



Case Consultant

Job description and person specification

January 2026.



Job description – Case Consultant

Reporting to the Regional Head of Housing.

People responsibility:

- Direct reports = **2**
- Indirect reports = **0**
- Total employees = **2**

Based across all 4 regions (your nearest local office) with Hybrid working

Summary of role:

As part of the Group's wider leadership team, the Case Consultant plays an integral role developing a detailed understanding of regional neighbourhoods and communities, ensuring complexities that affect community and customer success such as ASB, Safeguarding or Domestic Abuse (as examples) are effectively tackled in a sustainable and safe manner working with wider partners of HPG.

- Delivering more for our customers
- Having the capacity to build more homes
- Being a great place to work for our colleagues
- Being a financially resilient business
- Being a key influencer in the region

The role has leadership responsibility for role modelling and embedding our valued behaviours, and supporting the wider business to develop a positive, inclusive and engaging culture:

- Own it – Make it happen
- Improve it – Move things forward
- Live it – Show understanding and compassion

Key areas of responsibility:

- Lead the Complex Case Team across the assigned region to a consistently high standard with a focus on compliance, quality and meeting the needs of our customers and communities to drive high levels of satisfaction and community cohesion.
- Work directly with wider regional teams on specific customer cases that require a more comprehensive level of support and/or resolution to enable customers to live independently and securely within their community.
- Build strong and influential relationships with partner organisations within the region and coordinate where required between partner organisations (such as the NHS, Social Care, Local Authorities and Police etc) to support complex case resolution for HPG customers.
- Either through your own team or directly, provide specialist support to regional teams where customers have complex needs (beyond those of a normal case) across areas of safeguarding, anti social behaviour, domestic abuse, drugs and alcohol, cuckooing and other significant issues that may affect customer safety, wellbeing community integration / cohesion and tenancy sustainment.

- Anti social behaviour – Deliver focussed support to effectively managing/resolve complex ASB and reducing community impact across teams.
- Domestic Abuse – Effectively support teams with individual customers or their families who are affected by or fleeing domestic abuse.
- Care leavers / young people – provide advice and guidance to teams working with young/vulnerable customers who require support to live independently.
- Safeguarding – Work directly with regional teams to effectively safeguard customers (children and adults) and where required engage partner organisations.
- Work with wider Housing teams to resolve high risk and complex tenancy management issues.
- Work proactively with regional teams to maintain and develop strong resilient communities using specialist knowledge, customer insight and community intelligence.
- Develop and deliver operational plans for broader Community Safety that support the delivery of regional objectives but remain aligned to the corporate plan.
- Undertake and drive forward service reviews and policy changes that are underpinned by Value For Money and principles of excellent service. This will involve challenging sector norms and taking a fresh look at traditional services.
- Support the business by providing technical knowledge and expertise as required and coach wider colleagues across the region on challenging cases.
- Ensure that customer input and feedback is sought through appropriate methods and shapes the services offered maintaining a key link between customer insight, data and service delivery.
- Ensure Community Safety complies with the organisations internal audit requirements and that audit outcomes have appropriate and timely remedial action completion.
- Undertake a proactive approach to complaints management directly and support wider colleagues with resolution around complex cases, capturing key learning for continuous improvement.
- Take a highly collaborative approach to a regional working style, building key relationships with the whole regional leadership team to foster a high performing team culture for both staff and customers.
- Lead meetings with your team and contribute to wider regional team meetings to discuss key topics, performance or partnerships, promote success and ensure plans are being delivered and actioned across complex case topics.
- Work effectively with individual team members to ensure they have clear direction, appropriate objectives and are supported to achieve their targets through development, coaching and performance management (including all training requirements required to carry out their duties) internally and against professional standards.
- Act as a champion for building inclusive services and champion the requirements of vulnerable customers across the region through insight, engagement and data.

Additional responsibilities:

- **Financial responsibility:**
 - Responsible for managing and controlling identified expenditure within agreed budgets.
 - Applying best practice working where required with Head of Service and Finance Business Partner.
 - Robust Contract management.
- **Health and Safety:**

In order to maintain a safe working environment, keep yourself and others safe, maintain a positive safety culture and help your Line Manager and Safety Representative achieve our Health & Safety aims and objectives, you will be conversant with the Current Health And Safety Policy on the Intranet in particular the Statement of Intent and section 5.6 and 5.7 of the Policy “Health & Safety Responsibilities”.

- Responsible for ensuring that all of the Group’s Health and Safety policies and procedures are fully implemented and adhered to
- Maintain professional standards across health and safety, appropriate law, legislation, environmental policy and the Consumer Standards.
- Monitor emerging health, safety, legal, legislative or regulatory change that may affect your service

➤ **Data Protection:**

- To follow the Data Protection principles in all work activity
- To attend any training specific to the role regarding GDPR

➤ **Customer Service:**

- Foster ownership of complaints management and resolution individually and across the team.

➤ **Safeguarding:**

- Actively promote a culture of embracing safeguarding observations (aligned to children, young people and vulnerable adults) supporting wider teams to engage with customers who need immediate support and/or interventions.

Additional responsibilities:

Participate in the Group’s emergency on-call rota as required, responding to service or premises-related incidents, recognising that arrangements may vary across legacy organisations and may change to meet future business needs.

Person Specification

What do I need to be successful Case Consultant

- Role model the Group’s valued behaviours; Own it, Improve it and Live it, ensuring valued behaviours are embedded in your team through effective support, recognition and performance management.
- A team working ethos with exceptional people management and team leadership skills which motivate and inspire.
- Ability to champion collaboration, break down silos and encourage a one team mentality.
- Able to communicate, support the organisation’s strategic priorities, culture and purpose.
- Support the implementation of departmental plans and ensure high quality day to day service delivery.
- Experience of measuring and monitoring effective service delivery and addressing performance concerns or issues.
- Experience of contributing to organisation-wide strategic planning
- The ability to devise or contribute to encourage new ways of working in times of transition. Be consistently positive about new ideas and learning.
- A sound understanding of the challenges facing the housing sector and the regulatory and legal frameworks we operate within. Ensure that business risks are identified, discussed and managed.

- Strong senior stakeholder management and the ability to influence and shape organisational change.
- A strong commitment to Equality, Diversity and Inclusion.
- The ability and experience to contribute to any governance or regulatory issues which the organisation may encounter.
- Ability to work at pace.
- Skilled at negotiating and influencing, with ability to apply different techniques to varying situations.
- Able to communicate complex information in a concise and accessible way to a variety of audiences.
- Knowledgeable and up to date regarding technology and digital aspects of portfolio.

Additional specialist skills and qualifications to be successful in this

- Highly experienced across (at least one of the following) – Complex housing management/tenancy sustainment, ASB, Safeguarding, DA and similar (Highly Desirable).
- Experience of working with external partners such as LA's, NHS, Police and broader community based services (highly desirable)
- Possession of, or studying for, a relevant professional qualification (Highly Desirable)
- Member or pursuing membership of an appropriate professional body is (highly desirable).
- Ability to lead complex case reviews working with regional teams, senior leaders and external partners (desirable)
- A solid knowledge of housing law, safeguarding duties, and regulatory requirements is essential to ensure decisions are legally sound, risks are managed, and residents receive safe, compliant support.(Essential)

Training and Development:

In line with our Group values 'Own it, Improve it, Live it' you will receive a role specific training plan to support you in the role of Case Consultant.

You will be required to complete continuous professional development, to further support your role and the Group.