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| **Job Description** |
| **Post title** | ASB Intervention Officer |
| **JE Reference No** | N9354 |
| **Grade** | 9 |
| **Service** | Neighbourhood and Climate Change  |
| **Service Area** | Community Protection Services  |
| **Reporting to** | Reporting directly to a service group Manager or where applicable an area Team Leader within a specialist service area, the post holder will be responsible for the delivery of Community Protection Services in accordance with service policies and procedures, and within the legislative framework, using the full range of enforcement powers, advice, education and intervention |
| **Location** | Your normal place of work is Annand House but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is** subject to an enhanced disclosure and requires NPPV2 Vetting. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

To support the Neighbourhood Intervention Manager/ASB team leader (Community Protection Service) in delivering an operational community safety service that impacts upon ASB, crime and the fear of crime, and delivers improved outcomes for the people of County Durham.

Work in partnership with all relevant agencies and adopt a case management approach to all those who require, intervention, support and enforcement to address concerns.

Liaise with and support Intervention Officers in their role with geographic issues and ensure that responsibilities regarding safeguarding, child and adult sexual exploitation and early help are met.

Coordinate, develop and deliver a high quality, efficient service which is responsive to community need, work in partnership and continue to strengthen the Councils reputation to improve the local environment and promote community safety.

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| **Duties and responsibilities** |

* To coordinate an effective case management approach to address and manage risk to victims, witnesses and perpetrators and improve the local environment. Promote community safety, embedding a Think Family and early help approach and ensuring that a case management approach is applied consistently to all clients. Ensure early help is available to all children and families and that procedures for ‘requests for help’ and assessments are completed.
* To interpret and implement service procedures, legal requirements and statutory guidance and other information within a specialist service area
* To ensure compliance with regulatory frameworks and develop, implement and review operational service plans, policies and procedures relevant to the functions of the section
* Contribute to the delivery of all Multi Agency Problem Solving Groups (MAPS) and their respective time limited action plans in respect of ASB and wider community safety issues.
* Ensure that the ASB Escalation Procedure is implemented and adhered to by the post-holder all relevant DCC staff and partners.
* To support the partnership response and implement the relevant procedures in respect of child and adult sexual exploitation, coordinating information sharing and documenting actions consistently.
* To liaise with the other DCC departments, police and local agencies to deliver a multi-agency community safety service across the county, responding to local priorities identified through the MAPS group process and supporting the delivery of SDP Thematic group action plans and initiatives.
* Address ASB and environmental issues by liaising with other agencies regarding their enforcement activities where necessary and early identification of those who are victims or perpetrators of crime (including domestic abuse and hate crime) and ASB.
* To deliver an integrated approach to respond to adults and children and young people which is applied fairly and consistently to meet the needs of all communities. Complete investigations and gather evidence to present in court in line with national standards and procedures. To coordinate the delivery of enforcement activities that are based on the sound application of relevant legislation, the undertaking of high quality and legally sound investigations, and the fair and proportionate delivery of enforcement remedies.
* To fulfil duties in conjunction with the relevant legislation or council policy including the duties they provide, for example Crime and Disorder Act 1998 or PACE.
* To maintain and develop effective partnership arrangements with other council services and external partners including Neighbourhood Wardens, Housing Service, Licensing, Legal Services, Children’s and Adults services, Education, police, fire services, housing etc. in order to improve outcomes for local residents and communities.
* To provide an operational link between the Area Action Partnership’s (AAP’s) and the Neighbourhood Intervention Team to ensure that related partnership activity such as youth engagement, environmental services and crime prevention initiatives are effectively integrated into local AAP and crime and disorder reduction plans.
* Adopt a performance management approach and provide data (qualitative and quantitative) relating to sexual exploitation, crime, ASB when required and work towards service, directorate, council and partnership targets.
* To represent the Council as required, on community safety fora, and to co-ordinate and facilitate Council input to the community safety framework at an operational level; ensure the provision of timely, relevant and effective advice, guidance, support and information on all aspects of community safety to the Council and its partners as appropriate.
* Engage in appropriate and regular supervision for all cases across the team to ensure a robust risk management approach and that appropriate actions are being taken and documented.
* To ensure compliance with regulatory frameworks and develop, implement and review operational service plans, policies and procedures relevant to the functions of the section
* To assist with funding opportunities/applications to improve service outcomes through local short-term initiatives, enhanced services or increased community responsibility. To assist in delivery of any funded initiative or enhanced service.
* To respond creatively to changes, adapting to new ways of working, assist with the integration of new areas of service or changes in legislation.
* Follow agreed partnership and council procedures for marketing and communication both in the media and by way of leaflets, newsletters and other forms of interaction.
* Raise awareness and increase understanding about communities, including networking, delivering awareness raising/training sessions; attendance at meetings as required.
* To engage with staff appraisal and sickness monitoring procedures and evaluate team and individual performance. To supervise, monitor, coach, train and mentor employees in accordance with personal development programmes
* To assist the development of policy and procedure and to take a full and active part in contributing to the development and delivery of Service Plans, which in turn link to Corporate Plans.
* To provide regular assessments, advice and reports to the Team Leader/Neighbourhood Intervention Manager, Public Protection Manager, Head of Community Protection or elected Members as required regarding performance and operations within the area

The above is not exhaustive, and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Neighbourhood Intervention Manager.

The generic responsibilities which will be undertaken in support of the above work include the

following (if applicable):

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * Educated to NVQ 3 or equivalent in a relevant subject including ASB Case Management & Supervision or willing to work towards.
* Understanding of the national policy framework in respect of community safety
* Comply with Non-Police Personnel Vetting process (NPPV2)
 | * Evidence of Continuing Professional Development.
* Degree level attainment
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| Experience | * Experience in relevant service area (s).
* Experience of local government structure and operation
* Local Government and associated policy and procedures
* In depth experience of carrying out complex or technical investigations, inspections/interventions, and associated work in relevant service area including, researching legislation, case law and technical developments as necessary.
* Experience in enforcement and legal proceedings including court experience
* Ability to provide detailed technical advice to customers.
* Experience of using IT systems
* Experience of the front-line services covered by this post or similar areas.
* A proven track record of delivering outcomes through working with, motivating and empowering multi-disciplinary teams and across professional boundaries.
* Ability to operate effectively with a high volume, high sensitivity workload.
* Experience of a case management approach of referral, assessment and intervention. Application of risk assessment and risk management processes in relation to complex clients
* Experience multi-agency and multi-professional partnerships focused on delivering integrated services.
* Experience of mediation services
* Delivery of restorative approaches
* A record of partnership working in the delivery of related outcomes
* Experience of working with front line staff, including consultation and mentoring
* Experience of working with elected Members and responding appropriately to service requests.
* Experience of case management and problem solving
* Experience of drafting & serving legal notices
 | * Experience of press and media work in raising the profile and reputation of services.
* A track record of the identification and implementation of service efficiencies.
* Experience of the management of change, personally and collectively.
* Experience of criminal and civil proceedings including attending court and giving evidence.
* Experience in policy, strategy and procedure development.
* Experience of client action plan processes.
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| Skills & Knowledge | * Ability to solve complex problems and demonstrate innovation in problem solving liaising with other professionals where necessary.
* Ability to lead and motivate professional, technical and administrative staff in meeting service objectives
* Ability to organise and prioritise own and team workloads
* Ability to accurately research in detail technical and legal issues for own use and for the benefit of team members
* Ability to interpret and understand sensitive and complicated data and reports and prepare reports intended for a range of audiences
* Evidence of good negotiating and influencing skills
* Able to communicate clearly and professionally, both verbally and in writing with a wide range of stakeholders and colleagues
* Capable of adapting and responding to changing technologies and corporate and service delivery requirements.
* Ability to build and develop teams
* Commitment to continuous professional development
* Ability to work with minimum supervision.
* Experience of and a commitment to the provision and delivery of excellent customer service
 | * Knowledge of wider issues which streetscene services impact on, for example environmental sustainability.
* Knowledge of financial and budgetary control.
* Project management skills in the delivery of projects.
* Excellent communication skills including the ability to articulate and disseminate a vision; present clear, concise reports to a wide range of audiences; and an understanding of political sensitivities
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| Personal Qualities | * Ability to form effective working partnerships with colleagues and professionals from other organisations and sectors
* Able to work as a team member
* Capable of working effectively under own initiative within delegated responsibility.
* Computer literate
* Knowledge of scientific, technical and legal aspects relevant to the specialist area sufficient to act as a specialist resource within the Community Protection Service
* Awareness of future proposals, trends and issues relating to the relevant functions.
* Knowledge of other relevant functions within the Department.
* Understanding of Performance Management frameworks.
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| Special Requirements  | * Access to a car or means of mobility support (if the post holder is driving then they must hold a current valid driving licence and have appropriate motor insurance cover)
* Must be willing and able to work outside of normal hours on a regular basis.
* The post is subject to NPPV2 Vetting.
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