



October 2017

1. JOB IDENTITY

Post Title:	Housing Officer (Mediation)	Service:	Infrastructure Services
Section:	Housing	Grade:	Technician H
Reports to:	Team Leader		

2. JOB PURPOSE

- Assess and analyse conflict (complex) situations across all tenures throughout Aberdeenshire, including problems or information in relation to homelessness as a result of conflict within the family home. Undertake appropriate liaison with other organisations where required, identifying the most appropriate method of intervention to resolve or manage the conflict and provide practical support to all tenants affected by antisocial behaviour

This post will require working irregular and unsocial hours, which may include weekends

There is a responsibility for the post holder to demonstrate a commitment to quality service delivery through continuous improvement for the benefit of the Service and the organisation.

3. CORE RESPONSIBILITIES / DUTIES

- Facilitate negotiation and settlement between disputing parties by providing direction and encouragement, working collaboratively with parties and finding creative ways to reach a mutual solution
- Provide advice to customers and make referrals to other agencies and organisations where appropriate
- Work cooperatively with partner agencies and organisations in tackling antisocial behaviour and dispute resolution
- Draft reports for parties involved with recommendations and relevant conditions that should be adhered to
- Guide and advise Assistant Housing Officers and Early Intervention Officers, checking work as appropriate
- Maintain case files and statistical/other relevant information on antisocial behaviour incidents
- Provide practical support to people experiencing antisocial behaviour across all tenures
- Attend tenant and community safety meetings as required
- Input into the development of the Housing team strategy and policy
- Update and maintain records, files and databases in line with corporate records management standards

4. QUALIFICATIONS AND TRAINING

- Essential:**
- Academic achievement to HNC, SVQ Level 4 or equivalent transferable skills and experience
 - Evidence of professional development and willingness to undertake relevant training and development
 - Current valid driving licence
- Desirable:**
- Relevant qualification e.g. Accredited Mediator or relevant experience in counselling or conflict resolution
 - Relevant qualification in Housing Management

5. EXPERIENCE

- Essential:**
- Relevant experience of working with the public
- Desirable:**
- Experience of dealing with disputes, grievances and resolving complex issues
 - Experience within a support / counselling setting
 - Experience of working with a wide range of professionals and partners
 - Experience of drafting reports for management / committees

6. KNOWLEDGE AND SKILLS

- Essential:**
- Knowledge and understanding of antisocial behaviour and other relevant legislation
 - Customer-focussed with excellent organisational, interpersonal, communication, interviewing and negotiating skills with the ability to work to tight and often conflicting deadlines and secure positive outcomes
 - Self-motivated team player with a positive approach and able to act as a role model to promote good team working and motivate others
 - Ability to work under own initiative with high degree of confidentiality and integrity
 - Ability to assist in service delivery development
 - Good ICT skills, including a knowledge of basic work packages
- Desirable:**
- Knowledge of legal remedies for antisocial behaviour and investigation techniques
 - Knowledge of legislation relating to different tenures e.g. social rented, owner occupation and private rented sector

7. ADDITIONAL REQUIREMENTS

Driving Compliance	Authorised Car User It is a material condition of employment for this post that the employee holds a current full driving licence and has a car available, whenever required, in order to undertake the full range of duties of the post. As such, the post is designated as an authorised car user and will be entitled to receive mileage payments. The employee will also be required to produce their licence, on request, at periodic intervals. Should the employee's driving licence be withdrawn, for whatever reason, it may be necessary to terminate the employee's appointment.
Politically Restricted	Not applicable to this post