



ADUR & WORTHING COUNCILS

Job Description & Person Specification

Authority	ADC / WBC
Directorate	Resident Services
Post Title	Complex Case & Safeguarding Lead
Post Number	TBC
Accountable to	Proactive Project Lead
Key leadership relationships	Internal: Members of the Council, Chief Officers and all other appropriate Council officers and managers External: Members and Officers of other bodies, specialist agencies, media, contractors and consultants, partner agencies across the public, private and voluntary sectors.
Work style	This role falls within the Blended Working Policy
Last updated	June 2026

Job Description - Principal purpose of job (role summary)

As the Complex Case and Safeguarding Lead, you will be responsible for providing operational & policy support to the Corporate Director for Housing and Communities and the Proactive Project Lead ensuring the Councils' statutory compliance with all associated Safeguarding statutory duties and responsibilities.

You will ensure that safeguarding practice is embedded across teams and will be the main point of contact for safeguarding queries ensuring that referrals are made in an appropriate and timely manner and recorded accurately on internal systems to enable future learning.

You will also be responsible for organising & chairing internal complex case meetings to address the needs of those who do not meet safeguarding thresholds.

Your manager will empower you to apply our principles - resilience, adaptability and participation - to your working practices.

Expectations of post holder

Willingness to embrace change and ability to adapt to new ways of working

Enthusiasm for working across teams in collaboration and partnership in order to help deliver Our Plan

Act with honesty and openness, and be brave enough to contribute your ideas and get involved

Bring your passion for delivering a high quality service for our residents to your role

Engage proactively in your performance and development conversations, and embrace opportunities to learn and grow

Live how we work with each other and our customers:

- We listen
- We say what we think & do what we say
- We are inclusive & kind
- We are ambitious
- We think & act beyond ourselves and our service
- We are a team

Promote the service and Councils positively at all times

Role specific Duties and responsibilities

Oversight and management the Council's safeguarding procedures and internal referral systems, ensuring records are accurately maintained and stored securely.

Follow up safeguarding referrals where necessary and provide feedback to staff where appropriate to support continuous learning and identify service improvements.
Keep abreast of national safeguarding legislative and policy updates to ensure compliance with the Councils' statutory safeguarding requirements.
Ensure the Council's Safeguarding policy is reviewed and when required updated information and guidance is published and accessible for all staff.
Provide specialist advice and support for the Council (Members and Staff) for Safeguarding matters
Manage the practical data collection and completion of the Section 11 (children) and Adult Safeguarding Audits including audit returns and action plans to ensure the Councils are compliant with safeguarding policy and practice.
Attend and represent the councils at external Safeguarding Liaison meetings with District and Borough Councils, WSCC and social care partners.
Develop and hold a strong relationship with Adults and Children's Safeguarding leaders and other statutory and non-statutory partners leading the resolution of complex and sensitive safeguarding issues and to manage and respectfully challenge practice, policy and outcomes, where required, to improve safeguarding outcomes for children and adults
Take full ownership of the safeguarding governance framework and regular reporting to the Corporate Leadership Team.
Organise and review safeguarding training for all staff, ensuring it meets the mandatory 3-year refresh requirement for Designated Safeguarding Officers.
Support national and local safeguarding campaigns to raise awareness in local communities and with partners.
Coordination of the weekly Complex Case meeting for customers who do not meet the safeguarding thresholds to review cases and prevent further issues.
Oversee the external website, intranet and safeguarding toolkits to ensure they are up to date.
Ensure compliance with GDPR policies and procedures and associated information sharing agreement to support the transfer of information and data between partners / agencies.
Lead officer for modern day slavery & PREVENT, ensuring compliance with statutory duties.
Undertake all duties in accordance with Council policies, the Code of Conduct for Officers, and in particular policies relating to Customer Care and Equal Opportunities
Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies

As the post holder, you will be required to undertake such other duties as may be required within your grade and competence, and therefore the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Adur & Worthing Councils recognise the need to ensure the welfare of children and vulnerable adults when they come into contact with services provided by the Councils. Employees, volunteers and Elected Members have regular contact with the general public during the course of their work and are in a position to observe signs which might indicate that a person is at risk of harm and abuse. If signs, which cause concern, are observed, all employees (temporary and permanent), volunteers and Elected Members have a duty to report allegations, disclosures and suspicions of abuse or neglect in line with the Councils' [Safeguarding Policy](#).

Person Specification:

The core skills and competencies below are taken from our organisational Skills and Competencies Framework v1.0 and are an indication of the expectations we have of our employees. The full document will be shared with you as part of the onboarding process.	
Participative	Build strong relationships with people inside and outside your team and organisation to make a difference to improved outcomes for the local area Engage in clear and positive written and verbal communication to help people understand what you want to achieve and how they can help Value the unique strengths of people from different backgrounds to promote a culture of inclusion, equality and diversity More detail can be found in the Participation Skills & Competencies.
Adaptive	Adopt an active interest in learning and development opportunities that will enable you to strengthen and broaden your skills Experiment with new ways of working to help continuously improve how we deliver outcomes (including through the use of digital tools and platforms) Anticipate new challenges & opportunities to be able to adapt to change around you
Resilient	Embrace a consistently positive attitude and effectively prioritise workload to support your own wellbeing Cultivate a supportive environment with colleagues so people feel part of a team that looks out for each other Prioritise the use of resources that helps us be financially and environmentally sustainable
Leadership	Be open to coaching approaches to support others in finding solutions to problems Role model the principles above to inspire others to demonstrate positive behaviours Develop an understanding of the political processes that guide our organisation and show commitment to the safeguarding of others

	Essential	Desirable
Qualifications	Degree or a comparable level of knowledge gained through experience, in safeguarding Enhanced DBS check	Qualification in a relevant field

Knowledge	A strong understanding of safeguarding legislation. The ability to understand and apply referral thresholds for both adults and children.	Experience of identifying and responding to risk of harm to individuals
Experience	Experience of translating government legislation, guidance and regulations into policy and practice.	
Communication	Highly developed communication skills in both written and oral form Strong interpersonal skills with the ability to lead the influencing of a range of audiences The ability to write coherent qualitative and quantitative reports Ability to produce and deliver presentations and collaborative learning events for internal and external partners	
Relationship Building	Excellent relationship building skills with internal and external partners and the ability to negotiate and challenge well A proactive leader who can inspire a collaborative approach to solving complex problems Ability to work well with people at all levels and across organisational boundaries	Experience of joint working with statutory agencies such as Social Care/ Police/ health care providers
Analytical	Ability to analyse data and produce performance reports, drawing on information from council systems and securing data and information from external partners Ability to research government legislation, policy and case law and ensure that the councils are compliant and proactive in services aligned to the same. The ability to recognise safeguarding concerns and to practice "professional curiosity" when assessing holistic situations	

Planning/ Organising	The ability to accurately maintain records, use internal referral systems, and manage data collection	Self motivated with a drive to find innovative solutions to achieving outcomes for our communities
Other requirements	Valuing kindness and compassion in the workplace Acceptance of political restriction Able to travel within the Adur and Worthing Districts	

Job description & Person Specification agreed by:

Post holder (Print name):	
Signature:	
Date:	