JOB DESCRIPTION

Job Title: ASB Case Manager

Company: Barking and Dagenham Reside Regeneration Ltd

Location: Hybrid / Patch Based (Barking and Dagenham) / Home

Responsible to: Neighbourhood and Enforcement Lead

Salary: £45,000 - £50,000 p.a.

Job Purpose

To provide a customer focussed, proactive, comprehensive and high quality anti-social behaviour service to residents of Reside residents, taking the lead on tackling serious neighbour nuisance, anti-social behaviour and other serious breaches of the tenancy agreement.

The role combines elements of enforcement (around anti-social behaviour and other associated tenancy breaches) and community safety (keeping residents safe in their homes and neighbourhoods).

To manage a caseload of ASB cases, including complex and high-risk incidents.

Utilise all available tools and enforcement methods to resolve ASB cases swiftly and effectively, including collecting evidence to support enforcement actions being taken.

Prepare legal notices, witness statements, and case documentation, representing Reside in court where necessary.

Work proactively to deliver a customer-focused ASB service in line with our policies and procedures.

To support victims and witnesses through the legal process, providing advice and guidance as appropriate.

Attend multi-agency meetings and represent Reside in discussions with the local authority, police, and other key partners.

Collaborate with internal teams such as Neighbourhoods and Income Management to ensure a collaborative and seamless approach to case handling and resolution as appropriate.

To ensure the appropriate handling of detailed, sensitive and criminal information, taking all necessary precautions to ensure its accuracy, relevance and correct use.

The post holder will deliver high levels of satisfaction to Reside tenants for the services managed.

Break the mould! Encourage unconventional thinking! Inspire inventive solutions and question traditional housing practices.

Key Accountable Areas

- Directly responsible for the delivery of high quality, efficient and compliant Anti-Social Behaviour Service for Reside, delivering the customer facing and operational case management aspects of the ASB service. This will require a 'can do' approach to service management to exceed expectations as the norm.
- Investigate all reported cases of ASB in accordance with the Reside's policies and procedures. Provide ongoing support and regular proactive feedback to customers, updating regularly on the progress of their case.
- Give advice to people reporting / perpetrating serious anti-social behaviour issues with the aim of resolving issues as early as possible.
- Provide excellent customer care to resident's when dealing with complaints and allegations of anti-social behaviour.
- Where appropriate provide a mediation service to local residents who are involved in a neighbour disputes and/or refer to other specialist organisations which provide this service.
- Instruct on cases requiring legal action and work closely with the Reside's litigation team and where required, counsel, to take prompt and effective legal action.
- Carry out all actions as required as part of the litigation process. This includes gathering evidence and producing all relevant paperwork including writing witness statements, preparing documentation for court. Act as a professional witness, when required.
- Support witnesses at court and ensure they have been fully briefed.
- Organise and carry out service-related evictions as required, in accordance with the council's policies and procedures. Liaise with the relevant officers throughout the process and involve other partners where necessary.
- Ensure that the services provided are delivered in accordance with Reside's policies and procedures, legislation, regulation and reflect best practice and always deliver excellent customer service.
- Work in partnership with Income Management and the wider Neighbourhood Team to ensure collaboration in management of tenancy breaches related to both service areas, ensuring a joined-up approach to maximise delivery of effective outcomes.
- Maintain up to date knowledge of relevant legislation and case law in respect of tenancy enforcement, human rights, prevention of harassment and crime and community safety.
- Represent the organisation in a professional manner at external forums such as MARAC meetings and case conferences as required
- Work in partnership with Police, Health, Social Services and other agencies to manage issues of care and risk to others. At all times ensure that relevant information is shared in accordance with Information Sharing Protocols and in compliance with the requirements of the Data Protection Act 2014 at all times.
- Drives an increase in contact with tenants as we seek to develop effective relationships of high trust that enables tailored and bespoke service to be developed that facilitates a highly customer centric service delivery model.

Operational Delivery

- Ensure the effective management of the allocated caseload of work, raising concerns and blockages with line manager as appropriate.
- Working in partnership with other agencies as appropriate, to raise and report concerns, including safeguarding issues, working with these organisations to help bring about successful resolutions to cases.
- Maintain accurate customer records and update IT and relevant housing systems in line with service requirements.
- Work in partnership with other Reside teams to support and deliver a customer focused involvement and engagement service ensuring tenants can actively engage, be involved, feel listened to and be able to shape services that Reside delivers as a landlord.
- Deliver services that meet key performance targets/indicators and operational service plan objectives, ensuring timely contribution to the submission of performance reports and other documents as required.
- Assist in the collection of tenant data / satisfaction information / surveys and collate statistical monitoring information as required.
- Resolve tenant service requests and complaints at first point of contact, exceeding service standard response times to prevent escalation to formal complaint. This may include also responding to formal complaints, ombudsman, MP and councillor enquiries.
- Identify and work to deliver continuous improvements as necessary to meet the required outcomes of the service.
- Have the flexibility and knowledge to deal with new, unexpected and complex situations on a regular basis and give appropriate advice and assistance to our tenants / stakeholders.

Other

- As part of the Neighbourhood Team, provide cover for colleagues as required, including out of hours cover where necessary.
- Deputise for the Head of Housing Management or other managers in relation to attending external meetings and events as required.
- To ensure full compliance with the Health and Safety at Work Act 1974, relevant Reside Health and Safety Policies both for people and in the management of Reside housing stock.
- Ensure that services are delivered based on the identified needs of the tenants, providing reasonable adjustments to services as necessary.
- To be able to work out of normal contracted hours to deliver the expectations of the role, including some evening and weekends as required.
- As we grow and develop there is the potential for an expanding team with this role being a key management role in the future.
- Any other duties as required that are commensurate with the post.

PERSON SPECIFICATION

Essential Requirements (key skills & qualifications)

Knowledge and Experience

- Detailed and up to date knowledge of Crime & Disorder, ASB and Community Safety legislation and regulatory requirements in a mixed tenure housing environment.
- Up to date knowledge of Housing Legislation and related case law.
- Experience of delivering in an ASB / tenancy and / or housing management role within a social housing environment. or another relevant related area within the context of a dynamic and changing organisation.
- Experience of litigation, particularly evidence gathering, preparing court documents, instructing and liaising with legal advisors and giving evidence in court.
- Working with vulnerable people and hard to reach groups within a wider community setting to develop cohesive neighbourhoods and to encourage their social inclusion, wellbeing and tenancy sustainment.
- Experience of developing and delivering multi-agency working and shared action plans that delivers effective outcomes.
- An understanding of the issues of housing, community safety and health and safety and how these impact on the well-being of residents and the responsibilities of landlords.
- Able to create effective & collaborative working relationships with tenants, other internal teams, partner groups and stakeholders, enabling tailored and bespoke relationships to be developed that facilitates a highly customer centric service delivery model
- Demonstrable ‘can do’ approach to providing services to tenants, going above and beyond at every available opportunity.
- Excellent written and verbal communication skills tailored towards a range of audiences, including reports and presentations.
- Good level of IT literacy. Confident in use of Word, Excel and Outlook and other systems relevant to the role.
- Have a full driving licence and access to a suitable vehicle to carry out the duties of the role.
- Ability to carry out work related activities, visits to other locations, including managed properties and other office locations both during and outside core working hours as dictated by service / business need, e.g. evening visits to tenants, etc.

Desirable Requirements (key skills & qualifications)

- Mediation skills, including counselling and advice
- Active involvement through chairing multi-agency meetings
- Staff management experience
- Membership of a relevant body (e.g. CIH)