involve continuous review of cases, both individually and collectively, in consultation with the legal advisors acting for the ASB Hub.
	vii	To gather evidence in support of enforcement action against perpetrators, including, on occasion, tasks such as undertaking surveillance and in participating in covert operations in conjunction with the Police and other agencies. Evidence gathering will involve interviewing witnesses, victims and perpetrators and keeping detailed notes and preparing witness statements. This area of work may involve occasional job tasks outside normal office hours and will involve work with challenging customers both on site and at the office base/ reception areas.
	viii	To deal with correspondence from members of the public and other agencies in responding to complaints about nuisance/ anti social behaviour, and deliver effective responses in accordance in accordance with both corporate guidelines and agreed procedures within the ASB Hub and Housing Operations Group
	ix	To attend court, sometimes in the capacity both client, and as a witness in ASB prosecution work, and to attend evictions and repossessions, and to serve Injunctions upon perpetrators of nuisance and anti social behaviour, as directed. To undertake related court duties such as making checks with criminal courts for hearings and convictions, and to track criminal proceedings and convictions.
	x	To assist the Community Safety Manager (Neighbourhood Safety) in ensuring the team are represented on a range of multi agency ASB related task groups such as MAPS(Multi Agency Problems

		Solving) MARAC (Multi Agency Risk Assessment Conference), CRA (Community Risk Assessments), and Adult & Child Safeguarding strategy meetings. To prepare reports for, and to respond to action plans arising from these multi agency meetings where enforcement actions are relevant. On occasion, the post holder will be required to deputise for the Community Safety Manager (Neighbourhood Safety) and to facilitate or to chair meetings and ensure administrative support is in place.
	xi	To investigate, and critically evaluate, good practice in Anti Social Behaviour from other public bodies involved in similar work. . The post holder may be required to travel, regionally or nationally, to attend meetings, seminars and plenary sessions and to disseminate this best practice within the team, as part of the continuous development of the ASB Hub. This could also involve work shadowing and training of new team members.
	xii	To provide support to the Community Safety Manager (Neighbourhood Safety) in collation of information and data for management reporting, statistical returns and preparations of press releases and publicity material.
	xiii	To work with CYC operational teams outside the ASB Hub in ensuring that all opportunities for collating evidence of multiple breaches of tenancy are evidenced. This will include joint work with key agencies such as the Income Management Team, Fraud (Veritau Ltd). The post holder will take responsibility for ensuring that each key agency is fully appraised of their role in the enforcement process, including attendance at court, and consultation with the agent as to how evidence can be used.
	xiv	To deputise for the Community Safety Manager (Neighbourhood Safety) where appropriate.
3.	SUPERVISION / MANAGEMENT OF PEOPLE	
	No. Reporting - Direct: None Indirect: None	

<p>4.</p>	<p>CREATIVITY & INNOVATION</p> <ul style="list-style-type: none"> • The jobholder will, on occasion, be required to develop new ASB services and processes as the demands upon the ASB service change: This could include setting up new databases, developing new focus groups, or looking into new ways of working in line with the continued rolling out of ASB legislation and best practice. • The jobholder may also be required to adapt or improve work tasks or methods, such as case management and monitoring. • Given the nature of ASB and the fact that it can present in many different forms, the job holder will have to be creative in how they consider the appropriate enforcement interventions to address the specific issues. Task may also arise where no existing policy or procedure exists, and in such a case, the post holder will on occasion need to decide upon the most appropriate course of intervention without immediate recourse to their line manager. • The job holder will also be required to exercise creativity and innovation in areas where the task “cross cuts” several key service areas / agencies and where no integrated process for referral or joint working exists (e.g. no fixed protocols)
<p>5.</p>	<p>CONTACTS & RELATIONSHIPS</p> <p>Internal: ASB Hub- frequent, daily Tenancy and Income Estate Management- frequent, daily Housing & Litigation Team- frequent, daily Housing Support Services/Admin –frequent, daily Environmental Protection Unit- Regular, weekly Fraud Investigations Team- regular, weekly Cabinet Member - occasionally Ward Councillors - regularly Other Council Services – infrequently Chief Officers - occasionally</p> <p>External: Victims & Perpetrators of ASB – frequently, weekly North Yorkshire Police SNT /LIO- Frequent, daily Safer York Partnership - occasionally Statutory agencies /courts/probation etc- frequently ASB Hub customers /support agencies- frequent, daily Voluntary groups and other non statutory- infrequently</p> <p>Whilst some Service Level Agreements and protocols exist, many relationships rely upon mutual co-operation, and the formation of mutually respectful joint working methods. Contact can, at times, be potentially stressful and challenging and involve conflict. Some of the relationships entail influencing option, directing action, providing or obtaining confidential information, often of a personalised and sensitive nature.</p>

6.	<p>DECISIONS – discretion & consequences</p> <ul style="list-style-type: none"> • The post holder is mainly required to reach decisions in regards to actions to be taken, and in the planning and delivery of the enforcement service in accordance with Case Management plans. Guidance is offered by the Community Safety Manager (Neighbourhood Safety) through fortnightly case reviews in addition to weekly peer reviews. • Whilst the post holder has no specific responsibility for making decisions about finances and budgets, there is some discretion exercised in administering expenses claims for witnesses attending court, subject to approval by the Community Safety Manager (Neighbourhood Safety). • Most decisions rest upon interpretation of rules and procedures, both internal and external, and in many cases, these in turn arise from legal requirements. The effect of the decisions can be consequential not only for those implicated in case work but for other statutory services (e.g. homelessness) • The results of positive and innovative ASB work can make a very real difference to the quality of the lives of customers, and as such, the post holder is required to make informed judgements and ensure that customers are consulted on decision making wherever possible, taking account of their particular needs • The consequence of making the wrong judgement / decision can have a significant impact on residents of the city, both in terms of their victims & perpetrators. • Significant reputational issues, both positive & negative for the council if the wrong decision is reached. 				
7.	<p>RESOURCES – financial & equipment <i>(Not budget, and <u>not</u> including desktop equipment.)</i></p> <table border="0"> <thead> <tr> <th data-bbox="316 1294 480 1328"><u>Description</u></th> <th data-bbox="1042 1294 1190 1328"><u>Value £7k</u></th> </tr> </thead> <tbody> <tr> <td data-bbox="459 1328 1214 1435">Workstation and PC accessories, stationery Office equipment, telephone, mobile phone, camera, camcorder.</td> <td></td> </tr> </tbody> </table>	<u>Description</u>	<u>Value £7k</u>	Workstation and PC accessories, stationery Office equipment, telephone, mobile phone, camera, camcorder.	
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8.	<p>WORK ENVIRONMENT – work demands, physical demands, working conditions & work context</p> <p>Work demands the job frequently involves focussed work which exists in an environment where there are frequent interruptions. In most cases, work deadlines are determined by case management planning and requirements of court proceedings. Unplanned work can arise on a daily basis and can, and does, frequently interrupt core work. The jobholder can also, on occasion, have to deal with conflicting requests, and arrive at appropriate strategies for dealing with these.</p> <p>Physical demands Walking, cycling and driving. Work is both office based (mostly at a workstation) and on site in people’s homes as well as at the County Court and other premises. . The post lends itself to home</p>				

	<p>working (e.g. where focussed case work is needed without interruption) The job does not make high levels physical demands but does involve a degree of mental stress, notably when dealing with challenging customers and in difficult working environments. In general, the jobholder will be encouraged to work in a way which is conducive to personal safety and security, as well as reducing stress by taking breaks and varying tasks, which involve a lot of concentration.</p> <p>Working conditions approximately 70% of the time will be spent working at West Offices, in a hot desk environment, which is clean, well-ordered, and a base for the team, its manager and members of the ASB Hub. Time can also be spent working from home, as appropriate. Approximately 30 % of the time, the post holder will be required to work out on site, visiting people in their homes and attending meetings at other locations around York, and occasionally outside the York area.</p> <p>It is likely that the job holder could be required to enter properties which are dirty, and on occasion, potentially hazardous (e.g. dwellings containing used syringes, broken glass etc)</p> <p>Work context</p> <ul style="list-style-type: none"> • There exists a low to moderate risk of injury from dealing with aggressive customers, the risk being heightened when the post holder is working on site, in the homes of customers or in the neighbourhood. • There exists a moderate risk of attacks by animals, typically, unleashed dogs when working on site. • There exists a moderate to high risk of occasional verbal abuse, verbal intimidation, and physical threats, notably from ASB perpetrators. • All arrangements for the post holder’s assessment of personal safety and security are contained within the Lone Working Policy.
9.	<p>KNOWLEDGE & SKILLS</p> <ul style="list-style-type: none"> • Excellent interpersonal skills, specifically in dealing with a varied customer base, which can involve dealing confidently with challenging customers. • Detailed knowledge of UK legislation relating to Anti Social Behaviour in particular Anti Social Behaviour Crime and Policing Bill 2014, Housing Act 1985 and 1996, Anti Social Behaviour Act 2003 and Crime and Disorder Act 1998. To use current best practice in relation to this legislation. • Ability to communicate information, both orally and in writing, in a clear, concise and appropriate manner to a range of audiences including council colleagues, councillors, members of the public and other partnership agencies. • An understanding of the civil court process in relation to housing and ASB matters. • A working knowledge of UK criminal justice, and a general knowledge of youth justice systems and offender management

are beneficial A thorough understanding of the role of Social Landlords in tackling crime, nuisance and anti social behaviour and their role in multi agency working Ensuring effective partnership working is developed and sustained.

- A good, general education to “A” level standard
- Excellent skills in report writing, problem solving and preparation of court statements.
- Investigation of potential breaches of tenancy including the gathering of evidence, the interviewing of both witnesses and defendants and ensuring accurate record keeping.
- Excellent skills in managing time effectively and in working unsupervised, working within designated timescales.
- Well developed skills in use of IT applications in common usage, and the ability to record information on different software applications as well as interpret data /statistical information.
- An understanding of mental health issues and the effects of drug and alcohol abuse upon an individual.
- An appreciation and knowledge of systems of social welfare and social care and of how these relate to social housing provision through home support.
- An appreciation of current legislation and best practice around Equalities issues and of the impact of services upon BME communities and other minority communities.

Ability to converse and provide advice and guidance to members of the public, in spoken English, to Common European Framework of Reference for Languages (CEFR) - level C2 - Mastery or proficiency - Can express him/herself spontaneously at length with a natural conversational flow, avoiding or backtracking around any difficulty so smoothly that the person with whom they are conversing is hardly aware of it. Can understand with ease virtually everything heard or read.

10. Position of Job in Organisation Structure

