

JOB DESCRIPTION

Job Title	Anti-Social Behaviour Case Manager		
Directorate	Housing		
Reporting to	Case Management Lead – Tenancy and Estates		
Grade	Grade 13		
Evaluation ref:	TR0184	Job Family ref:	
Role purpose			
<ul style="list-style-type: none"> To provide a dynamic, early intervention, enforcement, prevention and people focussed service for investigating and resolving instances of anti-social behaviour (ASB) across Somerset Council's housing communities. Provide an effective and proactive ASB management service, to include ownership of a caseload of anti-social behaviour issues, nuisance and hate crime, and to effectively and proactively deal with the perpetrators of ASB. To oversee the administration and management of social housing properties. With an overall responsibility of approximately 2,800 properties. 			
Accountabilities			
<ul style="list-style-type: none"> Manage ASB cases, in line with processes, procedures, law and best practice; deciding on the best course of action and leading on the cases; including supporting complainants, completing risk assessments, investigating allegations thoroughly and taking robust and appropriate action with complainants, supporting victims and witnesses of ASB. Act as lead officer for hate crime cases in line with processes, procedures, law and best practice. Lead on all domestic abuse cases in line with processes and procedures, law and best practice. Signpost and support tenants who have suffered domestic abuse, working proactively with other agencies to advise and protect victims. Provide training and coaching on ASB legislation, strategies and operational procedures to various audiences, including Tenancy and Estates, Sheltered, Supported, Members, Tenant Groups, Community Groups, Practitioners and external professionals and voluntary agencies. Use discretion to ensure that all tenants receive a bespoke service which will support the increase of tenant satisfaction. Provide support for victims and others involved in housing related ASB. Produce, collate and check witness statements and act as a Professional Witness for court cases. Attend court and evictions as necessary and represent the organisation. Build effective working relations with key external partner agencies and staff to collaboratively tackle ASB and support victims and perpetrators of ASB. For example, work with neighbouring policing teams to reduce ASB within communities and effectively utilise all tools available to maximise opportunities for early intervention. 			

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- Attend Multi-Agency Risk Assessment Conference (MARAC) weekly meetings and ensuring research is carried out promptly prior to meetings and record all data sensitively.
- Keep up to date with relevant legislation, best practice and guidance concerning ASB.
- Support the manager in the development of the service, producing relevant data to evidence areas of concern or improvement.
- Investigate allegations of tenants abusing and assaulting staff and/or contractors.
- Carry out interviews with complainants, witnesses and alleged perpetrators of ASB in offices, the tenant's home or a neutral place.
- Ensure comprehensive records are accurate and up to date.
- In conjunction with the legal department and service manager, lead on taking appropriate enforcement action (including mediation, injunctions and possession action) against perpetrators of ASB, ensuring the safety and security of victims/complainants is at the centre.
- Utilise, deploy and monitor CCTV and promote the use of the Noise App, ensuring compliance with relevant legislations, and policies.
- Maintain the highest standards of integrity and confidentiality when handling and protecting confidential and sensitive data, always complying with the Data Protection Act and related policies.
- Raise and respond appropriately to safeguarding concerns, in line with Somerset Council policies and procedures.
- Promote successes and good news stories. Ensure a positive and professional image is always displayed.
- Work flexibly to ensure cases are investigated fully, attending out of hours meetings when required.
- Maintain excellent customer service in all areas of work and ensure continued personal development.
- Comply with Somerset Council policies, including contractual standing orders, financial regulations and all HR policies and procedures including Health and Safety and Equality and Diversity.

Knowledge / Experience / Skills

	Essential	Desirable
Knowledge		
Knowledge of secure and introductory and the management of these tenancies	X	
Knowledge of relevant legislation and best practice in relation to the management of ASB related cases.	X	
Knowledge of the court process in relation to ASB and tenancy related cases.	X	

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Awareness of cultural diversity within communities	X	
Wider knowledge of housing law		X
Experience		
Have experience in a role with a similar level of responsibilities.	X	
Able to meet deadlines and delivering excellent frontline services in a pressurised environment.	X	
At least two years' experience of managing and resolving antisocial behaviour within a local authority or similar environment.	X	
Experience of working with a range of partners, including communities, to develop new and different ways of working.	X	
Experience of managing conflict and dealing with disputes.	X	
Excellent communication skills – both written and verbal.	X	
Qualifications / Registrations / Certifications		
'A' Level standard or equivalent qualifications or experience	X	
Educated to degree level or comparable equivalent qualifications or experience		X
Evidence of continuous professional development.	X	
Skills		
Ability to show apathy, use persuasion, negotiation and tact in a wide range of circumstances.	X	
Able to use own initiative and judgement in making decisions in relation to issues of managing ASB.	X	
Ability to work on own or as part of a supportive team.	X	
Demonstrate effective time management and prioritisation skills.	X	
Ability to analyse and make effect problem solving decisions in relation to case management.	X	
Facilitates meetings and groups.	X	
Excellent communication and interpersonal skills.	X	
Ability to use ICT.	X	

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Working Conditions

Requirements to work from various sites, travel and lone working.

Dimensions of the role

There is no budget or staff management responsibilities for this role.

Working Arrangements

Somerset Council's dynamic Working Strategy will be applied to this position.

Corporate Accountabilities

Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: 11/02/2025