# Job Description

**Role Profile**  Anti-social Behaviour Triage Officer

**Service/Team** ASB Team BCP Homes

**Reports to** Principal ASB Officer

**Responsible for** 0

**Number of posts** 1

**Post number**

**Career Grade**

**My job is to take a victim centred approach to support those affected by anti-social behaviour (ASB) to improve the quality of life for the people of Bournemouth, Christchurch and Poole. Ensuring early intervention and prevention measures are taken to address those issues of ASB which are causing harm and have an adverse impact on our communities.**

**Job Overview**

The BCP Council’s Anti-social Behaviour Team are seeking a dedicated and proactive Anti-social Behaviour Triage Officer to be the first point of contact for reports of anti-social behaviour, advice and support.

The role will provide a comprehensive triage service relating to the management of anti-social behaviour (ASB) within the council’s housing stock. This role focuses on receiving new reports of anti-social behaviour from council tenants, leaseholders and other residents where council tenants are involved. You will be required to obtain the required information to understand the case, make an initial assessment based upon risk and impact, and of how the report will be managed, agreeing initial actions with the complainant. You will need to carry out an initial vulnerability risk assessment and make any necessary safeguarding referrals, arrange for emergency repairs or target hardening. You will need to update the housing management system and provide appropriate correspondence to complainants. This is an important role to ensure that reports of anti-social behaviour are dealt with appropriately, and that complainant’s expectations are managed.

## Key Responsibilities

* You will work closely with ASB and Housing Officers to ensure that reports are passed to the appropriate officer to deal with. You will also be expected to support the ASB team in the management of cases and the wider ASB process.
* To assess and manage incoming reports of anti-social behaviour (including hate crime), and ensure evidence is recorded accurately to determine an appropriate course of action.
* ASB reports come from a range of sources and your role is to provide a front-line triage service, open cases, undertake initial investigations into reports of ASB to identify victims, witnesses, perpetrators and agency involvement, assess the complaint for early resolution where appropriate.
* Identify actions and open new cases on the case management system, sending letters and diary sheets where appropriate.
* To assess the needs and vulnerability of people and places, making decisions and identifying circumstances where it is necessary to provide additional support and reassurance, making necessary referrals to Mediation, support agencies and both internal and external providers.
* To work proactively with a range of partners/stakeholders/professional to resolve ASB reports at the earliest opportunity.
* To maintain all records in accordance with procedures ensuring all reports and recording systems are updated, and information recorded accurately.
* At first point of contact undertake a vulnerable victim risk assessment of the victim and their environment to identify needs, to ensure the victim’s voice and needs are considered. This will be completed following direct contact with the victim either via telephone or Teams, in exceptional circumstance there could be a need for a face-to-face assessment.
* Understand when a situation is a safeguarding concern and ensure appropriate referrals are made.
* Support the team to produce information to support communities understand what ASB is, how to report concerns and what response they can expect.
* Understand early intervention and prevention measures including support services to ensure those in need receive appropriate signposting.

## Specific Qualifications and Experience

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| * Educated to A Level / NVQ3 or Diploma level or equivalent. | Essential |
| * Knowledge of IT packages including MS Office: Word, Excel, PowerPoint and Teams. | Essential |
| * Detailed knowledge and understanding of anti-social behaviour and legislation. | Essential |
| * Knowledge of early intervention and prevention measures. | Desirable |
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| * Practical experience of conducting victim risk assessments or knowledge of risk assessment methodology as relevant to the role. | Desirable |
| * Ability to plan and prioritise workload according to demands and requirements. | Essential |
| * Manage a case load and maintaining accurate records. | Essential |

## Personal Qualities & Attributes

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| * Ability to work with vulnerable people and those with chaotic lifestyles or complex and multiple needs. | Essential |
| * Ability to act in a confidential manner with sensitive, confidential, personal data. | Essential |
| * Ability to collate and interrogate statistical information to for a range of business requirements to support wider service delivery. | Essential |
| * Ability to exercise judgment, sensitivity, and discretion to develop and manage stakeholder relationships. | Essential |
| * Ability to persuade and influence individuals to gain their co-operation and compliance, including using tact and professionalism to diffuse confrontational situations. | Essential |

## Job Requirements

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| * Post holder will be required to undergo Police Vetting. | Essential |
| * The role holder may be working with vulnerable people or those with complex or multiple service needs. | Essential |
| * Post holder may be required to travel between locations. | Essential |

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.