



ADUR & WORTHING COUNCILS

Job Description & Person Specification

Authority	ADC / WBC
Directorate	Housing and Communities
Post Title	Proactive Case Worker
Post Number	44541
Accountable to	Natalie Mayes
Key leadership relationships	<p>Internal: Members of the Council, Chief Officers and all other appropriate Council officers and managers</p> <p>External: Members and Officers of other bodies, specialist agencies, media, contractors and consultants, partner agencies across the public, private and voluntary sectors.</p>
Work style	This role falls within the Blended Working Policy
Last updated	28.08.2025

Job Description - Principal purpose of job (role summary)

Our Proactive programme is focused on identifying people that may need support and proactively enabling them to access the right help when they need it, with a specific focus on preventing homelessness, enabling people to sustain their tenancies and helping people to move on and resettlement.

As a Proactive Case Worker you will support this Council mission, by working with and providing information, support, advocacy, and signposting to identified residents. You will provide person centered approaches, which are focused on helping and enabling people to better manage their circumstances, access the right help, navigate internal council services and access other external and specialist services- all of which is aimed at addressing housing outcomes for people.

You will work with our data lead to help identify cohorts of people to work with and capture the best data and evidence to inform outcomes and learning for this approach. You will also accept referrals to the service from internal teams.

Working across the Communities Directorate, your role will be to liaise with and between four key teams: Housing, Community Capacity and Resilience, Revenues and Benefits, and Customer Services. You will work closely with these teams to address any issues on behalf of residents, sharing learning with team members.

The role will be both office and community based, so that we support residents in a way that works for them, breaking down any barriers they might face in accessing support and assistance.

Your manager will empower you to apply our principles - resilience, adaptability and participation - to your working practices.

Expectations of post holder

Willingness to embrace change and ability to adapt to new ways of working
Enthusiasm for working across teams in collaboration and partnership in order to help deliver Our Plan
Act with honesty and openness, and be brave enough to contribute your ideas and get involved
Bring your passion for delivering a high quality service for our residents to your role
Engage proactively in your performance and development conversations, and embrace opportunities to learn and grow
<p>Live how we work with each other and our customers:</p> <ul style="list-style-type: none"> • We listen • We say what we think & do what we say • We are inclusive & kind • We are ambitious • We think & act beyond ourselves and our service • We are a team
Promote the service and Councils positively at all times

Role specific Duties and responsibilities
Engage and build trusting relationships with residents from a strength based perspective that is non judgemental and is compassionate.
Work together as a team and ensure effective collaboration and cover for each other
Build effective relationships with internal and external stakeholders including elected members, council officers and the community and voluntary sector.
Develop good relationships with key internal council services, including: Housing, Revenues and Benefits, Customer Services, Community Capacity and Resilience (including community safety services, One Stop). Ensure that there is effective working with all of these teams to support and enable residents to access the help and support they require.
Develop good knowledge about policy and legislation relating to housing and homelessness, Revenues and Benefits, and Customer Services, to support and enable people and the ability to share and disseminate this knowledge when working with teams
Receive referrals and manage a resident case load, with clearly articulated intervention plans, that are time bound and designed to focus on the housing outcomes in order to increase resilience and independence.
Keep comprehensive written records of your work with residents and be able to evidence measurable outcomes and impacts that feed into insights and data.
Work closely with the Data Lead to help influence the cohorts of groups that are selected and to ensure that best data and evidence is captured for the purposes of recording impact and outcome measures.
Undertake all duties in accordance with Council policies, the Code of Conduct for Officers, and in particular policies relating to Customer Care and Equal Opportunities
Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies

As the post holder, you will be required to undertake such other duties as may be required within your grade and competence, and therefore the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Adur & Worthing Councils recognise the need to ensure the welfare of children and vulnerable adults when they come into contact with services provided by the Councils. Employees, volunteers and Elected Members have regular contact with the general public during the course of their work and are in a position to observe signs which might indicate that a person is at risk of harm and abuse. If signs, which cause concern, are observed, all employees (temporary and permanent), volunteers and Elected Members have a duty to report allegations, disclosures and suspicions of abuse or neglect in line with the Councils' [Safeguarding Policy](#).

Person Specification:

The core skills and competencies below are taken from our organisational [Skills and Competencies Framework v1.0](#) and are an indication of the expectations we have of our employees. The full document will be shared with you as part of the onboarding process.

Participative	<p>Build strong relationships with people inside and outside your team and organisation to make a difference to improved outcomes for the local area</p> <p>Engage in clear and positive written and verbal communication to help people understand what you want to achieve and how they can help</p> <p>Value the unique strengths of people from different backgrounds to promote a culture of inclusion, equality and diversity</p> <p>More detail can be found in the Participation Skills & Competencies.</p>
Adaptive	<p>Adopt an active interest in learning and development opportunities that will enable you to strengthen and broaden your skills</p> <p>Experiment with new ways of working to help continuously improve how we deliver outcomes (including through the use of digital tools and platforms)</p> <p>Anticipate new challenges & opportunities to be able to adapt to change around you</p>
Resilient	<p>Embrace a consistently positive attitude and effectively prioritise workload to support your own wellbeing</p> <p>Cultivate a supportive environment with colleagues so people feel part of a team that looks out for each other</p> <p>Prioritise the use of resources that helps us be financially and environmentally sustainable</p>
Leadership	<p>Be open to coaching approaches to support others in finding solutions to problems</p> <p>Role model the principles above to inspire others to demonstrate positive behaviours</p> <p>Develop an understanding of the political processes that guide our organisation and show commitment to the safeguarding of others</p>

	Essential	Desirable
Qualifications	Level 4 qualification in a relatable field of work or significant experience in working in a relevant field of work.	
Knowledge	Demonstrate an understanding of the difficulties and complexities that can impact upon individuals and families.	<p>An ability to work with time bound intervention plans.</p> <p>Welfare benefits knowledge</p>

Experience	<p>An ability to develop trust based relationships, work with strengths and empower individuals to access support.</p> <p>Experience of delivering interventions and support to individuals, families or households who face barriers in accessing support.</p>	Experience of having worked in a public sector service.
Communication	<p>Highly developed communication skills, able to talk with a wide variety of individuals, communities and organisations.</p> <p>High levels of integrity and an ability to positively influence others.</p>	
Relationship Building	<p>Personal resilience, tenacity and a solution focussed approach to working with residents, partners and the wider stakeholder network.</p> <p>Supportive whilst able to maintain professional boundaries</p>	
Analytical	An ability to navigate complex circumstances, make autonomous decisions and be highly accountable for subsequent outcomes.	Demonstrate and understand the importance of evidenced based, data informed approaches that positively impact people's lives.
Planning/ Organising	<p>Have exceptional organisational skills, and the ability to translate residents' needs into time bound intervention plans.</p> <p>An ability to plan and prioritise your workload, and demonstrate being able to understand where risk and or safeguarding needs to be</p>	
Other requirements	<p>Valuing kindness and compassion in the workplace</p> <p>Acceptance of political restriction</p> <p>Able to travel within the Adur and Worthing Districts</p>	

Job description & Person Specification agreed by:

Post holder (Print name):	
Signature:	
Date:	