

Safe Communities Coordinator

Reports to: Safe Communities Manager

The part I play at Flagship Group directly supports our purpose of creating sustainable communities. I help tenants to feel safer in their homes when experiencing issues such as anti-social behaviour and domestic abuse. I support and assist the Safe Communities team with case management work, and administration, ensuring the service delivery is in line with policy, procedure, and our service standards.

I am often the first point of contact for tenants and victims. I manage and triage new reports of anti-social behaviour, I deal with these quickly and efficiently, providing a victim focused service. I complete victim risk assessments and record details of incidents. I set up new cases and assist the team with additional victim care where required. I ensure safeguarding is considered throughout all aspects of my work, following the process, reporting concerns as soon as they arise. From time to time I may also accompany the team in the community such as at engagement events.

I will support the management team including arranging and attending meetings to take notes and helping with project work. I will work collaboratively with the other safe communities coordinators to ensure tenants receive the right response.

I am a highly organised individual with excellent customer service skills, patience, and empathy. I am easily able to build rapport especially as I will be working with some of our most vulnerable tenants.

My skills and experience include:

I have excellent communication skills and experience of working in a busy customer facing environment.

I am a good listener, displaying empathy and understanding. I am highly organised (including meticulous record keeping) and can effectively multi-task.

I am educated to GCSE standard or equivalent and skilled in using Microsoft packages.

I hold a qualification in ASB/community safety or a desire to work towards this.

The skills I will develop include:

Knowledge of the social housing sector, especially ASB, domestic abuse and safeguarding.

I will enhance my customer service skills in line with Flagship's values in particular working with tenants who have vulnerabilities.



Flagship Group Values:

