Job Description

JOB TITLE:	Substance Misuse Investigation Officer
GRADE:	**H - I**
POST NUMBER:	A080500299
DIRECTORATE:	**Public Protection and Integrated Enforcement**
SERVICE:	**Criminal Justice Substance Misuse Service**
RESPONSIBLE TO :	**Criminal Justice Manager**
RESPONSIBLE FOR:	N/A
	This post requires a DBS check • **Enhanced check with Barred list check (Adult Workforce)** **This post is not politically restricted** **This post does not attract essential/ casual car user/ travel allowance.**
JOB SUMMARY:	The post Holder will be part of the Specialist Substance Misuse Investigation Team employed to undertake a wide range of general and professional duties to reduce substance related anti-social behaviour. To make Tower Hamlets a safer place to live by conducting investigations and acting to effectively tackle substance related anti-social behaviour. To utilise all available tools and powers both civil and criminal and ensure that positive requirements to engage in treatment are stipulated within orders when appropriate. Utilise a case management/escalation approach to deal efficiently with individuals who continuously engaged in substance related ASB. Support a variety of agencies throughout the process to ensure best outcome.

ROLE REQUIREMENTS:	
1.	To identify individuals who are involved in substance misuse related ASB/Crime via ASB warnings/reports and close working partnership with police.
2.	Carry out interviews and take statements for civil and criminal prosecution in conjunction with the community safety ASB team.
3.	Examine case records and third-party information for the purposes of supporting CPW/N, Civil injunctions, Criminal Behaviour Orders and other orders
4.	Carry out investigatory work for the preparation of court bundles for civil injunctions and Community Protection Notices/Warnings and other orders
5.	Lawfully and effectively share information across agencies working together to resolve cases
6.	To attend Class A Drug Closures and other proactive initiatives with the police and assist in gathering evidence on behalf of the council and police to facilitate the appropriate civil and criminal action to be taken
7.	Attend and represent the council and the team leader as required at meetings with other agencies. Also, at other appropriate meetings and forums with the public such as those organised by police and/or community groups in relation to individual or broader community safety issues
8.	Take an active role in delivering the actions and tasks that will arise from the multi-agency ASB Operations Group process and other forums. Lead on problem solving initiatives where appropriate
9.	Effectively and appropriately use a range of early intervention tools including warning letters, antisocial behaviour agreements (ABA)
10.	Effectively and appropriately use a range of formal enforcement powers, particularly those included within the Antisocial Behaviour, Crime and Policing Act 2014 but also consider wider powers available to partner teams and agencies.
11.	There will be a need on occasion to work some evenings or earlier in the mornings by arrangement with line manager

CORPORATE RESPONSIBILITIES	
12.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
13.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
14.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
15.	Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
16.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
PEOPLE	
17.	Liaise with police, Tower Hamlets Enforcement Officers (THEOs), Registered Social Landlords and other agencies and work jointly with them, as cases require
18.	Notify relevant parties of breaches occurring under ASB legislations and powers enforced by the Courts
19.	Prepare or contribute to the preparation of the formal responses to Mayor's, Elected Member's and the public's complaints and enquiries in relation to community safety matters.
20.	Offer and provide advice to other teams and outside agencies on the resolution of substance related ASB
SERVICE	
21.	To work according to health and safety requirements ensuring appropriate measures are taken to ensure personal safety and the safety of colleagues.

22	Carry out all duties with regard to the Council's Values, Equalities Framework, Health and Safety, Data Protection and Financial Regulations
23	Keep self-up to date with legislative changes that affect this role.
PERFORMANCE	
24	Working with legal services, prepare high quality statements and papers and represent the council at any formal legal action arising from use of enforcement powers
25	To process and serve legal documents including injunctions with powers of arrest and provide a confirmation of service certificate.
26	Record information accurately, consistently and according to procedures so ensuring up-to date and accessible records
27	Lawfully and effectively share information across agencies working together to resolve cases
28	Contribute towards the achievement of the targets set by MOPAC

OTHER CONDITIONS:

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti discriminatory practice within the service area. To undertake additional duties that may arise from time to time commensurate with the grade of the post.

Person Specification

Person Specification for the Post of		Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
Knowledge	Substantial knowledge of the application of the tools and powers provided by the Antisocial Behaviour, Crime and Policing Act 2014	E	A/I/
	Practical knowledge and understanding of the complex and multiple needs faced by the client group.	E	A/I
	Knowledge of anti-social behaviour management and support interventions available to substance misusing offenders		
	Knowledge of the principles of and responsibilities required to achieve lawful and effective information of sharing.	E	A/I
		E	A/I
Qualifications & Experience	Experience of enforcement/regulatory/ASB investigation work	E	A/I
	Experience of working within a multi-agency or wider partnership environment	E	A/I
	Experience of working with a case management structure and use of ICT case management systems	E	A/I

	Experience of effective decision making in relation to the management of risk.	E	A/I
	Experience of working with clients presenting with complex issues	E	A/I
	Experience of managing serious and complex ASB cases and preparing own case.	E	A/I
	Experience of working in a substance misuse setting holding a complex case load	E	A/I
Living the TOWER Values sets out the essential behaviours required of all staff.		**They are aligned to the organisation's five TOWER Values**	
We work **TOGETHER** across boundaries and with partners to achieve the best outcomes for Tower Hamlets	Clear verbal and written communication skills to write reports for statutory purposes, particularly case recordings, court proceedings and Member's and Mayor's enquiries.	**E**	**A/I**
	Good organisational skills and be capable of achieving agreed deadlines and targets, whilst staying motivated and focused. Including accurate record keeping and skills to achieve effective prioritisation.	**E**	**A/I**
	Ability to bring creative solutions to problems. Ideally following a problem-solving method	**E**	**A/I**
	Actively builds a positive team in the working environment.	**E**	**A/I**
	Shares information and engages others in a timely way to achieve the best outcomes	**E**	**A/I**

We are **OPEN** and transparent	Commitment to the principles and practice of equality and diversity in employment and service delivery.	**E**	**A/I**
	Uses effective listening and questioning techniques to understand the needs of others and act accordingly.	**E**	**A/I**
	Seeks to develop own resilience to manage change, seeking support where necessary.	**E**	**A/I**
	Approachable and actively seeks feedback from others to improve how they do things.	**E**	**A/I**
We are **WILLING** to challenge, innovate and be accountable	Practical knowledge of the application of the tools and powers provided by the Antisocial Behaviour, Crime and Policing 2014	**E**	**A/I**
	Knowledge of the evaluation of harm and risk in relation to ASB	**E**	**A/I**
	Knowledge of the principles of and responsibilities required to achieve lawful and effective information of sharing.	**E**	**A/I**
	Knowledge and understanding of the complex and multiple needs faced by the client group.	**E**	**A/I**
	Ability to plan, deliver and monitor projects or other work, in line with agreed timescales and outputs; ability to contribute to cross service/agency projects	**E**	**A/I**
	Looks for ways to continuously improve and develop within role.	**E**	**A/I**

	Seeks to learn from, both failures and successes, to improve how they do things where required.	**E**	**A/I**
We empower each other to be **EXCELLENT** and go the extra mile	Actively pursue Continuing Professional Development. Committed to own learning and development. Able to share good practice and experience and learn from others. Takes the initiative to improve outcomes because they can explain the difference they have made. Understands the organisations direction of travel and actively supports that in their work and interactions.	**E** **E** **E** **E** **E**	**A/I** **A/I** **A/I** **A/I** **A/I**
We **RESPECT** all communities; they are the heart of everything we do	Ability to develop effective partnerships within the council, with the private sector and other external agencies - both statutory and voluntary. (The post holder will seek out new initiatives for partnership working in the delivery of services in accordance with best practice and council policies). Ability to deal successfully and manage challenging and obstructive behaviour and achieve positive outcomes. Open-minded and appreciates alternative cultural perspectives, taking it into account when delivering service. Takes ownership of more complex issues, whilst keeping the customer informed.	**E** **E** **E** **E**	**A/I** **A/I** **A/I** **A/I**

Additional Requirements	Willingness to work outside of contracted hours in the evenings and weekends subject to notice. To comply with the requirement to carry out a DBS check on this role.	**E** **E**	**A/I** **A/I**