

Lancaster City Council - Job Description & Person Specification

Job Title:	Community Safety Officer	Grade:	GG88	Job Code:	LCC518
Service/Team:	Council Housing	Role Type: *Delete as appropriate	HYBRID	Reports to: *Title & LCC Code	Community Safety Manager LCC520
Line Managers: *Title/s & LCC Code	None				

Job Overview
<p>Overview</p> <p>To provide an excellent Community Safety service across the district, to council tenants directly and in response to wider neighbourhood and cross tenure issues, focussing on a harm centred approach that is challenging, supportive, and focussed on positive outcomes. The Community Safety Officer manages a caseload in line with agreed case management principles, and also contributes to wider communication, reassurance, and partnership working across the district.</p>
Direct Responsibilities
<p>Policy, process and performance</p> <ul style="list-style-type: none"> • To work within the framework of internal policy and procedure, exercising professional judgement as appropriate to seek resolution and positive outcomes to cases of ASB • To contribute to the constructive challenge to, and audit of, agreed procedure, making suggestions of improvement in response to day-to-day experience and through knowledge of good practice across the housing sector • To maintain a strong focus on performance while respecting and supporting the needs of both reporters and subjects of ASB <p>Casework</p> <ul style="list-style-type: none"> • Take ownership of and investigate all allocated ASB cases and work according to agreed case management standards, ensuring: <ul style="list-style-type: none"> – Excellent record keeping and data management – Robust early case assessments – A harm centred approach – Non-urgent situations are resolved quickly – A strong customer focus and effective, respectful, clear communication – Development and agreement of action plans and use of intervention tools – Appropriate referrals – Regular review of cases with the Community Safety Manager, and with colleagues as appropriate, ensuring advice and guidance is sought when appropriate • Manage casework to the highest quality, working within policy and procedural framework, to agreed service standards, and with a focus on early intervention and case resolution • Manage risk and vulnerability within casework by adopting a harm centred approach, including ongoing risk and vulnerability assessment throughout the life of cases

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- Take a twin track approach to both support and challenge perpetrators of ASB, taking prompt enforcement or preventative action as appropriate and working with agencies and partners when relevant.
- Ensure all cases referred to legal have enough evidence for Court, are presented clearly and accurately, and demonstrate adherence to current legislation, and to support witnesses and give evidence on behalf of the Council
- Ensure safeguarding issues are addressed as part of a multi-agency approach, working together to remove residents from immediate risk where appropriate
- Manage all Hate Crime and Domestic Abuse related cases in line with council housing policy, ensuring all reports of domestic abuse and hate crime are taken seriously and that the needs and support for victims is central to any response

Training and development

- To proactively identify opportunities for both personal and team development around anti-social behaviour and community safety, escalating opportunities to the Community Safety Manager for consideration.

Partnership working

- To work closely with key community partners (internal and external), seeking resolutions to issues of ASB through partnership working
- To carry out drop ins, surgeries, and events across the district to promote the work of the Community Safety team, offer reassurance, and build trusting local relationships
- Work closely with housing colleagues, contributing to cross-service solutions to tenancy and behaviour issues
- To represent the housing service and contribute to multi-agency working in the district; offering housing and tenancy expertise in support of case conferences and other forums.

Communication with customers

- Promote and encourage use of all methods of reporting ASB
- Communicate progress, expectations and realistic outcomes with reporters of ASB through the life of the case
- Support the Community Safety Manager in delivering the ASB communications strategy: raising awareness amongst colleagues, residents and key partners.
- Contribute to the production of advice and guidance leaflets, video content, positive outcomes and case studies, and other customer focussed communication as required
- Promote the community trigger, both through planned communication and day to day

Primary Measurable Objectives

- Deliver outstanding Community Safety services in line with agreed best practice, ensuring adherence to council housing policy and procedure and also challenging and supporting development of working practice in response to operational experience.

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- Manage and deliver a personal caseload which challenges poor behaviour, supports subjects, and produces timely and effective results through communication, advice, reassurance, problem solving, investigations and enforcement.
- Participate actively in learning, personal development, service development and continuous improvement.
- Build and promote close purposeful connections between professional disciplines, council services, agencies interested in the causes and solutions to ASB, and most importantly with local communities - providing an effective partnership role across the district to make a positive difference in our communities.
- Provide a high standard of customer service at all times, ensuring that clear and effective communication is provided, and contributing to wider service and corporate communication around ASB.

Staff Management Responsibilities

None

Person Specification

Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
Specialised Qualifications & Training	Minimum of 4 GCSE's at Grade C including Maths and English or equivalent qualification Full UK driving licence	Housing Qualification (or similar) to Level 4	App Form, Certificate
Experience	Experience of working with customers presenting challenging behaviour Experience of working with vulnerable customers	Experience within social housing or similar community focussed setting	App Form, Interview
Job Related Skills, Knowledge & Abilities	Ability to develop effective working relationships with a range of stakeholders Ability to exercise professional judgement and decision making within a procedural framework	Knowledge of housing, anti-social behaviour and community safety legislation Experience of delivering high quality services within a customer focussed environment	App Form, Interview
Personal Attributes Including Interpersonal & Communication Skills	Ability to have difficult conversations and challenge behaviour Excellent written and verbal communication skills with a range of stakeholders		App Form, Interview

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	<p>Excellent organisational skills and ability to prioritise workload</p> <p>Able to demonstrate resilience when faced with challenging situations</p> <p>The successful candidate will be subject to a basic clearance with the Disclosure and Barring Service.</p>		
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Additional information

Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

Community Safety

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Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

Employee Signature:		Print name:		Date:	
Manager Signature:		Print name:		Date:	