

Staff Role Profile: High Intensity User - Lead Caseworker

Job Level	3	Job reference No.	
		Role review	2025
Directorate	UK Operations	Service/Function	Health & Care (HIU)
Reports to	HIU Senior Service Lead	Location	Kensington and Chelseas borough Home & Community Based (requires spending time traveling and working within the community)

Scale and scope of role

Direct reports	0	Indirect reports	0
Budgetary responsibility / accountability	N/A	Accountability for other resources	N/A
Reach and impact	<p>The HIU Lead Caseworker will be embedded within the Kensington & Chelsea borough clinical teams, including MHCAS, Psychiatric Liaison, and CMHT. They will receive live referrals directly from these services and provide community-based casework to individuals identified as High Intensity Users (HIUs) of unscheduled care.</p> <p>The role focuses on reducing avoidable Emergency Department (ED) attendances and admissions by offering trauma-informed, practical, and emotional support. The HIU Lead will work closely with statutory and voluntary sector partners to help service users access appropriate services, reconnect with their communities, and develop a sense of purpose and identity. In doing so, the HIU Lead will contribute to improved outcomes for service users, the wider community, and the health and social care system.</p>		

Context

We help anyone, anywhere in the UK and around the world, get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives.

We are part of the global Red Cross and Red Crescent humanitarian network.

1

Our values and principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Purpose of the role

The HIU Lead Caseworker will work with High Intensity Users (HIUs) of unscheduled care services, primarily Emergency Departments (A&E), but also including Ambulance Services, GPs, and Police. The role focuses on addressing unmet social needs that often present as medical or mental health episodes in emergency settings.

Embedded within the Kensington & Chelsea borough clinical teams — including MHCAS, Psychiatric Liaison, and CMHT — the post holder will receive live referrals and deliver community-based casework. The aim is to reduce avoidable emergency attendances and admissions by supporting individuals to stabilise their circumstances and engage with appropriate services.

Through direct contact with clinical teams and stakeholders, the post holder will provide short-term practical help, positive encouragement, and emotional support tailored to individual needs. They will work collaboratively with statutory and voluntary sector partners to build effective relationships and strengthen local networks, contributing to sustainable community-based solutions.

Main responsibilities

Service delivery

- Develop and maintain effective working relationships with clinical and community-based partnership agencies, including MHCAS, Psychiatric Liaison, CMHT, and local voluntary services.
- Receive and respond to live referrals from clinical teams, ensuring timely and appropriate engagement with identified HIUs.
- Deliver trauma-informed, community-based casework to support HIUs in stabilising their circumstances and reducing reliance on unscheduled care.

- To engage face-to-face with identified service users to identify specific needs and appropriate interventions, supporting the HIU lead with rolling caseload and the prevention of HIU escalation of emerging users of unscheduled care
- Help identified people reduce and maintain a reduction in use of unscheduled care through initiatives to facilitate and support that aligns to their needs, aspirations and concerns
- Support people to attend a local community service suitable to their needs, help identify other activities in the area and go with them as necessary to help build confidence
- Maintain contact with service users to monitor progress against goals and phase out contact as loneliness and social isolation is alleviated and use of unscheduled care reduces
- Provide high quality information, signposting and promotion to a wide range of services
- Ensure excellent record keeping and maintain clear, accurate documentation across all aspects of the role
- Promote the HIU service effectively across clinical and community settings

Quality and performance

- Ensure that the service is efficient, reliable and delivered consistently with national and local guidelines, using the Quality Standards Framework as a basis for assessment
- Share learning to ensure service development
- Ensure that the impact of our service for service users is recorded through appropriate records, complete reports and paperwork as required
- To regularly update and maintain systems and records for monitoring, reviewing and evaluating the service provision by using questionnaires and other modes of feedback utilised by service users and partner agencies
- To ensure the service receives adequate publicity and is fully represented to those in the statutory and voluntary agencies that may use the service
- Undertake risk assessments when necessary on the service user, environment and volunteers. To alert the HIU Service Lead of any concerns over referrals

Team Leader

- All team members understand their responsibilities and objectives
- All resources involving staff managed in accordance with BRC policies and procedures
- All staff and volunteers are kept informed of relevant organisational plans and updates on development
- Team ideas and comments are communicated and forwarded appropriately.

Team Member

- Actively participates in all team meetings
- Supports other team members
- Work and behaves in accordance with all BRC policies and procedures

- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamic).

Pre-engagement checks Criminal Records

Type of criminal record checks required for this role

England and Wales - Disclosure and Barring Service Check (DBS)
> Enhanced - Adult Workforce
Scotland
> Protecting Vulnerable Groups (PVG) – Adult
Northern Ireland
> Access NI - Enhanced check

Drivers Checks

> Required - No

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis in the UK. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone, regardless of, age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic-self to the Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Person Specification

		Requirement	Evidenced obtained through Shortlisting (S) Interview (I) or Assessment (A)
Knowledge and Skills	Essential	> Excellent interpersonal and communication skills	I
		> Good telephone manner	A
		> Ability to work as part of a team and on own initiative	I
		> Able to plan own workload	I/A
		> Ability to communicate with health and social care professionals	I
		> Educated to GCSE level (or equivalent by experience)	S
		> IT literate	A
		> Knowledge of people management	I
		> Understanding of how to improve service quality for the benefit of users	I
		> Knowledge of the local area served by the scheme	I
Experience	Desirable	> Ability to deal with queries in a diplomatic, professional and confidential manner	I
		> Knowledge of how communities work	I
		> Innovative and creative thinking	I
	Essential	> Knowledge of services provided by the NHS and Social Care	S/I
		> Experience of delivering high quality services to the public	S
		> Experience of finding information through the internet and other sources	I/A
		> Experience of working with people with complex needs	I
	Desirable	> Experience of working in a person-centred way	I
		> Participation in a multi-disciplinary team environment	I
		> Experience of working in the voluntary sector	I

Behaviours	<p>FOCUSSING ON PEOPLE IN CRISIS – actively addresses the needs of people in crisis</p> <p>> Finds ways to define and continually improve services for people in crisis</p> <p>WORKING COLLABORATIVELY – pro-actively works across boundaries and hierarchies</p> <p>> Pro-actively works across boundaries to raise or solve issues</p> <p>> Involves others by encouraging participation in order to develop agreed solutions</p> <p>> Is able to see things from others' perspectives and to make compromises to create solutions which work for everyone</p> <p>COMMUNICATING AND INFLUENCING – tailors their approach</p> <p>> Adapts their method of communication and message to suit a specific audience</p> <p>> Uses their understanding of others to tailor and choose the approach that will have the greatest impact</p> <p>> Demonstrates strong professional boundaries and a confident, respectful approach when working with individuals experiencing complex mental health and social challenges.</p> <p>SOLUTION FOCUSSED – sees multiple connections</p> <p>> Anticipates obstacles, thinks ahead about next steps and contingencies</p> <p>> Uses a range of methods to identify solutions and make decisions, involving others where appropriate</p>		
Additional requirements	Essential	- Ensures inclusive practice and promotes diversity - Due to the specific requirements of this role, there is a need to visit various locations, some of which are remote with no access to public transport, therefore you must have access to a vehicle which you are willing and able to use in conjunction with your duties, or be eligible for transportation via the Access to Work Scheme'	
	Desirable		

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act) who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.