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| **Job Description** | |
| **Job Title:** | **ASB Officer** |
| **Section:** | **Housing and Innovation** |
| **Reports to:** | **Housing Services Manager** |
| **Salary** | **24k-26k** |
| **Location** | **Oxfordshire** |
| **Main Purpose of Job** | |
| 1. To lead on the case management of all high-risk anti-social behaviour 2. To lead of all litigation matters relating to anti-social behaviour including abuse and exploitation 3. To lead on strategies that effectively manage Anti-Social Behaviour and support positive relationships with clients and within neighborhoods. | |
| **Principal Accountabilities** | |
| * **To take the overarching lead on the case-management of anti-social behaviour** * **To lead on all litigation matters relating to anti-social behaviour, and other housing matters where required, including:** * **Serving of legal notices and seeking relevant authorisation to initiate proceedings, where justified** * **Leading on civil claims to the county court in relation to anti-social behaviour and other housing-related issues** * **Liaising with our solicitor, where required, and preparing cases with attention to detail and good planning. Monitoring and ensuring that all processes have been followed correctly, before any case goes before court.** * **To prepare court papers and attend court in Possession claims and other Anti-Social Behaviour cases.** * **To work with solicitors, police and partner agencies to ensure the successful management of the case.** * **To manage identified cases where housing management processes require a specialist approach.** * **To lead on possession and eviction cases relating to ASB, Safeguarding and where required, other tenancy-related issues** * **To support the Head of Housing & Innovation in relation to the designing out of Anti-social Behaviour across our housing stock** * **To work alongside internal teams with emphasis on community engagement, evidence gathering and enhancing tenancy sustainment for all** * **To ensure the effective recording of cases and sensitive information are in line with policy and relevant data protection legislation** * **To work with internal teams in relation to positive news stories, communications and funding opportunities** * **To lead on work that enables Homeless Oxfordshire to address the challenges it faces in the sector to manage Anti-Social Behaviour and support positive relationships within neighborhoods** * **To represent Homeless Oxfordshire and liaise with other external agencies and professionals as appropriate.** * **To assess and manage risk for individuals and in the service, reporting concerns to the Head of Housing and Innovation in line with procedures.** * **Follow policies and procedures and work with the Head of Housing and Innovation to ensure good practice in our service and support to clients.** * **Maintain positive relationships with clients, relatives, carers, professionals, commissioners, contractors and the local community.** * **Be aware of relevant legislation changes for housing, support and care.** * **To ensure that Homeless Oxfordshire’s Equal Opportunities Policies are complied with and promoted in carrying out duties of the post.** * **To undertake any other duties that can be reasonably required to meet the operational needs of Homeless Oxfordshire Ltd.** * **The work of Homeless Oxfordshire requires a commitment to work across the whole organisation with other services and departments as appropriate.** | |

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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 Officer**

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 housing law, housing management procedures and eviction processes.
* A good understanding of housing agreements and the law that housing providers must operate within.
* A good understanding of the needs of homeless people.
* Knowledge of voluntary and statutory services available to homeless people.
* 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.

## Experience

* Experience of preparing papers for court evictions and injunctions
* Experience of attending court for evictions and injunctions
* Experience of working with homeless people, or people with similar issues (for example mental health, drug or alcohol problems).
* Experience of working with people with complex multiple needs
* Experience of liaison with different agencies on clients’ behalf

**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 Oxfordshire Homeless Network.
* Experience or training in related fields. i.e.; housing, local authority, etc.
* Experience of working in Housing and/or Supported Housing
* An understanding of the criminal justice and asylum systems

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