



Job description			
Job title	Caseworker – Changing Futures		
Grade	Pay Band L		
Directorate	Resources and Partnerships		
Service/team	Crime and Communities		
Accountable to	Service Manager – Crime and Communities Community Cohesion and Changing Futures		
Responsible for	N/A		
JE Reference	A5505	Date Reviewed	14.07.26

Purpose of the Job

You will work directly with adults experiencing multiple disadvantage, providing flexible, person-centred and trauma-informed support that is shaped around what matters most to the individual.

You will build trusted relationships, supporting people to achieve their goals based on what a good life looks like for them, and work creatively across systems to remove barriers to specialist support..

You will also contribute to the learning and development of Knowsley's Changing Futures programme by sharing insight from practice to help improve services and influence system change.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. Manage a defined caseload of individuals experiencing multiple disadvantage, providing intensive, flexible and person-centred support.
2. Build trusting, consistent relationships with individuals, taking time to understand what matters to them and supporting them at their own pace.
3. Work collaboratively with individuals to identify goals and priorities, co-producing support plans that reflect their strengths, needs and aspirations.



4. Provide trauma-informed support, recognising the impact of trauma and ensuring approaches promote safety, trust, choice and empowerment.
5. Take a flexible and creative approach to support, adapting interventions to meet individual needs rather than relying solely on standard service pathways.
6. Advocate on behalf of individuals to improve access to services and remove barriers across systems including housing, health, substance use and criminal justice.
7. Work in partnership with a wide range of services and professionals, contributing to coordinated, multi-agency support around the individual
8. Support individuals to engage with services and opportunities, building confidence, independence and resilience.
9. Undertake assessments, risk management and safety planning, enabling positive risk-taking while maintaining appropriate safeguards.
10. Maintain accurate, timely case records and information, contributing to effective case management and programme monitoring.
11. Contribute to a culture of learning and improvement, sharing insight from practice, challenges and successes to support service and system development.
12. Involve and amplify the voice of people with lived experience, ensuring their perspectives shape delivery and improvements.
13. Participate in reflective practice, supervision and team development, supporting continuous improvement in your own practice and within the team.
14. Work flexibly across locations and times, including outreach and community-based settings to meet individual needs.
15. Work in line with safeguarding, data protection and organisational policies, ensuring safe and ethical practice at all times.

As part of your role with the Council, you share a collective responsibility to support and champion children and young people who are cared for by the Council and young people who are care experienced. Children and young people tell us that including this in all job descriptions “is good” because they want all Council employees to understand how important it is to “treat children in care and care experienced young people as they would their own”. We ask that you do this with the same commitment, care and ambition that any parent would, regardless of your job role or service area. Children and young people tell us that they want all Council employees to be “genuine”, helping to create a



supportive environment, remaining alert to any worries and concerns, and ensuring that safeguarding is promoted and responded to appropriately.

Knowsley Better Together – Staff Qualities



Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.