

Housing Enforcement & Domestic Abuse Specialist

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Company: London Borough of Hillingdon

Location: Uxbridge

Category: other-general

Job Category : Interims

Location : London Borough of Hillingdon

Hours Per Week : 38.00

Start Date : Immediate Start

Start Time : 09:00

End Time : 17:00

Salary: £23.00

Housing Enforcement & Domestic Abuse Officer required to manage casework involving sustainment/enforcement of conditions of tenancies involving clients that breach their tenancies by causing ASB & that require Housing Support as they are a victim of Domestic Abuse. We are seeking to recruit experienced 2 x Housing Enforcement (Anti-Social Behaviour) & Domestic Abuse Officers to join our newly created Housing Enforcement & Domestic Abuse Team – to lead on prevention and intervention to help our residents sustain their tenancies. Our Team is based within the Tenancy Management Team, and will work with internal and external stakeholders to contribute directly to Hillingdon's vision to keep communities safe.

Successful applicants will have a clear focus on intervening to resolve ASB cases and Domestic Abuse referrals quickly and accurately, supporting residents, particularly vulnerable residents to ensure tenants feel safe in their homes. Developing strong partnerships

with internal and external agencies to assess and manage risk and employ a range of intervention and support measures to mitigate risk to residents and tenancies to secure positive outcomes.

Duties and responsibilities

- Act as an ASB specialist – providing support and advice to colleagues and residents.
- Attend meetings, working closely with internal and external stakeholders to identify and implement solutions to ASB cases
- Deliver a resident-focused response service to ASB complaints and breaches of tenancy/lease agreement
- Create and manage effective action plans to ensure resolution of ASB cases
- Utilise current legislation and good practice to take preventative and and/legal action required to resolve ASB cases, including mediation services
- Carry out interviews with complainants, witnesses, and alleged perpetrators of ASB
- Prepare and serve legal notices and prepare cases for court and represent the Organisation as necessary.
- Take ownership of service queries, ensuring a positive customer experience for residents
- Communicate effectively with victims, their families and perpetrators, ensuring that their views are heard and recorded accurately.
- Establish rapport and build a respectful, honest and safe relationship with victims, their families where appropriate and perpetrators as needed.
- Provide and present complex written and verbal reports which are concise, informative and based on analysis of evidence and assessed need.
- Ensure all matters in respect of child and adult safeguarding are dealt with promptly, effectively and in line with operating procedures.
- Provide high quality short and longer-term management of complex and high-risk case work associated with vulnerable perpetrators of anti-social behaviour and abuse.

Key Skills and Requirements include: –

Full driving licence and use of a vehicle at all times.

Hold an appropriate qualification in a relevant field: NVQ, Diploma, relevant degree or experience.

Demonstrable experience of successfully managing a complex Domestic Abuse and ASB case load.

Experience of Risk Assessing victims of Domestic Abuse using the Save Lives Framework.

Experience of effectively managing a varied and complex caseload with a range of underlying vulnerabilities.

Experience of identifying and effectively responding to the risk factors associated with tenancy failure on a one to one basis and as part of a collaborative approach.

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