



JOB DESCRIPTION

Job Title:	Specialist Intervention Officer
Company:	Clwyd Alyn Housing Association
Department:	Housing Services
Responsible to:	Housing Services Team Leader
Grade:	
Qualifications:	Professional Qualification in Housing or related field or equivalent experience in housing, anti-social behaviour, law enforcement, or related field

Date of Evaluation:

Disclosure & Barring Service (DBS) Check Level Requirement:

This role has been assessed as requiring a Basic Level DBS Check as staff may meet the Company's residents or tenants. This level of check provides the Company with information regarding any unspent (current) convictions.

1. Purpose of the Post

To assist the Group's Housing Services Team Leaders with responsibility for providing a comprehensive community safety approach across the group ensuring statutory, contractual & regulatory compliance and ensuring the Company's approach to community safety is adhered to.

To assist the Housing Services Team Leaders in implementing changes to reduce evictions and typical enforcement related actions, generate innovative and creative solutions to situations where tenant behaviour is impacting negatively on other residents and wider communities.

To provide training, advice and support to Housing Officers in dealing with concerns and assisting to co-ordinate appropriate and timely responses to anti-social behaviour including practical support with legal and statutory processes.

2. Main duties and responsibilities

- 2.1** To contribute to the development of building partnership relationships with external agencies to increase multi-agency working. Assist in securing and maintaining the co-operation of other agencies, both statutory and voluntary, when appropriate.
- 2.2** To contribute effectively to the on-going development of anti-social behaviour policy and procedures. To assist the Housing Services Manager and the Housing Services Team Leaders in providing a preventative approach to anti-social behaviour across all Clwyd Alyn stock.
- 2.3** To be the champion across the business for implementing new and innovative ways of working in order to prevent the escalation of concerns raised by residents in relation to neighbour or community disputes, in order to ensure that we are meeting our aim of ending evictions into homelessness.
- 2.4** To provide training and mentoring to Housing Officers who are working within communities, identifying possible actions in order to sustain tenancies.
- 2.5** To implement, monitor and maintain key data in relation to numbers of cases and outcomes across all Housing Services teams.
- 2.6** To identify hot spot areas and in partnership with the Team Leader develop action plans to address any issues.
- 2.7** To contribute to the development of building partnership relationships with external agencies to increase multi-agency working. Assist in securing and maintaining the co-operation of other agencies, both statutory and voluntary, when appropriate.
- 2.8** To be responsible for serious/escalated cases including the investigation of the case and oversight of legal remedies to ensure compliance and where necessary progressing the most serious cases to court.
- 2.9** Deal with correspondence and take appropriate action, including preparing and service of Notices, injunctions, Anti-Social Behaviour Orders and Contracts preparing for and attending court, sometimes in the capacity of a witness and attending evictions if required to do so.
- 2.10** Be aware of relevant legislation and policies and make recommendations for the on-going development of Group's policy and procedure.
- 2.11** To provide training and practical support to Housing Officers in their dealing of concerns and Anti-Social Behaviour and aid the organisation to upskill teams in this area. To provide briefings and generic training to wider Group as required.
- 2.12** Give intensive support to witnesses subject to anti-social behaviour.
- 2.13** To positively represent the Group at public meetings/events and meetings with other agencies.
- 2.14** To offer clear instruction to appropriate legal representatives, and to co-operate with them in preparing cases and representing such cases in court.

- 2.15** Gather evidence including undertaking surveillance, participating in operations with the police, interviewing witnesses, victims and perpetrators etc, and keeping detailed notes. Compile detailed witness statements exhibits and applications for Court action.
- 2.16** Apply prevention and intervention work to both victims and perpetrators of ASB using appropriate toolkits and referring to best practice. Offer resolution to victims of ASB by facilitating in Restorative Justice meetings.
- 2.17** To remain updated with legislation relating to Antisocial Behaviour and Tenancy Management issues.
- 2.18** Assist to develop responsive and pro-active approaches for resolving nuisance and harassment.
- 2.19** Work outside normal hours, when necessary, in agreement with the Housing Services Manager, in order to witness incidents, interview witnesses and collect evidence in order to progress cases.

3. Core Responsibilities

- 3.1** To provide and actively promote excellent Customer Service for both internal and external service users and stakeholders, ensuring the customer experience is a positive one.
- 3.2** To be responsible for the application of Health & Safety practices within daily working practices sharing a common responsibility for Health & Safety across the Group.
- 3.3** To comply with the Group's Risk Management Strategy, identifying and mitigating against risk.
- 3.4** To be responsible for the application of Equality and Diversity practices in accordance with Group's policy and procedures within daily operations.
- 3.5** To comply with Standing Orders, Association Policies and Procedures and to make known to Line Managers any areas which are not adequately covered.
- 3.6** To perform any other reasonable task as determined by the Housing Services Team Leader or Housing Services Manager.