Hartlepool
Borough Council

JOB DESCRIPTION

PUBLIC HEALTH AND ADULTS

JOB TITLE: Caseworker

DIVISION Changing Futures

GRADE: Band 9

RESPONSIBLE TO: Team Leader

POST REFERENCE: 108386

Purpose of Post

This post will be the caseworker for individuals being supported by the changing futures programme

As part of the team the post holder will assess, plan, implement and evaluate long term planned care for individuals with multiple complex and unmet needs. Caseworkers will have responsibility for caseload management of individuals who have experienced and for delivering evidenced based interventions.

The key responsibility of the caseworker is to:

Locate and engage participants: Caseworkers spend significant time identifying and engaging participants who may be disconnected from services.
Coordinate support: They ensure that support is well-coordinated among various services, often acting as a single point of contact.
Liaising and advocating: Caseworkers advocate on behalf of participants with other services, ensuring their needs are met despite systemic barriers.
Provide direct support: This includes practical and emotional support, often tailored to individual needs and circumstances.
Build relationships with staff in other agencies: to help progress things for participants.

The Changing Futures caseworker is characterised by person-centred, flexible, and a trauma-informed approach. The caseworker is crucial for supporting individuals with multiple disadvantages model to ensure its sustainability and effectiveness.

Key Relationships

To develop and maintain links with –

- Child & Adult Social Care Teams

- Public Health Teams
- Substance Misuse service
- Domestic abuse services
- Lived Experience
- Housing Teams
- Voluntary and Community Providers
- Primary and secondary health care providers
- Any Other Partner Agencies

Main Duties

- To manage a small caseload of individuals and to support them to access services to meet their holistic needs to increase their motivation to make changes;

- Undertake assessment of individuals entering the service through various referral sources with continual assessment to act upon risk of danger, harm and abuse

- Carry out risk assessments and be responsible for the development and implementation and effective review of individual recovery plans

- Co-ordinate a holistic package of care to individuals which meets their needs and includes diversionary activities and employment, training and education;

- Lead team around meetings with partners to ensure that all needs are being addressed;

- To work closely and in partnership with the multi-disciplinary team from across the partnership and external partners and contribute to plans as appropriate

- Provide a range of one-to-one evidenced based interventions including psychosocial interventions to support recovery;

- Promote choice, well-being and the protection of all individuals;

- Enable individuals to find out about, access and use available services through obtaining relevant information, encouraging the individual to use services an facilitate and support as they use them;

- Liaise with primary and secondary health care services specifically to support individuals during any referrals to GP's and secondary care services

- Record case information in line with council policy and maintain confidentiality in line with the Councils policy and appropriate legislation

- Adhere to Safeguarding of Children and Young people and Vulnerable Adults policies and procedures, sharing the Council's commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults.

- Any other duties as required by the Service Manager.

Changes

Over time Council services change and develop. This can impact upon the main duties and responsibilities of the role, and subsequently the post holder, who will be required to adapt. Any changes will be appropriate to the grading of the post and will be made in discussion with the post holder.

Date: 11/09/2026

HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.