

MIDDLESBROUGH EMPLOYEE**JOB DESCRIPTION**

Post Title:	Neighbourhood Navigator
Grade and Salary Scale:	Grade J SCP 25-27 (£35,235 - £37,035)
Department:	Environment & Community Services
Service area:	Neighbourhoods
Responsible To:	Neighbourhood Officer
Post Ref:	

This post is funded by Tees Valley Combined Authority until 31 March 2029

Purpose of the Post

To develop and deliver tailored programmes to support identified adults and families with complex needs into mainstream and specialist services.

To reduce family breakdown by supporting parents, carers & children to address short and long-term challenges whilst working on practical solutions to reduce conflict.

Duties and Responsibilities:

1. To support individual adults and families with complex needs and deliver intensive interventions within a multi-agency environment to intervene at the earliest opportunity.
2. To work with a range of stakeholders and partners to create bespoke programmes that engage individuals and families to improve outcomes using evidence-based practice.
3. To work in an innovative and challenging way with individuals to reach their full potential.
4. To co-ordinate multi-disciplinary early help approaches using agreed assessment planning, monitoring and quality assurance processes which meet inspection frameworks.
5. To apply a 'whatever it takes' attitude to engaging and supporting adults and families with complex needs.
6. To maintain, update and record accurate caseload data on appropriate management information systems.
7. To work within and promote Middlesbrough Safeguarding procedures.
8. To assist service users in their recovery from substance misuse offering appropriate support and/or signposting.
9. To support individuals with health, education, training and employment opportunities.
10. To work in partnership with parents to strengthen parental capacity and family relationships.

11. To work directly with children developing positive relationships and providing appropriate support to address a range of needs including disruptive and challenging behaviour.
12. Carry out assessments of family's needs to identify and plan the support needed to address issues and prevent problems from escalating.
13. Undertake regular review meetings with individuals & families during home and community visits to ensure they are fully supported.

Corporate Responsibilities:

- We will make every reasonable effort to supply the necessary employment aids, equipment or adaptations to enable employees to perform the full duties of the job in accordance with the Equality Act 2010 where a post holder is disabled.
- You will
 - Demonstrate a commitment to the principles of equality of opportunity and fairness of treatment in relation to employment issues and service delivery.
 - Respect all confidentiality and principles and practices of the Data Protection Act.
 - Comply with Health and Safety policies and legislation.
 - Be committed to continuous personal development, including Middlesbrough learns.
 - Demonstrate a commitment to the safeguarding of children and vulnerable adults, highlighting any areas of concern with the appropriate service and adhering to the policies of the Council relating to these issues.
- The above duties and responsibilities cannot totally encompass or define all tasks which may be required. The outlined duties and responsibilities may, therefore, vary from time to time without materially changing either the character or level of responsibility: these factors are reflected in the post.

PERSON SPECIFICATION

For the purposes of recruitment and selection, you will be assessed against Our Values and the criterion which are marked as essential/desirable in the Qualifications and Knowledge & Experience section.

Our Values

Our Values are a critical element of our strategy to create a brighter future for Middlesbrough. They will be at the heart of everything we do and will be the foundation for how we operate, behave and make decisions. Having these values will help you be the best you can be and help Middlesbrough to grow and thrive.

PASSIONATE about Middlesbrough

- Believe in Middlesbrough
- Be proud to work for the Council
- Have a 'can do' attitude

INTEGRITY at our heart

- To be open, honest and transparent
- Communicate well with others
- Treat others with respect

CREATIVE in our thinking

- Always look to improve
- Find solutions to problems
- Positive to change

COLLABORATIVE in our approach

- Engage and consult with others
- Seek feedback from others
- Understand the needs of others

FOCUSSED on what matters

- Understand the Council's and my own priorities
- Put the customer first
- Deliver against expectation

MIDDLESBROUGH EMPLOYEE PERSON SPECIFICATION

	Essential	Desirable
QUALIFICATIONS		
1. Good standard of general education to GCSE Level or equivalent	x	
KNOWLEDGE & EXPERIENCE		
1. Evidence of training in areas related to vulnerable Adults and children.	x	
2. Specialist knowledge and experience of work and assessment with Adults and children.	x	
3. Experience of working within a multi-agency environment managing complex agendas.	x	
4. Knowledge of the resources available to provide information, advice and guidance to Families.	x	
5. Experience of working effectively with a wide range of statutory, voluntary and community organisations to secure best value in service delivery	x	
6. Knowledge of safeguarding guidance and procedures for Adults and children.	x	
7. Ability to chair meetings and follow up agreed actions within a multi-agency environment.		x
SKILLS & ABILITIES		
1. Ability to work with vulnerable individuals including those with complex needs	x	
2. Effective communication skills, both written and verbal, in order to interact with children and adults, colleagues, managers and partner agencies and to positively represent the council in a range of internal and external forums.	x	
3. Ability to work to deadlines & meet target objectives	x	
4. Proficient in the use of outlook and IT systems.	x	
5. Access to a vehicle for visits to service users' homes and other sites as well as being able to transport Adults when necessary.	x	

JOB DESCRIPTION

Post Title: Neighbourhood Safety Warden

Grade and Salary Scale: H SCP 18 – 21

Directorate and Service: Environment and Community Services, Neighbourhoods

Responsible To: Senior Neighbourhood Safety Warden

This post is funded by Tees Valley Combined Authority until 31 March 2029

Purpose of the Post:

The Neighbourhood Safety Warden role aims to improve the lives for all communities within Middlesbrough. This role is broad and requires you to utilise a wide range of tools and powers to solve problems within communities. You will be responsible to the Community Safety Manager via the Senior Neighbourhood Safety Warden. Your role will require you to use and implement a range of tools and powers from the ASB Crime and Policing Act 2014, to take positive action against individuals committing anti-social behaviour and low-level crime within Middlesbrough.

You will be required to undertake car parking enforcement duties across the town using powers gained through the British Parking Association. You will utilise tools and powers available to you to proactively impact on environmental factors such as reduction of litter, nuisance vehicles, ASB and contribute to reductions in criminal activity within the town.

The principal function of this role is to deal with a range of matters such as reducing Anti-Social Behaviour and effectively managing pathways and entry for vulnerable people to relevant services. The role will strive to make Middlesbrough a safer, stronger, and healthier place to live through proactive, intelligence-led partnerships work that is responsive to the public needs.

Wardens work across four dedicated Neighbourhood Teams in Middlesbrough and must be effective team players, experienced in multi-agency working and skilled in positive risk management. The role combines being responsive, dealing with vulnerable members of the public who may present in crisis. You will be proactive and ensure effective case management and coordination with vulnerable members of the public to services to improve outcomes.

Duties and Responsibilities:

1. To undertake effective case management and coordination with service users experiencing multiple needs in relation to homelessness, substance misuse and/or domestic abuse.
2. To act as first line responders for community safety related matters and adopt a problem-solving approach to corporate priorities found with Middlesbrough Council's Strategic Plan.
3. Respond to complaints and investigate all matters utilising the tools and powers available to take roust positive action against perpetrators committing ASB, low level crime and environmental crime.

4. Work collaboratively with internal and external stakeholders to the council which includes Cleveland Police, Cleveland Fire Brigade, Registered Social Landlords, treatment services, voluntary sector organisations and Adult and Children's Social Care. (There are far more stakeholders the Neighbourhood Safety Warden will engage with).
5. To report criminal activity to the police, and other agencies, provide statements and give evidence in Court as and when required.
6. Identify and engage with the perpetrators of anti-social behaviour to help educate and divert them from such behaviour.
7. To report incidents of racial harassment, homophobia, repeat victimisation, and other forms of hate crime.
8. To respond to complaints, investigate and proactively deal with environmental issues including litter, graffiti, fly tipping, dogs, fly posting, derelict properties and land, waste offences. This includes enforcing prohibitions and issuing fixed penalty notice for a range of offences including breachers of the Public Space Protection Order.
9. Utilise environmental and ASB enforcement powers by means of issuing fixed penalty notices to address the following:
 - Dog Fouling – Dogs (Fouling of Land) Act 1996.*
 - Breaches of the Public Space Protection Order prohibitions.*
 - Breach of Dog Control Orders made under the provisions of the Clean Neighbourhoods and Environment Act 2005.*
 - The acts of spraying graffiti or erecting fly-posting – Antisocial Behaviour Act 2003.*
 - Unauthorised Distribution of Free Printed Matter – Environmental Protection Act 1990.*
 - Distribution of Free Printed Matter – Environmental Protection Act 1990.*
 - Depositing Litter – Environmental Protection Act 1990.*
 - Waste receptacle offences – Environmental Protection Act 1990.*
10. To undertake First Aid duties and administer naloxone to individuals who may have overdosed on an opioid substance.
11. To take the lead professional role where this is required and support colleagues from other agencies both internal and external to the council.
12. To assess risk in collaboration with service users, personal support network and other workers/agencies alongside using own professional judgement and team processes.
13. Use available technology and platforms to accurately record activity and results in a timely manner.
14. Patrolling designated parking areas undertaking car parking enforcement across the whole town, this includes Middlesbrough Schools.
15. You will need to attend local community meetings with residents, business and other community groups to provide advice and guidance around community-based issues, specifically relating to anti-social behaviour, parking enforcement and environmental matters.
16. Assist with events marshalling and traffic control as and when required.

17. Provide cover for Town Centre Neighbourhood Safety Wardens and Car Park Attendants in carrying out security arrangements including the opening and closing of multi-storey car parks as directed by management.
18. Assist in the training and development of staff and to undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.
19. To take reasonable care of own health and safety and co-operate with management as far as is necessary to enable compliance with the Authority's health and safety rules and legislative requirements.

Corporate Responsibilities:

- We will make every reasonable effort to supply the necessary employment aids, equipment, or adaptations to enable employees to perform the full duties of the job in accordance with the Equality Act 2010 where a post holder is disabled.
- You will
 - Demonstrate a commitment to the principles of equality of opportunity and fairness of treatment in relation to employment issues and service delivery.
 - Respect all confidentiality and principles and practices of the Data Protection Act.
 - Comply with Health and Safety policies and legislation.
 - Be committed to continuous personal development, including Middlesbrough learns.
 - Demonstrate a commitment to the safeguarding of children and vulnerable adults, highlighting any areas of concern with the appropriate service and adhering to the policies of the Council relating to these issues.
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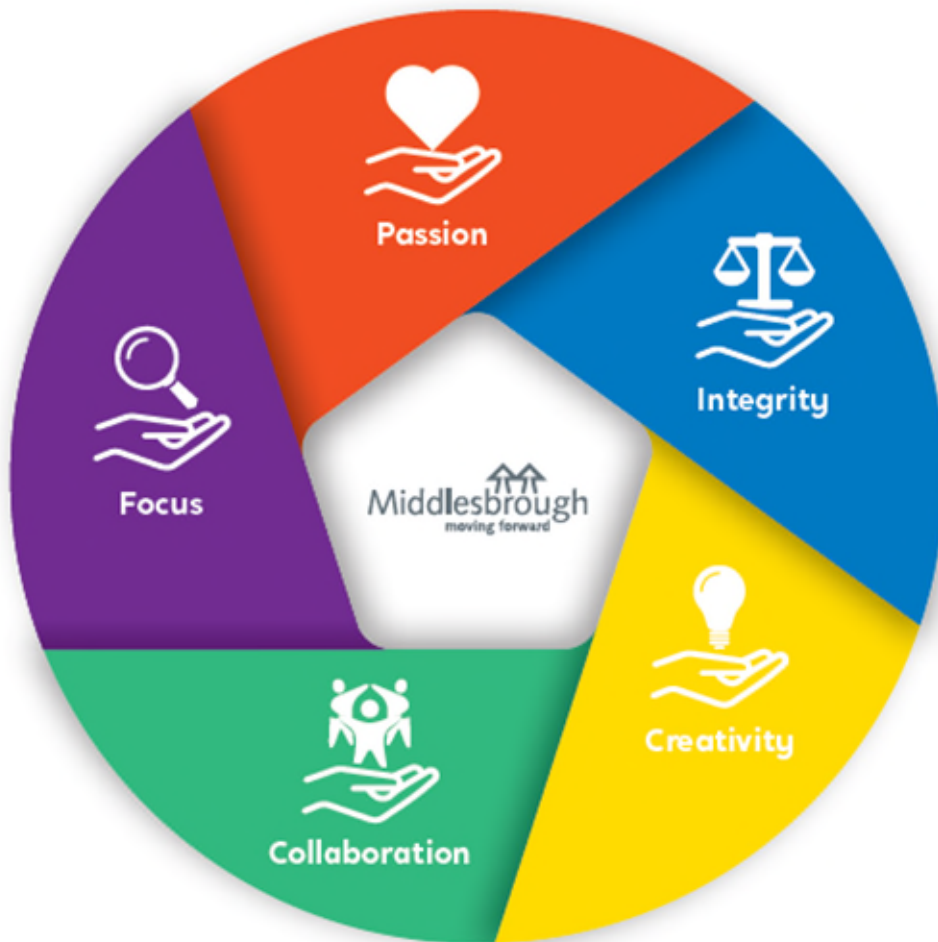
PERSON SPECIFICATION

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Our Values

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Our Values



Passion

We believe in Middlesbrough and are proud to work for the town



Integrity

We are open and transparent and treat everyone with respect



Creativity

We have the courage to try new ideas and new ways of working



Collaboration

We work with others to make Middlesbrough better



Focus

We are clear about what we will deliver to meet the needs of the town

PERSON SPECIFICATION

MIDDLESBROUGH VALUES:	Essential	Desirable
1. Being passionate about working for Middlesbrough Council with a commitment to meeting our values	X	X
QUALIFICATIONS:		
2. GCSE grade C in English and Maths or equivalent.	X	
3. Be eligible to apply for accreditation under the Community Safety Accreditation Scheme with Cleveland Police and meet the standards of acceptance to the Scheme which will include passing NPPV L2 security vetting.	X	
4. Hold a full driving license.	X	
KNOWLEDGE & EXPERIENCE:		
5. Experience of dealing with the public.	X	
6. Experience of working with hard-to-reach groups.		X
7. Experience of multi-agency working.		X
8. Proven record keeping skills.	X	
9. Good communication skills.	X	
10. Able to work on own initiative unsupervised.	X	
11. Ability to carry out duties involving a significant amount of walking in all weather conditions daily.	X	
12. Experience of dealing with complaints of anti-social behavior and environmental crime.		X
13. Experience of working in an enforcement related background.		X
14. Experience in addressing meetings and/or community groups and interacting with members of the public/community.		X
15. Knowledge of environmental and anti-social behavior legislation and local procedures.		X
16. Knowledge of problem solving and using a multi-agency approach.	X	
17. High level of interpersonal and communication skills both written and verbal.	X	
18. Excellent organisation skills.	X	
19. IT literate (competent in Microsoft Office and Outlook Calendar).	X	
20. Ability to prioritise and work under pressure.	X	

21. Ability to deal constructively with conflict and difficult situations.	X	
22. Ability to work to deadlines.	X	
23. Investigatory, surveillance and evidence gathering skills.	X	
24. Ability to work independently using your own initiative and as part of a Team.	X	
25. Report writing skills.	X	
26. A calm and confident approach with good negotiating & problem-solving skills.	X	
27. Must be willing to work Saturdays and Sundays (flexible approach.)	X	



Police Community Support Officer



Service Unit	Police Community Support Officer
Team	Neighbourhood Policing
Responsible to	Neighbourhoods Sergeant
Scale and Salary Range	Sc 3 / 4
Vetting Status	RV
Politically Restricted	No
CVF Level	Level 1

This post is funded by Tees Valley Combined Authority until 31 March 2029

Job Purpose

- To work as an integral part of the Neighbourhood Policing Team in providing high visibility uniformed patrols in Middlesbrough town centre, tackling and deterring antisocial behaviour, criminal activity, and gathering intelligence to support and enhance front line policing.
- Being readily accessible to communities working with them and partner agencies delivering sustainable solutions to identified problems helping to increase public confidence.

Principal Duties and Responsibilities

Communication

- Undertake daily contact with members of the public dealing with reported incidents giving advice and guidance taking enforcement action where appropriate.
- Work proactively with colleagues and members from other departments within the force.
- Producing reports and writing statements as required.
- Maintain regular contact working with partner agencies and other organisations such as:
 - Local Authority departments – Antisocial Behaviour, Enforcement, Environmental, Animal Welfare, Cleansing, Highways
 - Housing Associations
 - Schools
 - Resident and community groups
 - Neighbourhood Watch
 - Youth Services / Groups
 - Councillors and community leaders
 - Shops and businesses
- Gather intelligence for a policing purpose.
- Ensure that required documentation is regularly updated both internally (intranet) and externally (internet)
- Use a range of communication methods and technologies.
- Undertake conflict resolution in a attempt to resolve issues.

Teamwork and Motivation

- Work within a mixed team of Police Officers and PCSO's with responsibility for delivery of neighbourhood policing across local policing areas.
- Working co-operatively with team members and colleagues to contribute positively and



Police Community Support Officer

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constructively to achieve both team and force goals.

- Identify problems and provide solutions at an early stage before they escalate.
- Undertake appropriate tasks assigned from the job queue to assist with demand for service.
- Conduct revisits to victims of crime and antisocial behaviour.
- Provide advice and guidance on crime reduction and target hardening measures to victims of crime.
- Conduct house to house and CCTV enquiries.
- Gather evidence to support Acceptable Behaviour Contracts and Antisocial Behaviour Orders.

Liaison and Networking

- Develop community links by working with the public, partner agencies and other organisations and groups in order to gain a detailed understanding of community issues and problems that will enable the development of suitable strategies and solutions.
- Develop links with hard to reach groups and individuals with our diverse communities.
- Engage with appropriate internal networks and groups who can provide specialist support, advice and best practice.

Service Delivery

- Work to agreed policies and strategies both at local and force level to achieve positive outcomes against identified priorities.
- Keep both external and internal customers up to date with results, actions and developments.
- Develop and encourage community self-help programmes, for example Neighbourhood Watch and Shop Watch.
- Develop community forums establishing links with hard to reach groups such as ethnic minorities and young persons.
- Prepare for and actively contribute in a coherent clear manner at community meetings detailing actions and outcomes.
- Maintaining high standards of both conduct and appearance acting professionally at all times being respectful of diversity and promoting equality.

Initiative and Problem Solving

- Assist in developing solutions to long-standing, repeated or emerging community problems.
- Use force systems to gather and analyse data to assist in problem solving.
- Producing action plans using force systems and documents to develop a problem solving approach.

Driving police vehicles / Pedal cycles

- Individuals with a valid Force driving permit are authorised to drive police vehicles for general purposes e.g. as a means of transportation between patrol locations.
- Undertake pedal cycle patrol where appropriate.



Note

The above list is not exhaustive and other duties commensurate with the grade and general nature of the post may, from time to time, be required. In addition, there may be some variation and/or development of the above duties and responsibilities without changing the general nature of the post.

All employees are to comply with confidentiality laid down in the Data Protection Act 2018, the Management of Police Information (MOPI), and the Official Secrets Act (which you will be bound for, for life).

All employees are expected to demonstrate a commitment to the principles of equality of opportunity and fairness of treatment for all within Cleveland Police.

Person Specification	
Essential knowledge, skills, and experience (E)	Desirable knowledge, skills, and experience (D)
Knowledge and Qualifications	
Have the ability to understand and apply legislation and force policy in respect of designated powers	First Aid
Have basic keyboard skills and working knowledge of Microsoft Word and Excel	
Good standard of education – minimum of a Level 2 qualification (or equivalent) or significant relevant work experience.	
Experience	
Life experience and ability to connect with a diverse audience	Experience of working with young people and collaborative working with other organisations
Experience of handling difficult or sensitive situations and the ability to remain calm under pressure	
Skills / Abilities	
Demonstrate effective problem solving skills	Able to demonstrate the ability to undertake tutoring/mentoring
Be able to communicate effectively both verbally and in writing	Language skills
Possess excellent negotiation skills	Ability to deliver presentations to a wide audience
Demonstrate the ability to communicate effectively with a diverse audience	
Other	



Police Community Support Officer



Ability to flexibly work shifts including evenings, weekends and public holidays as required	Possess a valid driving license and ability to drive force vehicles as required
Be enthusiastic, motivated and flexible to change	
Act and behave professionally at all times	
Proven ability to work proactively using own initiative and collaboratively as part of a team	

All applicants who identify themselves on the equal opportunities section of the application form as having a disability under the Equality Act 2010 and who meet the essential criteria for the post will be guaranteed an interview.

Version Control	
Reason for Version Change	Version date
Placed on new template	04/02/2025
To add significant relevant work experience	03/09/2025

Competency and Values Framework (CVF) for Policing: Level 1 – Practitioner

Set out below are Cleveland Police Leadership Behaviours (2017) drawn from the College of Policing’s Competency and Values Framework for Policing (2024). A candidate’s behaviours/values will be measured at interview.

Competency	Level 1 – Practitioner
Emotional Awareness	<ul style="list-style-type: none"> • I communicate effectively and compassionately, tailoring my communication so I can be easily understood by others. • I seek to understand and manage my own emotions to remain effective, even under pressure. • I seek out support to help me perform effectively. • I recognise that some situations might affect my ability to deal with stress and pressure. • I adapt my style and approach by understanding the emotional needs of the people I am working with and the public. • I seek to understand the concerns of others even when they are unable to express themselves clearly.
Taking Ownership	<ul style="list-style-type: none"> • I approach tasks with enthusiasm and a positive attitude, adapting quickly from one situation to the next. • I take responsibility for my own actions and decisions. • I respond to demanding and tough situations, demonstrating commitment to tackling the issue. • I seek appropriate advice and guidance on tasks and decisions when necessary. • I take responsibility to regularly update people who are relying on me. • I seek feedback to understand the quality of my work and the impact of my actions.
Collaboration	<ul style="list-style-type: none"> • I learn about stakeholders in other teams, organisations, and the community so I can work with them effectively. • I work to get to know others and build rapport so that we can achieve shared goals. • I work flexibly with people across different levels, teams and backgrounds. • I work cooperatively with others to get things done, willingly giving help and support to colleagues. • I actively seek to engage with and learn from a diverse group to improve the work I do.
Support and Inspiration	<ul style="list-style-type: none"> • I take opportunities to share my positive commitment to policing and its values with others. • I take steps to understand how my work contributes to the purpose of policing and the priorities of my force. • I am conscientious in my approach, working hard to provide the best service and remove obstacles that could prevent or hinder delivery. • I take on challenging tasks to help to improve the service continuously and support my colleagues. • I support the efficient use of resources to create the most value and to deliver the right impact.
Analysing Critically	<ul style="list-style-type: none"> • I recognise the need to think critically about issues and challenge my assumptions, ensuring I find information and data that can help me make better decisions. • I absorb and interpret information accurately and in an appropriate timeframe, separating what is relevant and not relevant.

	<ul style="list-style-type: none"> • I solve problems proactively by understanding the reasons behind them, using learning from evidence and from my experiences to take action. • I apply professional knowledge and decision-making frameworks, in addition to drawing on my personal experience and judgement, to make better decisions. • I recognise where there may be gaps and inconsistencies in data and information and think about the potential implications of this. • I keep clear and accurate records of information and data to support evidence-based decision making.
Innovative and Open Minded	<ul style="list-style-type: none"> • I seek to learn from new ideas and experiences, including the diverse experiences of others. • I share suggestions with colleagues, speaking up to help improve existing working methods and practices. • I reflect on my experience of different situations and act on the learning this provides • I show that I am open to new ideas and ways of working. • I adapt flexibly to change as the need arises, encouraging others to do the same.

Values	
Courage	<ul style="list-style-type: none"> • Do the right thing, even when it feels difficult • Act as a role model to encourage professional and ethical behaviour in others • Challenge behaviours, language and attitudes that undermine our profession and support others to do the same • Stand up against discrimination, prejudice and hate in all its forms • Engage in difficult conversations when we hear or see unprofessional behaviour • Address incidents of unprofessional conduct and take appropriate action • Are open and responsive to scrutiny and challenge • Are honest and truthful, giving accurate representations of our actions and records
Respect and Empathy	<ul style="list-style-type: none"> • Treat everyone with dignity and respect, even in challenging circumstances • Give people equal opportunity to share their views and take these into account • Recognise and manage our biases to ensure we make fair and objective decisions • Take action to understand and appreciate other people's experiences, values and beliefs and how they differ from our own • Promote equality and celebrate difference • Respond fairly, impartially and with sensitivity to people's needs
Public Service	<ul style="list-style-type: none"> • Act in the interest of the public, first and foremost • Are open and honest about our knowledge and experience with those we serve, even when it can be uncomfortable • Act in ways that give others the confidence to share experiences and ideas that can improve outcomes for the public • Seek to understand and address the needs and concerns of all our different communities

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| | <ul style="list-style-type: none">• Seek constructive feedback from a wide variety of people, avoiding being defensive• Reflect on and understand our own strengths and areas for development and take responsibility for our own learning to address gaps and improve our service to the public |
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Further detailed information on the CVF can be located by clicking on the following link:

<https://www.college.police.uk/career-learning/career-development/competency-and-values-framework-cvf>