



Job Title	Community Link Officer (Place based)
Department	Customer & Communities Services
Reporting to	Safer, Stronger Communities Manager
Grade	Grade 6

Job Purpose

The Community Link Officer will work as part of a multidisciplinary team to ensure a way of working collaboratively and innovatively to make the best use of our assets across the Ryedale district.

The community link officer will be the first point of contact for their local place base area. They will ensure and early and effective interventions and prevention is incorporated into their work to achieve the best outcomes for individual, families, communities and business.

The Community Link Officers will work with specialist services including Police, Fire & Rescue, Housing, Stronger Communities, Town and Parish Councils, Charities, social care, drug and alcohol services, domestic abuse services, mental health and health services.

The link officer will undertake the initial investigation of any community issues/complaints and try to resolve any issues at the first point of contact. They will escalate any complex case to specific service areas and work collaboratively for the best outcomes.

Supporting community capacity building in the area; maximising the use of the total resource available within the Council and with partner agencies to meet locally identified needs, working to ensure communities are empowered, and Ryedale is safe place to live, work and visit.

Job Context

The Community Team is committed to providing high standard of customer and community excellence. Responsibilities include providing a single point of contact for citizens, elected members, Town and Parish Councils, partners and voluntary organisations for each community area. Building on excellent working relationships and developing local place based solution that respond to community issues.

The Community Link Officers provide an integrated locality place based service to citizens, communities and key partners on a range of cross-functional services including working in a community safety hub.

- community safety
- antisocial behaviour
- early and effective intervention and prevention
- community capacity building
- Community grants
- Town and Parish Liaison
- environmental crime
- enforcement
- markets
- Health and Wellbeing
- Ryecare- lifeline
- other frontline services, housing, environmental health, planning.

and to encourage and improve liaison between all three tiers of local government and public services, third sector and community groups across the Ryedale area.

Operational Duties

The post holder will be responsible for contributing to the development and delivery of the objectives of the Council Plan, customer and communities service plan, and Community Safety plan through:

- Working effectively as part of a multidisciplinary team comprising a number of disciplines including: community link officers, community civil enforcement officers, community (Safety and ASB) Link officer, Community engagement and Data Project assistant, and intelligence & GIS mapping officer. The officer will working within a community safety Hub.
- Delivery of a coherent local Community and customer services function for the Council, acting as the local 'eyes and ears' of the council in locations across the district. They will help to ensure the smooth running of local facilities, link with Town and Parish Councils, gathering local knowledge of issues.
- The link officer will undertake the initial investigation of any community issues/complaints and try to resolve any issues at the first point of contact. They will escalate any complex case to specific service areas and work collaboratively for the best outcomes.
- Liaising and coordinating resources with Police, Fire & Rescue, DWP, Social Care, Housing, Health, Third Sector, Business, Parish, Town Councils and Parish, third sector and Community Groups.
- Managing our markets in line with the market rules and ensuring health and safety.
- Continuing to the delivery of our prevention and intervention plans on key initiatives.
- Supporting the Stronger, Safer Communities Manager in working with strategic partners to ensure the safety and wellbeing of our communities, ensuring that

legislation, national guidance, Council policies, protocols and standards are delivered sensitively, effectively and to the highest standard.

- Evaluating and resolving by the most satisfactory course of action through advice, discussion, negotiation, mediation, enforcement and/or prosecution having due regard to legislative requirements, case law and in accordance with departmental practice and procedures and the Council's scheme of delegation.
- Preparing or contributing to written reports and presentations and attending community and public meetings.
- Supporting the participation of individuals, families and communities in the co-production of strategies, locality plans and projects and support and review plans
- Following the complaints procedure to ensure that complaints about services managed at locality level are dealt with and responded to proactively.
- Supporting community capacity building in the area; maximising the use of the total resource available within the Council and with partner agencies to meet locally identified needs, working to ensure communities are empower, and Ryedale is safe place to live, work and visit.

Creativity, Innovation and Problem Solving

Although general guidelines will be available, the post holder will have discretion to interpret these in the light of actual situations and problems encountered and will be expected to:

- Apply a problem solving approach to look for resolution of routine and more complex cases.
- Review existing procedures and the involvement in the development of new approaches, within own work area, to fit evolving needs.
- Support the continuous improvement of services within the post holder's work area with the ability to quickly evolve and adapt to new ways of working in response to changing priorities and needs.

Information Management and Performance Reporting

- Ensuring excellent data management principals are adhered to through the provision of accurate data, record maintenance and completion of statistical returns in line with legislative or best practice guidelines
- Providing accurate and timely information through the analysis of service and other information and the preparation of reports to facilitate evidence based decision making.

- Contributing to data collection to ensure we have an intelligence led approach that feeds into place based area profiles.
- Ensuring that the highest standard of case management is applied to all cases.
- Ensure effective and proportional performance monitoring and governance arrangements are developed, monitored and reported on for their areas of responsibility.
- Carrying out monitoring and providing regular reports on progress and performance indicators to Officers, Members and others.

General

The above list of duties is neither exclusive nor exhaustive. The post holder will be expected to undertake other duties commensurate with the responsibility level of this post.

The Council is a dynamic organisation which recognises the need to respond flexibly to changing demands and circumstances. Whilst the job description provides a summary of the post it may need to be amended to meet changing circumstances.

The Council takes seriously its responsibility to safeguard and promote the welfare of children and young people and to protect adults at risk. There is an expectation that all staff will positively demonstrate their awareness and support to this commitment.

Requirements of the Post

	Essential	Desirable
Qualifications / Training	<ul style="list-style-type: none"> • Good standard of education, including maths and English • Proficient in a wide range of IT packages and willing to continue to learn • Evidence of continuing professional development. 	
Knowledge	<ul style="list-style-type: none"> • Extensive knowledge of policy, legislation and best practice guidance relating to council services. • Experience of the investigation of complex complaints, conditions and standards and decision making on the appropriate action to be taken by the Council in consideration of the legislation, case law, departmental procedures, policies and relevant codes of practice. • Experience of working with external agencies and communities. • To be a team worker but with the ability to use initiative with minimal supervision and to manage, prioritise and organise workload. 	<ul style="list-style-type: none"> • Knowledge and understanding of policy, guidance and legislation in relation to Antisocial Behaviour Crime and Policing Act 2014, safeguarding, social care, additional needs and other specialist services such as mental health.
Experience	<ul style="list-style-type: none"> • Ability to manage risk proactively • Ability to analyse and evaluate information critically • Ability to prioritise and manage time • Ability to work independently and make decisions autonomously • Capacity to manage change well for self and others 	<ul style="list-style-type: none"> • Experience of undertaking enforcement activity in a similar frontline role • Experience of undertaking criminal investigations in accordance with the requirements of PACE and RIPA, including the preparation of case files and presentation of evidence at court. • Experience of working within the Community Safety Accreditation Scheme

	<ul style="list-style-type: none"> • A clear vision for the future that is focussed on improving outcomes for children and families in all aspects of their lives • The ability to inspire others to think and behave differently 	
Occupational Skills	<ul style="list-style-type: none"> • Ability to set high standards in customer care and service delivery, to suggest and develop service improvements and to ensure that such standards are being achieved. • Competent in use of information management systems. • Excellent written and oral communication skills including; <ul style="list-style-type: none"> • In depth report writing • Presentation skills • Negotiation skills • Partnership working • Ability to interact with customers, partners and elected members with tact, sensitivity and confidentiality. • Excellent organisations skills, including time management and prioritisation. • Understanding of national, regional, and county policies and strategic frameworks. 	<ul style="list-style-type: none"> • Enhanced ability to exchange information to solve problems and make decisions through leading and contributing to meetings and group discussions to solve problems and make decisions. • Ability to utilise statistical reporting tools for analysis of data and web based research methods for maintaining awareness of best practice and future developments.
Other	<ul style="list-style-type: none"> • Flexible attitude to working hours i.e. evening and weekend working 	