



ROLE PROFILE

Complex Needs Case Worker

CHANGES Team

Organisational Expectations

As part of our team, you're expected to deliver excellent service, follow best practices, and live our values. You're encouraged to share ideas, seek improvements, and treat feedback as a chance to grow, including completing any training needed for your role.

Everyone plays a part in promoting equality, diversity, and inclusion. As a proudly anti-racist organisation, we expect you to actively support this work.

You're responsible for your own health and safety and that of your colleagues, in line with our Health & Safety policies.

You must also follow all organisational policies and procedures, meet legal and regulatory requirements (including those from CQC, Ofsted, and others where relevant), handle personal data in line with GDPR, support team and organisational KPIs, and take ownership of your learning and development.

Job Purpose

As a Case Worker, you will provide a flexible, appropriate, and responsive therapeutic support for women and men with complex needs, including those affected by personality disorder and trauma who have committed an offence or at risk of offending within the Kirklees area.

You will work with clients to support their mental health recovery journey, reduce offending behaviour, promote independence, and encourage personal responsibility.

The role also requires developing and maintaining positive working relationships with statutory and voluntary services across Kirklees ensuring a coordinated, interagency approach to supporting clients.

Reports To?	Senior Case Worker
Responsible for?	☒
Budget Holder?	☒
Driving Required?	☒
DBS Required?	☒
Hybrid working?	☒

KEY RESPONSIBILITIES

- Provide intensive, assertive outreach support to a caseload of clients, delivering therapeutic group courses aimed at helping them maintain and improve their quality of life and to reduce offending and risky behaviours.
- Develop, facilitate and deliver regular group courses, maximising client attendance at these.
- Deliver as required consultation and personality disorder awareness workshops across the Kirklees area.
- Apply a psychological formulation approach to working with individuals with Personality Disorder.
- Assess and manage various levels of risk, working closely with clients to develop risk plans that promote recovery and responsibility through therapeutic risk taking, while adhering to organisational policies and procedures relating to safeguarding, risk management, and personal safety.
- Ensure that client records and other information systems are completed accurately and within agreed timescales.
- Ensure that support undertaken is meaningful, respectful, promotes self-determination and is in line with the individual support plan.
- Contribute to achieving individual and team targets to continuously improve the service, collaborating with colleagues to meet service objectives, maintain quality standards, and ensure compliance with CQC regulations.
- Actively contribute to a supportive and collaborative team, maintaining effective communication, and attending team meetings, training, away days, and other relevant activities during the day as directed by management.

Please note this role description outlines your general duties and responsibilities. While it provides a good idea of what is expected, it is not exhaustive and your role is likely to evolve over time. We value flexibility, so we may ask you to take on additional reasonable tasks.

This document is not a contractual agreement and may be reviewed and updated at any time at our sole discretion.

Date last reviewed: October 2026

PERSON SPECIFICATION

The list below highlights the key skills and qualities needed to succeed in this role. These will be considered during the recruitment process and we encourage you to demonstrate how your experience and strengths match these criteria.

While we understand you may not meet all of the 'desirable' criteria, we value potential and a commitment to learning. Any areas for development can be supported as part of your continued growth.

Essential: ★ Desirable: ☑

Approach and Values	
Demonstrate a good understanding of and active commitment to diversity, inclusion and anti-racism.	★
Ability to build and maintain positive relationships while maintaining professional boundaries.	★
Demonstrate a commitment to supporting clients to take an active role in shaping the services they receive.	★
Knowledge and Skills	
Good verbal and written communication skills, with a strong focus on accuracy, attention to detail.	★
Use of Microsoft Office applications and other information systems.	★
Able to self-manage, effectively plan and prioritise tasks and consistently deliver results.	★
Able to effectively communicate in various ways to different stakeholders e.g. social media	★
Creative, flexible and imaginative approach to working with people with mental health support needs.	★
Knowledge of mental health issues and relevant interventions.	★
Ability to assess and manage risk within a therapeutic framework	★

Motivated to learn and develop understanding of personality disorder, to develop self and others to work more positively with the client group	★
Hold a valid UK driving licence (or one permitting driving in the UK) and access to a vehicle for work purposes.	★
Language skills (e.g., Urdu, BSL, etc.).	☑
Experience	
Experience of using assessment tools and developing support plans and risk assessments	★
Experience of mental health either as service user, carer, worker or volunteer	★
Experience of supporting clients using skill-based therapy. (Dialectical behaviour therapy, Cognitive behavioural therapy)	★
Experience of working with groups in a therapeutic setting	☑