

NEWCASTLE-UNDER-LYME BOROUGH COUNCIL

JOB DESCRIPTION

Job Title:	Safe Recovery Officer	Grade:	8
Directorate:	Regulatory Services	Service:	Housing and Vulnerability
Post No:	TBC	Date of Issue:	August 2026
Responsible to:	Vulnerability and Safeguarding Lead		

Main Purpose of Job:

The role will take a holistic approach around the prevention and early intervention agenda for individuals presenting with complex needs. This is to ensure that appropriate support and timely responses are provided to individuals with complex needs before relevant enforcement action is considered and will also provide support and reassurance to our communities.

The role will work closely with other commissioned services for those with complex needs and partners to provide a coordinated and personalised response to individual's in order to address their immediate needs including accommodation, finance, personal health and wellbeing.

The role will work closely with the Vulnerability Hub.

Main Tasks/Duties/Responsibilities

1. To engage, establish and maintain contact with individuals identified through the vulnerability hub, through one to one engagement by way of face to face delivery, telephone support and in community settings, in order to develop ongoing personalised support plans and respond to changing personal needs and circumstances.
2. To provide support to customers who have issues with substance misuse, debt, mental health, domestic abuse, social isolation and hoarding with the aim of engaging them for support with specialist support services in order to address their needs and achieve sustainable outcomes.
3. To support and encourage customers through appropriate techniques and mechanisms in order that they take responsibility for and engage in actions to address their own needs such as substance misuse, debt, housing and hoarding, mental health, domestic abuse and other needs as appropriate through their bespoke support plan.
4. To work collaboratively with local partners to find alternative and innovative solutions for customers who present to services for support and assistance, to create personal resilience.
5. To administer personalised budgets, making flexible use of available funds and other tools and resources available to support customers in achieving successful outcomes.
6. To provide advice, options and assistance to customers, including liaison, negotiation and advocacy with other services and partners, as appropriate in order to meet individual's needs.

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7. To provide advice and information on housing options and work with Newcastle Housing Advice where individuals are at risk of homelessness due to their complex needs.

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8. To work closely with partners to co-ordinate and ensure that the relevant services are engaged with those individuals/families with the complex needs and ensure they can access available services, this may be through one to one work or attendance at partnership meetings including the Vulnerability Hub.
9. To maintain case file records in good order, ensure database records are accurate & up to date, and prepare & provide required casework monitoring and management information as required.
10. To ensure completion of all necessary performance and monitoring returns as required working closely with the Vulnerability and Safeguarding Lead.
11. To contribute to the preparation of any reports, statistical returns or analysis required by the Council.
12. Support the Vulnerability and Safeguarding Lead to review any relevant strategies, policies, procedures and protocols that may be required for service delivery and to ensure in line with Council procedures.
13. Such other duties as are consistent with the objectives of the post and as may be required from time to time by the Vulnerability and Safeguarding Lead.

Occasional Tasks/Duties/Responsibilities

1. To represent the Council at any internal or external agency or stakeholder meetings to enable the delivery of services to those in the Borough with the most Complex needs.
2. To attend any relevant training or sharing of good practice events that will support the delivery of services to the Borough's individuals/families with the most complex needs.

General

1. To be aware of and comply with current Health and Safety Regulations and the Borough Council's Health and Safety policy and procedures as they relate to the duties and responsibilities of the post.
2. To be proactive in personal and professional development, updating knowledge and skills by appropriate means as agreed annually through the Council's Performance Appraisal Scheme.
3. To maintain awareness of risks and incorporate these into the formal risk management process and also to control the risks inherent in your job and report any risk concerns to your manager.
4. To produce any performance information required in a reliable, timely and accurate way, in accordance with the Council's Data Quality Policy.
5. To be aware of and adhere to the Council's Equal Opportunities Policy.

6. To undertake any other duties as may be reasonably allocated to the postholder commensurate with the grading and responsibilities of the post. (Where necessary, reasonable adjustments will be made in accordance with the Equality Act).
7. To be familiar with the obligations and requirements of the Council's information security and data protection policies and procedures as they apply to the post, ensuring that confidential and sensitive data used by the post holder is held securely and personal data is obtained, processed and disclosed only in accordance with the principles and requirements of the Data Protection Acts.
8. To be aware of and adhere to the Council's Safeguarding Children and Adults at Risk of Abuse and Neglect Policy.

This job description is not exhaustive providing an indication only of the scope and length of the main duties and responsibilities to be undertaken by the postholder and may be subject to amendment or alteration. It may be changed from time to time to meet changing circumstances and does not form part of your contract of employment

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