**L&Q Group**

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| 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 | | | | | | | | | | | |

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| **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. |

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| **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.* |