

JOB DESCRIPTION**JOB TITLE:** Antisocial Behaviour Interventions & Preventions Officer**REPORTS TO:** Senior Housing Officer**DEPARTMENT:** Housing Department**RATE OF PAY:** £28,226 to £31,895 per annum**DATE:** October 2022**REVIEW DATE:** October 2025

ROLE PURPOSE: To provide a quality service in accordance with the Association's policies and procedures, and in line with the principles of continuous improvement. To ensure that all responsibilities are carried out in a timely and effective manner and that confidentiality is maintained in all issues relating to the work of the Housing Department and the Association. To operate within a fast paced and dynamic environment delivering excellent customer services whilst investigating and resolving serious cases of antisocial behaviour. To adopt a collaborative, problem solving approach to tackling antisocial behaviour and sustaining positive outcomes for our customers. You will engage fully with both the perpetrators and complainants of serious antisocial behaviour understanding the factors of their behaviours and working with colleagues and partners to deliver early intervention and prevention focussed services that seek to change behaviours.

Key Area	Key Activities
<p><u>Anti-social Behaviour Working with partner agencies to deliver an antisocial behaviour service that makes a positive contribution to creating sustainable, safe communities.</u></p>	<ul style="list-style-type: none"> • To implement the Association's policies and procedures relating to all reports of Anti-Social Behaviour. Attend required tasking meetings and carry out investigations in line with agreed policies and procedures and as instructed by the Senior Housing Officer. • To deal with and investigate reports of ASB to the Association. Work collaboratively alongside external agencies to investigate, support and monitor our most serious and persistent ASB cases; this will be undertaken whilst examining and taking account of all relevant information. • To record and investigate all complaints regarding ASB matters ensuring a satisfactory outcome in line with the Associations policies and procedures. • To adopt a problem solving approach in managing ASB caseload across a variety of cases. • To take all reasonable steps to resolve the dispute by agreement between parties, involving other agencies when required (eg. Mediation services). • To provide complainants at the first instance with the necessary information advice and guidance to keep them fully informed of the formal processes involved in managing ASB whilst also managing their expectations from the outset. • To use non-legal ASB remedies such as Acceptable Behaviour Contracts and Good Neighbour Agreements where appropriate. • To implement the Associations policies where non-compliance with tenancy conditions occurs. • Identify and pursue legal action in necessary cases to prevent further incidents from occurring, including serving NSP's, preparing file for Court action and attending Court as necessary. • To Liaise with Enforcement of Judgements Office when necessary • To provide support to witnesses throughout any legal proceedings, including providing regular contact with information on the process.

	<ul style="list-style-type: none"> • To liaise with PSNI, Environmental Health Officers, Social Services, Community Safety Wardens etc to ensure the effective management of each case. • To attend local Neighbourhood Safety meetings to develop relationships with statutory and voluntary agencies and other landlords where necessary, to promote a coordinated response to ASB within the area. • To reply to correspondence relating to ASB cases, and prepare reports as necessary. • To forward any concerns of Tenancy Fraud to the Housing Officer for that area to follow up and investigate in line with Association's policy.
<p><u>Deliver prevention and early intervention focussed services that support the complainants of antisocial behaviour and seek to positively influence perpetrator behaviours</u></p>	<ul style="list-style-type: none"> • As part of the Intervention Plan identify positive diversionary activities and personal development opportunities for perpetrators and work with them to successfully complete these. • Engage positively with the perpetrator to get them to recognise the effects of their behaviour with a view to supporting them in changing their behaviours and becoming architects of their own personal solutions. • Utilise all internal resources such as Tenancy Support Officer/Community Support Hubs/Floating Support service to ensure services are being used to best suit the needs of our tenants and the wider communities. • Ensure the complainants of ASB are kept up to date with case progression and have access to all relevant internal and external support networks, whilst maintaining GDPR confidentiality. • Provide complainants with the necessary information, advice and guidance to help them to fully understand the formal processes adhered to when managing antisocial behaviour whilst also managing their expectations
<p><u>General Duties</u></p>	<ul style="list-style-type: none"> • To liaise with the general public, statutory and other agencies as required. • To update all manual and computerised records, providing statistical data and reports as required. • To assist with reviewing housing policies, procedures and systems to ensure they remain appropriate. • To prepare for and attend legal proceedings as required. • To ensure that a high quality housing management service is delivered to all tenants. • To comply with the Association's policies and procedures relating to Fair Employment and Equal Opportunities and ensure a neutral working environment is maintained at all times. • To ensure compliance with Data Protection legislation, policies and procedures in relation to the release of information. • To implement the Associations policies, procedures, codes and initiatives with regard to customer care and health and safety. • To provide the highest quality of service incorporating the principles of Continuous Improvement, working to continually improve standards promoting the Association to its customers and contacts. • To respect the confidentiality of all information received as a result of the post-holders duties. • To attend meetings and training at both Head Office in L/Derry and other venues as and when required. • To undertake any other duties that may be deemed necessary by the Chief Executive.
<p><u>Miscellaneous</u></p>	<ul style="list-style-type: none"> • Adhere to the Association's Equal Opportunities Policy and commit to the principles and aims of the Equality Scheme Section 75 duties to ensure fairness and equality in all aspects of work • No job description can cover every issue which may arise within the post at various times, this job description is not a rigid or inflexible document but provides guidelines regarding the duties expected while in post.