# Job Description

**Role Profile**  Anti Social Behaviour Triage Officer

**Service/Team** Communities - ASB Team

**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**

To provide a comprehensive triage service relating to the management of anti-social behaviour (ASB). This role focuses on early intervention, reassurance of victims and witnesses, protection of vulnerable victims, developing prevention strategies and making appropriate referral to support services. The role will also lead on applications for Community Trigger Case Reviews, contribute to ASB project led work and provide support the wider ASB team around partnership working and community engagement.

## Key Responsibilities

* Manage incoming reports of ASB from a range of sources and provide a front-line triage service, undertake initial investigations in to reports of ASB to identify victims, witnesses, perpetrators and agency involvement, asses the complaint and resolve at an early stage if possible.
* Identify actions and open new cases on the case management system, sending letters and diary sheets.
* 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.
* Lead on applications for Community Trigger Case reviews, following the Dorset Community Trigger Process. This will involve collating information from partners/internal departments in relation to the Trigger application, keeping the complainant updated and supporting with any case review meeting notes and actions.
* Support the team to provide statistical/performance information, raise and process invoices, review and update websites, update team documents and templates and assist at multi agency meetings with updating action templates.
* Support the team to identify community engagement opportunities and 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.
* Engage with partner agencies to cross reference complaints of anti-social behaviour, share relevant information and ensure a consistent approach is taken. Partner agencies will include, but are not limited to: Dorset Police, Probation, Children’s services, housing associations, Youth Justice Team.

## 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 |
| * Knowledge of enforcement processes and procedures.
 | Desirable |
| * Practical experience of conducting victim risk assessments or knowledge of risk assessment methodology as relevant to the role.
 | Essential |
| * 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 and assigned cases.
 | Essential |
| * Ability to persuade and influence individuals to gain their co-operation and compliance, including using tact and professionalism to diffuse confrontational situations.
 | Essential |
| * Ability to formally interview victims, witnesses & perpetrators and respond quickly to changing circumstances.
 | 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.