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| **Job Description** | |
| **Job Title:** | **ASB and Safeguarding Manager** |
| **Section:** | **Housing and Innovation** |
| **Reports to:** | **Head of Housing and Innovation** |
| **Responsible for** | **Anti-social Behaviour Team** |
| **Salary** | **£30,000 - £33,000** |
| **Location** | **Oxford City Centre** |
| **Main Purpose of Job** | |
| To deliver a customer facing, victim focused service in relation to the management of anti-social behaviour, in accordance with Homeless Oxfordshires policies and procedures.  To lead on a new service area focused on tackling serious anti-social behaviour, domestic violence and other forms of abuse  To line manage a specialist team consisting of Community Wardens to deliver a housing management service for vulnerable people | |
| **Principal Accountabilities** | |
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| To take responsibility for and manage high risk cases of anti-social behaviour and enquiries ensuring reports are accurately and fully recorded.  To lead on all legal case-work, the filing of legal claims and presenting cases to the county court  To lead on eviction and prevention of eviction processes  To act as the initial point of contact for anti-social behaviour reports that are not dealt with at first point of contact.  To obtain and accurately record all reports of anti-social behaviour, assess the severity of each report and categorise these correctly in line with our policy and procedures.  To carry out investigations in response to anti-social behaviour in line with best practice  To ensure that all cases, recorded on the housing management system, are monitored and that actions are correctly recorded and progress achieved through regular contact  To work to meet individual and team performance objectives, and to carry 1-1s with the Community Wardens  To maintain an overall knowledge and understanding of all current legislation and best practice. | |
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| Safeguarding Statement |
| Homeless Oxfordshire is committed to safeguarding all vulnerable adults, children and young people that come into contact with our services. We believe that all vulnerable adults, children and young people have an equal right to protection from abuse, regardless of their age, race, religion, ability, gender, language, background or sexual identity and consider the wellbeing of the vulnerable adult, child or young person is paramount.  We will take every reasonable step to ensure that vulnerable adults, children and young people are protected where our staff and other colleagues are involved in the delivery of our work. All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.  We expect everyone (staff, board, associates, volunteers and anyone working on behalf of the Company) to have read, understood and adhere to this policy and related procedures. |

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| Health and Safety Statement |
| Under the Health & Safety at Work Act you have to ensure the Health & Safety of yourself and others who may be affected by what you do or fail to do. This includes colleagues, clients, public and contractors. The Act applies to all work activities and premises and everyone at work has responsibilities under it. You must co-operate with any work place Risk Assessments and draw any perceived problems to the attention of your line manager.  In addition to the general obligations of all employees under the Health & Safety at Work Act, you have a duty to undertake periodical review and Risk Assessments of your operational areas as it affects staff, clients, public and contractors.  The Risk Assessment includes all aspects of your responsibilities as covered by legislation. These Risk Assessments will be recorded and identified problems dealt within appropriate time scales. Records to be maintained of all work undertaken which is a requirement of Health & Safety Law. |

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| ***This job description accurately reflects the requirements of the job at the time of writing but may be subject to change from time to time to meet the changing needs of Homeless Oxfordshire.*** |

**Person Specification – ASB and Safeguarding Manager**

We want the post holder to be able to demonstrate the following competences to a high level and want to use these to the full in their work. This is more important than having a great deal of direct experience of the job content, and we will be looking for evidence of all the following key competences during the selection process, if you are shortlisted (please see attached grid for further details).

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| * Adaptability and personal responsibility * Client and customer focus * Managing relationships and partnership working * Application of knowledge, managing systems and problem solving | * Self-awareness and personal development * Respect for all * Leadership and Management * Organisational Awareness |

### ESSENTIAL CRITERIA

## Knowledge

* A good understanding of anti-social behaviour case management and the legal toolkit
* A good understanding of drug-related activities, domestic abuse and other forms of abuse which compromise tenancy sustainment
* A good understanding of housing-related issues such as anti-social behaviour and tenancy sustainment
* A good understanding of the needs of homeless people
* A good understanding of victimisation
* A good understanding of community engagement and partnership working
* A commitment to, and an understanding of, policies to prevent discrimination and harassment on grounds of gender, race, age, sexuality or any other unfair reason.

**Skills and Abilities**

* Excellent verbal and written communication skills.
* Ability to keep comprehensive case files and notes.
* Ability to deal with challenging behaviour, and motivate clients.
* Ability to produce letters and reports using Microsoft Word, and to store/retrieve information on a computer database.
* Ability to work effectively as part of a team.
* Commitment to the Values and Objectives of Homeless Oxfordshire Ltd
* Personal resilience with a problem solving approach to complex needs clients

**DESIRABLE CRITERIA**

* Knowledge of the ASB toolkit, such as possessions and injunctions
* An understanding of housing and the criminal justice system
* An understanding of victimisation and reoffending
* Experience of giving advice and support to vulnerable people
* Experience of making and presenting court applications
* Experience of giving evidence in court
* Experience of coaching/line management

**ESSENTIAL CRITERIA**

* Knowledge of anti-social behaviour in the context of housing and/or community safety
* Experience of managing cases of anti-social behaviour and/or domestic abuse
* Good understanding of relevant housing and ASB legislation
* Prior experience of working in the housing or local authority sector



