



Role Profile

Role Profile Part 1			
Role Title	Wellbeing Caseworker	Dept/Area	Wellbeing
Grade/Rank	SO1	Vetting Level	RV
Responsible To	Senior Wellbeing Advisor	Staff Line Managed	Nil
Reviewed by (Line Manager)	Julie Fisher, Senior Wellbeing Advisor	Date	20/05/2026
Purpose of Job	To act as an initial and continuing contact and triage point for individuals and managers seeking to access wellbeing and welfare support, providing advice and onward referral to appropriate services. Facilitating that contact and managing to successful conclusions.		
Key Accountabilities	1. To create, develop and maintain professional supportive relationships with Police officers and staff who are seeking wellbeing support, including complex and critical illness cases. 2. To manage a caseload prioritising and responding to high-risk cases and ensuring MERG (Management for Employee Risk Group) or other interventions are put in place. 3. Identify the most appropriate intervention options based on individual need, professional knowledge and outcomes. 4. Build networks with external service providers to build the provision of treatment pathways. 5. Coach and mentor individuals to empower and build their resilience to enable the individual to function independently and remain in or return to the workplace. 6. To keep accurate records of all contacts and ongoing cases in line with force policy and procedure and GDPR legislation.		



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7. To manage any safeguarding concerns relating to children or vulnerable adults connected to the individual being supported and ensure appropriate and timely referrals are made.
8. To provide appropriate advice to individuals and line managers on all aspects of wellbeing including finance, health, suspension, bereavement and mental health.
9. To work as part of the wider Occupational Health and Wellbeing team to manage cases holistically to improve retention and absence rates.
10. To advise and direct line managers in relation to risk and responsibilities.
11. To give regular and effective service (mandatory).

Note: This role profile is designed to assist post holders with understanding what is expected of them in their role. Hampshire & Isle of Wight Constabulary (HIOWC) may ask them to undertake other duties, as required, which are not necessarily specified on the role profile but which are commensurate with the grade of the post. The role profile itself may be amended from time to time within the scope and general level of responsibility attached to the post.

Additional Requirements

- To partake in regular clinical supervision.
- To maintain CPD as it relates to the business area.
- Follow GDPR guidelines and HIOWC policies in relation to accessing and handling personal data.
- All officers and staff must be aware of risk in relation to their role, please view the appropriate Health & Safety Risk Assessment for the role.
- Must hold the appropriate vetting level.
- The role holder may be required to visit other locations within Hampshire and the Isle of Wight, and therefore needs to have the ability to travel as necessary.



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There may be a requirement to work unsocial hours occasionally in order to respond to operational demands for which the appropriate recompense will be paid. Please note payment for working unsocial hours does not apply for grades at Hampshire Management Grades unless a specific requirement of the role e.g. works a shift pattern.

An initial 6 month probationary period will apply on appointment to the role.



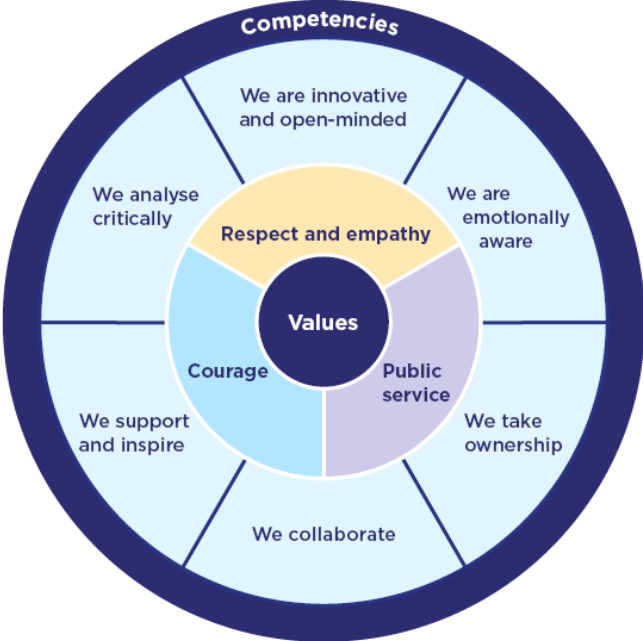
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Role Profile Part 2			
Education/Qualifications	Essential: Educated to QCF Level 3 or work experience deemed to have brought the postholder to a comparable level. National Certificate in the management of health and wellbeing at work or equivalent qualifications. Desirable: Mental Health first aid trained. TRiM (Trauma Risk Management) or Mental Health Peer Supporter.		
	Essential: Experience of working with individuals to support their mental/Physical Health. Ability to work unsupervised. Desirable: Bluelight sector working		
Last Role Evaluation	Julian Kloppenborg	Date	29/01/2025



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Role Profile Part 3

Competencies	All roles are expected to know, understand and act within the ethics and values of the Police Service.		
	We are Emotionally Aware	Level 2	
	We Take Ownership	Level 2	
	We are collaborative	Level 2	
	We Support and Inspire	Level 2	
	We Analyse Critically	Level 1	
	We are Innovative and Open Minded	Level 1	
Underpinning Values	Courage		
	Respect and Empathy		
	Public Service		
Initial Development Skills for new to role period	All staff are required to complete mandatory e-learning including annual DSE and Fire Safety plus any role-specific training required		
Continuing Professional Development	Courses and Conferences should be attended to benefit professional learning and development.		