**L&Q Group**

|  |  |  |  |
| --- | --- | --- | --- |
| Role Title: | **ASB Case Worker** | Date: | November 2022 |
| Reports to Title: | **ASB Manager** | Version: | 5 |
| DBS Disclosure Required: | **Yes** | X | **No** |  | **Standard** |  | **Enhanced** |  | **Enhanced+** |  |
| **Responsibility for End Results** |
| *Purpose:* |
| * To provide a responsive and effective service to residents who are experiencing serious Anti-Social Behaviour (ASB) or criminal activity.
* To support residents to feel safe in their homes and communities.
* TO deliver reliable, repeatable and consistent services in line with policies and standard operating procedures.
* To enforce the terms of the Tenancy Agreement with perpetrators of ASB.
* To provide expertise to Neighbourhood Housing Lead’s on the best course of action with ASB cases, including supporting both perpetrators and victims of ASB.
 |
| *Key Responsibilities / Deliverables:* |
| * Provide effective and sensitive case management in severe ASB cases and provide advice and support on lower level ASB to colleagues.
* Implement a solutions approach to reducing harm and support residents to feel safe within their homes and communities.
* Work collaboratively with colleagues from across the business to reduce and resolve ASB.
* Provide a proactive ASB service including investigative, enforcement and prevention activities.
* Ensure effective support to both ASB complainants and alleged ASB perpetrators to ensure positive outcomes.
* Prepare legal documents, instruct solicitors, and attend court.
* Extensive liaison with stakeholders and other statutory agencies in the resolution of ASB.
* Support Neighbourhood Housing Lead’s in proactively initiating preventative community projects which help to minimize/prevent ASB.
* Achieve agreed customer satisfaction measures and performance metrics.
* Support the resolution of customer queries and complaints and Councilor/MP enquiries, providing expert advice and guidance on the most complex and sensitive ASB cases.
* Participate in the ASB teams' duty rota, to resolve customer queries about serious ASB at first point of contact and support residents who are experiencing serious ASB.
* Other reasonable duties in line with the needs of the business.
 |
| **Main Accountabilities** [The major activities or functions necessary to achieve the job’s end results] |
| **Working with others: Internal** |
| * Working closely with other members of the ASB team.
* Conduct case supervisions for a sample of Neighbourhood Housing Lead ASB cases to ensure quality and approach is as expected.
* Working collaboratively with Area Housing Managers, Neighbourhood Housing Lead’s, Resident Support Lead’s, Mental Health Practitioners, and other colleagues on specific cases and on strategies to reduce ASB
* Working with other colleagues across the business to improve practice and deliver positive outcomes for residents.
 |
| **Working with others: External** |
| * Work collaboratively with local authority, health, police, court services, and other external organisations to resolve serious ASB.
* Attending multi-agency meetings.
* Working with third sector agencies, mediators, and advocates to improve outcomes.
 |
| **Financial Responsibility** [Enter below any typical revenue, operating or capital budgets for which the role is accountable] |
| * None
 |
| **People Responsibility**[Indicate below the typical number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range] |
| None | ***Direct Reports*** | ***Indirect Reports*** |
| **Total Employees** | 0 | 0 |
| Please list below any outsourced service providers that are typically managed by the role (e.g., payroll) or any functional / project management responsibilities.  |
| * None
 |

|  |
| --- |
| **Knowledge, Skills and Abilities** |
| Essential: |
| * Expert knowledge of legislation, regulation, and best practice in respect of ASB.
* Excellent understanding of the key areas of serious ASB, e.g., domestic violence, gang violence, harassment, and intimidation.
* Expert knowledge of equalities legislation.
* Knowledge of all legal remedies available for breach of tenancy conditions.
* Trained and experienced in advocacy at court, or willing to accept training.
* Knowledge of other agencies tools and powers.
* Extensive experience of working within a customer-focused environment and delivering joined up services.
* Excellent written and verbal communication skills.
* Ability to listen actively, convey key messages, and describe processes clearly and effectively with particular emphasis on managing expectations.
* Excellent time management skills, ability to prioritise, cope well under pressure and meet targets.
* Demonstrate proficient use of Microsoft Office packages.
* Able to adapt to flexible working hours which include evenings and Saturdays.
 |
| Desirable: |
| * Full driving licence and access to a vehicle with business use insurance.
* Trained in mediation and restorative Justice practices, or willing to accept training to deliver these solutions.
* Ability to advocate at court through rights of audience to secure enforceable legal orders and/or court directions.
 |

|  |
| --- |
| **L&Q Values** |
| These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions.  |
| **People** |
| We care about the happiness and wellbeing of our customers and employees.  |
| **Passion** |
| We approach everything with energy, drive, determination, and enthusiasm. |
| **Inclusion** |
| We draw strength from our differences and work collaboratively.  |
| **Responsibility** |
| We own problems and deliver effective, lasting solutions.  |
| **Impact** |
| We measure what we do by the difference we make.  |
| **Other** |
| * Commit to supporting L&Q’s environmental policy and social mission.
* Comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks.
* Deliver services in line with customer promise.
 |
| **Compliance** *To work within L&Q’s principle of ‘safeguarding being everyone’s business’ and respond accordingly and in-line with L&Q’s safeguarding policies, should you have concerns about a child or adult at risk.* |