



# Community Safety Officer

<b>Level:</b>	Grade 6
<b>Team:</b>	Community Safety
<b>Line Manager:</b>	Senior Community Safety Officer

## About the Job

- Take lead responsibility for serious anti social behaviour casework and to promptly assess and investigate whether preventative, intervention or legal action is required through a customer centred approach.
- Support the delivery of Vico Home's community safety strategy, and policies and procedures for tackling anti social behaviour.
- Promote the anti social behaviour service at all times in a manner consistent with the Vico Homes business plan, local offer, customer charter, local area visions and community safety strategy.
- Act as lead officer in respect of victim and witness support for individuals affected by anti social behaviour, with particular emphasis on preventing them from suffering further harm.

## You'll be trusted to

- Effectively manage and deal with a delegated caseload of anti social behaviour, hate crime and domestic violence issues.
- Ensure a proactive approach towards dealing with anti social behaviour and tenancy management issues, where breaches or potential breaches are identified and appropriate action is taken in line with established policies and procedures.
- Apply knowledge of a wide range of remedies and tools available to bring about sustainable solutions to cases of anti social behaviour.
- Undertake scheduled visits in line with agreed performance standards and timescales.
- Ensure that cases are fully prepared for legal action and representing the organisation as a witness during court proceedings where appropriate.
- Provide direct support to witnesses and victims of anti social behaviour as lead officer for Vico Homes, this will include ensuring that witnesses are kept informed as to the progress of a case and that they are supported throughout the various stages of the process.
- Work closely with a wide range of community safety partners to ensure a coordinated response to tackling issues of anti social behaviour, domestic violence and hate crime.
- Interview and challenge perpetrators of anti social behaviour and issue verbal and written warning where this is identified as the appropriate course of action.

- Make appropriate referral of cases to specialist support agencies where appropriate to ensure that support needs are fully met with particular emphasis towards older and vulnerable victims and witnesses.
- Maintain good awareness of key developments in legislation and best practice relating to anti social behaviour.
- Take and draft witness statements in support of legal action and work closely with the legal team (litigation) to effectively progress cases where enforcement is sought.
- Construct and issue acceptable behaviour contracts (ABCS), notices of seeking possession (NOSP) and other documentation as appropriate.
- Ensure that customer satisfaction levels are maintained to a high standard with how a complaint of nuisance or anti social behaviour is dealt with.
- Undertake any other duties commensurate with the overall purpose of the job and the grade.

### Who you'll work with:

**Internal:** All Vico Homes colleagues

**External:** All outside agencies as appropriate. Members of the public and tenants. Other statutory and voluntary agencies.

### Our values

At Vico Homes our values drive us and run through everything we do. We're looking for someone to join us who can live those values like we do.

We are:



## The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
A qualification at Level 3 of the Qualifications and Credit Framework, such as A levels, Award, Certificate or Diploma at level 3 or equivalent or be willing to work towards.	✓		AF/CQ
Ability to deliver high levels of performance to meet the agreed targets, standards and deadlines in a performance-oriented culture.	✓		AF/I
Self-motivated person able to work in pressurised situations.	✓		AF/I
Good time management and organisational skills.	✓		AF/I
Have effective negotiation and motivation skills.	✓		AF/I
Significant housing experience.	✓		AF/I
Experience of working extensively with serious antisocial behaviour and providing support to vulnerable victims.	✓		AF/I
Experience of working with partner agencies and preparing legal cases.	✓		AF/I
Able to recognise the issues affecting individual communities and vulnerable victims of anti social behaviour and to be able to develop plans for improvement.	✓		AF/I
An understanding of and the ability to apply the appropriate legislation, policies and procedures specifically relating to tenancy management and anti social behaviour.	✓		AF/I
An understanding of the methods of engaging with stakeholders and promoting tenant involvement at all times.	✓		AF/I
Decisive analytical and interpretation skills.	✓		AF/I
Proficient in the use of standard PC applications such as word, excel, email, and databases.	✓		AF/I
Evidence of effective communications with stakeholders and managers.	✓		AF/I
Evidence of a customer focused approach to service users.	✓		AF/I

Strong and effective verbal and written communication skills.	✓		AF/I
The post holder must hold a valid UK driving licence and have daily access to a vehicle to travel throughout the Vico Homes operating area.	✓		AF/CQ
To work as part of a multi disciplinary team.	✓		AF/I
To undertake out of hours monitoring and visits as and when required and form part of the Vico Homes Out of Hours Response service on a rota basis.	✓		I
Evidence of achieving performance targets.		✓	AF/I

**Key**

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification