# ASB Case Manager

## What we value at Westminster

Westminster City Council believes in creating a City for All where people are born into a supportive and safe environment, grow and learn throughout their lives, build fantastic careers in world-leading industries, have access to high quality, affordable homes and retire into the community with dignity and pride.

We work together to adapt to the changing needs of our communities – resulting in a dynamic atmosphere where ambition, diversity and creativity are celebrated.

## Our culture

At Westminster we have a culture of openness, transparency and integrity – where everyone has the opportunity to thrive and develop to be the very best.

The Westminster Way is the council’s commitment to our staff and is underpinned by three pillars:

- **Personal development: Everyone has talent.**
  
  We want everyone to thrive at Westminster and so we take the time to nurture talent – coaching and mentoring our people to be the very best.

- **Value our people and diversity: Everyone is valued**
  
  We embrace our differences, to bring new perspectives to the future challenges of our city.

- **The Westminster Way of working: Everyone is a leader**
  
  At Westminster our people are productive, ambitious, collaborative and enterprising, in the way we work to provide the best service to our residents, businesses and visitors. We champion modern and agile working and an open and transparent outlook to the way we work.

In order to do the very best for our communities, we believe that our workforce should be representative of the people we work on behalf of, our residents. That’s why at Westminster we celebrate and embrace our differences.

We are passionate about creating a workplace where all can thrive, and where every single person has the opportunity to develop, grow and to be valued for their contribution.

## Portfolio/responsibilities of this role

- Manage a varied case load from residents who report Anti-social behaviour (ASB) to the ASB Team in the Housing Service at Westminster Council.

- Responsible for investigating reports of ASB and creating action plans including carrying out perpetrator/complainant interviews, door knocks, resident’s surgeries (including evening meetings) and holding case conference meetings.

- Working with and sharing best practice with colleagues in the Housing Service, as well as joint working with external partners.
i.e. local police, Community Mental Health Team, Adult Social Care, Integrated gangs and exploitation unit etc. to resolve ASB in the community.

- Providing support to Westminster residents involved in ASB by giving weekly updates and referring/signposting to support services i.e. Victim Support, Floating Support etc.
- Attend regular training to ensure that you are up to date with ASB legislation.
- Prepare responses to correspondence from Cabinet Members, Councillors, MP’s, Corporate Complaints and Ombudsman enquiries.
- Being involved in projects to tackle issues in ASB hotspots.
- Where proportionate, prepare cases for formal proceedings including gathering witness statements, liaising with legal services, preparation of Notices of Seeking Possession, attending court hearings and completing Authority to Evict request.

| What do we expect this role to achieve? | - Recognising the risk in each case and taking steps to prevent escalation.
|                                         | - Working with general needs tenants, leaseholders and members of the public to investigate issues of ASB in the community.
|                                         | - Awareness of data protection legislation/GDPR when discussing cases with residents and partners.
|                                         | - Building strong relationships with colleagues and partners to ensure a high level of customer service.
|                                         | - Following the lone working procedures when working out on the estates and with residents. |

| Band/Salary range | Band 3
|                  | 33,759 |

| Work style       | Agile |

| Your manager & team | Shannon Waugh
|                     | Anti-social behaviour team Westminster Housing |

| Experience        | - Minimum 2 years relevant/adaptable experience
|                  | - Experience of managing an independent caseload
|                  | - Experience working with members of the public and managing challenging behaviours |

| Skills            | - Shows resilience when working through complex cases and prioritising your workload
|                  | - Being pro-active and showing a holistic approach when responding to reports of ASB |
- Using an empathetic approach when communicating with residents
- Recognising community based issues and working together with the community and partners to take positive action

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<th>Corporate standards</th>
<th>Resources / Financial management</th>
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<td>We expect you to manage delegated budgets, funding and resources in line with our processes and our Westminster Way. We would welcome your ideas on the development of outcome based commissioning models and/or income generation opportunities to help the council receive value for money.</td>
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Values and behaviours
- Our values and behaviours are at the heart of everything we do. We expect you to work in this Westminster Way empowering, engaging and encouraging your teammates to deliver our corporate vision.

Compliance
- We expect you to ensure legal, regulatory and policy compliance in area of your specialism, identifying opportunities and risks and escalate/report where appropriate.

Equality and diversity
- We value equality and diversity as a city council and we want you to support and promote this in your day to day work.