

Job specification



Job title: Community Resilience Officer

Service: Partnerships Safeguarding & Reform

Grade: G7

Reporting to: Operational Manager Community Resilience

Your job

As a Community Resilience Officer you will support the service, delivering a new response to traditional Anti-Social Behaviour services in a way that supports The Deal and looks to deliver the right intervention at the right time. You will deliver a high quality, flexible response to issues of Social Harm. You will work with our communities and public, private and voluntary sector partners based in the Borough to ensure individuals and communities are kept safe and become more resilient.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

In the next 12 months, you will:

- Be integral to the delivery of new ways of integrated working across the partnership both internally and externally to improve efficiency and effectiveness
- Investigate cases of Neighbour Nuisance and Anti-Social Behaviour, and where necessary, develop action plans using innovative solutions to help communities live in harmony with each other
- Manage a caseload within the borough from early identification through to enforcement when appropriate, considering a wide range of options across a number of partners
- Work with clients, their families, wider support networks and other agencies where appropriate, to assess, manage and minimise risk and encourage those affected to adopt safer practices and live healthier lifestyles
- Record and monitor a caseload through effective case management systems
- Work efficiently and effectively within a performance management framework aligned to The Deal principles and behaviours
- Deliver appropriate evidenced based interventions, liaising with families, carers, concerned others and other professionals where appropriate to ensure that a support package is in place appropriate to their needs, through quality case management
- Work with a range of partners in the place to ensure a co-ordinated approach to safeguarding and community cohesion
- Deliver different ways of safeguarding people and communities by using innovative approaches to Mediation, Restorative Justice and Civil Enforcement

- Provide support and assistance to victims and witnesses throughout and beyond the investigation and legal process
- Attend Court and give evidence on behalf of the Authority as a witness in order to obtain legal instruments that assist in the prevention of neighbour nuisance and anti-social behaviour as well as promote community cohesion
- Contribute to an inclusive Stronger Communities offer which removes inequalities demonstrating a more targeted, preventative and integrated set of working arrangements
- Contribute to service areas within Building Stronger Communities Partnership (community safety) work streams with a particular focus on increasing safety and cohesion and reducing risk
- Identify system barriers and blockages and make necessary changes to remove them
- Be available to provide a single point of contact for out of hours advice and assistance

On an ongoing basis you will:

- Demonstrate a genuine commitment to the goals and values of the Council and Directorate
- Evidence continuing compliance with all policies and procedures relating to Equality and Diversity
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need

You must be able to demonstrate the following essential requirements:

- Experience of working in a relevant field supporting vulnerable or complex individuals
- Extensive experience of investigating complex situations and making appropriate recommendations
- Ability to motivate individuals and families to engage in provision, take responsibility for their life choices, and ultimately progress into sustainable employment
- Ability to engage with clients and involve them in service planning, design, delivery and evaluation
- Ability to communicate effectively in a range of situations and with a variety of people both verbally and in writing
- Ability to work within a multi-agency framework
- Ability to develop the trust, respect and co-operation of a broad spectrum of partners and colleagues, listening and building consensus to achieve agreed outcomes
- Ability to work alone whilst ensuring your working practices keep your colleagues safe
- Proven track record of applying legislation relating to this service area
- An understanding of Social Harm, Restorative Justice and Civil Enforcement as well as the principles of early intervention and prevention
- Ability to develop effective working relationships with partners and work collaboratively to develop creative solutions to problems
- A practical knowledge of public sector reform principles, The Deal and place-based working

- Knowledge and understanding of the current challenges facing vulnerable people and communities
- An understanding of the court system and the issues witnesses face

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Individuals with line management responsibilities are also expected to ...

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough