

## Job Description

**Job Title:** Community Safety Officer

**Reports To:** Community Safety Manager

**Job Purpose:** To deliver a high quality, customer-focused, effective anti-social behaviour and community safety service to the tenants of Wythenshawe Community Housing Group

To provide a highly visible anti-social behaviour and community safety service engaging with tenants and customers on a day to day basis in order to enhance the customer experience.

Work collaboratively with partners, the 3<sup>rd</sup> sector & working with colleagues across Living Well and Community & Neighbourhood Development gain an understanding of the needs and priorities within the locality to ensure tenants and customers feel safe and create sustainable tenancies and communities

### Key Responsibilities

- To manage service demands from the Locality relating to Anti-Social Behaviour and Community Safety issues ensuring that customer requests and enquiries are actioned and managed that enhance the customer experience. To work with complex cases and within the guidelines of current legislation and WCHG's legal responsibilities as a landlord
- To ensure tenancy sustainability through the effective use of the ASB tools and powers available and internal and external interventions that prevent avoidable tenancy terminations and that address & prevent the causes of homelessness
- To manage a caseload of high level ASB cases and ensure all cases are investigated, actioned and closed in a timely manner and in accordance with policies and procedures and in ways that increases satisfaction with the service and customer experience.
- To provide a swift and appropriate response to reports of threats of serious or actual violence, domestic violence and hate related incidents and make any necessary referrals to other agencies ensuring at all times the victim or survivor is supported by WCHG.
- To ensure that ASB cases are managed sensitively and effectively dealt with, providing advice to tenants and customers who report this and, utilising appropriate strategies and the ASB toolkit, offering signposting to other services where appropriate
- To ensure that all cases are managed with the utmost integrity, paying close attention to managing data sensitively and confidentially
- To prepare cases for legal action, including the preparation of witness statements, preparation of notice of seeking possession, injunction and possession applications, appearing and representing WCHG in Court, as appropriate and supporting witnesses.

- To provide appropriate support and advice to the Neighborhood teams in respect of the development and escalation of low level ASB cases
- To promote a one team approach work in collaboration with colleagues in the Housing Management, Living Well and Community & Neighbourhood teams to develop innovation ways to tackle and resolve anti-social behaviour within a locality that meet the aspirations of our customers, enhance customer experience, using a range of methods including legal action, preventative measures and diversionary activities.
- To attend multi agency case conferences to ensure the support needs of vulnerable tenants and customers are identified and actions plans are in place to provide appropriate support. To make referrals into and support the Wythenshawe Integrated Neighbourhood Service (WINS).
- To support effective partnership working with other agencies, including the Police and the Local Authority to develop effective ways to identify and tackle person-centered ASB or criminal activity including cuckooing, child and sexual exploitation and human trafficking
- Work proactively with partners to deliver an effective community safety and cohesion approach for Wythenshawe that works collaboratively with the Living Well and Community & Neighbourhood Development teams to support tenants to remain at home adopting where relevant a person-centred approach. To consider complex and adverse childhood experiences (ACE) to address community safety issues
- To proactively engage with tenants and residents on community safety and ASB related issues as part of our resident engagement approach, to hear the customer voice ensuring services are developed and continuously reviewed to deliver a positive customer experience
- To have a victim centered approach supporting tenants and residents
- To promote a safeguarding culture within WCHG, including the safeguarding of children and vulnerable adults by making appropriate and timely referrals
- To contribute to the development of WCHG's Policies and Procedures and any new Community Safety initiatives and to ensure that the service reflects best practice and contributes to safer communities and the sustainability of tenancies.
- To adopt a high standard of personal and professional conduct and communication with the public and any elected members and partner agencies
- To work in partnership with internal and external teams and stakeholders to ensure that the best services are delivered for WCHG's tenants and customers.
- To provide performance information to managers and stakeholders as required and to keep accurate and up to date records and notes to improve the customer experience and provide a 'one view' of the customer and to ensure that both team and personal performance targets and objectives are achieved

### **Decision Making**

- Carries out duties and makes decisions in line with WCHG's policies and procedures;
- Applies a systematic and pragmatic approach to decision making and problem solving
- Recommends any suggestions/improvements to influence wider decision making via appropriate channels;
- Demonstrate a willingness to challenge and change to improve and innovate
- Plans and organises own work load to meet deadlines in line with the departmental service plans;
- Resolves day to day issues, or identifies matters that require escalating

### **Health and Safety Responsibilities**

- To undertake relevant generic training in relation to Health & Safety as required by WCHG

- To follow WCHG's Health and Safety Policies and Procedures, to work in a safe manner in line with statutory Health & Safety requirements

## **General**

- Deliver all services in accordance with Wythenshawe Community Housing Group's policies and procedures.
- To provide assistance and support for customers to access digital services
- To promote and demonstrate inclusion as an integral aspect of working for WCHG by respecting colleagues at all times.
- To implement and positively promote inclusion in service delivery and employment practices.
- To undertake training and attend meetings as required and as directed by the line manager.
- To act with integrity showing respect and trust to colleagues and customers at all time
- To take responsibility for own continual professional development
- To ensure value for money in all activities.
- Ensure compliance with relevant legislation at all times
- To assist senior management in the preparation of reports and providing performance information in a timely manner
- To carry out any other duties which are consistent or commensurate with the role and/or as directed by senior management within WCHG.

*No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.*

## **Essential Training**

- Fire Safety Awareness training
- Manual Handling training
- Cyber Security and GDPR training
- Equality and Diversity training
- Safeguarding training
- Carbon Literacy training
- DSE Awareness
- H&S Awareness Training