

CASEWORK MANAGER



The Diocese of Lincoln's Safeguarding Department

have a vacancy for a Casework Manger. This is an exciting opportunity to be part of the safeguarding team of a charitable organisation that provides a service across Greater Lincolnshire with 615 churches, partner organisations (including statutory services and third sector organisations), and internal stakeholders. The preferred applicant will be a qualified Social Worker with experience of working with high risk and complex cases and be an expert at all elements of casework management, from referral systems, interventions, case recording and risk assessment. The Diocese of Lincoln subscribes to the Church of England's National Safeguarding Standards and champions safeguarding best practice.

Promoting
a safer church

The care and protection of children, young people and adults involved in Church activities is the responsibility of everyone who participates

House of Bishops
Safeguarding Policy
for children, young

A blue graphic with white and yellow text. The top part says "Promoting a safer church" in white. Below that, in a smaller font, is the quote: "The care and protection of children, young people and adults involved in Church activities is the responsibility of everyone who participates". At the bottom, it says "House of Bishops Safeguarding Policy for children, young" in yellow.

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The Diocese of Lincoln

oversees and supports hundreds of local churches, chaplaincies and projects across the historic county of Lincolnshire offering worship, growth in faith and discipleship and wide-ranging care and support to young and old in its communities.

It is probably the largest voluntary organisation in the county. Its front-line operations are supported by an expert team of specialists based in Lincoln.



The central team, employed by the Lincoln Diocesan Trust and Board of Finance (LDTBF) enjoy delightful, historic offices next to the cathedral, an energetic, friendly team, good levels of support in development, training and pastoral care, and generous, flexible working terms and conditions. Our staff know they are valued and able to flourish.



FLEXIBLE HYBRID WORKING



33 DAYS HOLIDAY INCL BANK HOLIDAYS



ON SITE PARKING



COMPETITIVE PENSION SCHEME



OCCUPATIONAL SICK PAY



EMPLOYEE ASSISTANCE PROGRAMME



SUPPORTED PROFESSIONAL DEVELOPMENT

CLOSING: MIDDAY MAY 12, 2025
INTERVIEW: FRIDAY MAY 23, 2025

OUR VALUES

The Diocese of Lincoln is the Church of England in Lincolnshire, North Lincolnshire and North East Lincolnshire. The diocese covers 2,673 square miles and has a population of 1,100,000. There are around 17,500 people on the Church Electoral Rolls. There are more than 185 clergy, 300 Authorised Lay Ministers, and 70 readers and Focal ministers serving 181 benefices with 487 parishes and 615 church buildings.

Our aim is to grow the Church, in both numbers and depth, through attention to what we see as our core tasks of faithful worship, confident discipleship and joyful service, with the vision of being a healthy, vibrant, sustainable church which leads to transformed lives and communities across greater Lincolnshire making a difference in God's world. To that end as a diocese we shall support, encourage and enable local parishes, schools and mission partnerships to fulfil, within this framework, their own unique calling to serve in mission the community in which they are set.

ENVIRONMENTAL, SOCIAL & GOVERNANCE STRATEGIES

The diocese through its churches, chaplaincies and projects is deeply committed to the flourishing of the whole population and embedded in every community across Greater Lincolnshire. Through, for example, our church schools growing children, young people and households we are committed to healthy, inclusive structures in society. The diocesan environmental policy, including a commitment to carbon net zero by 2030, informs all our work from buildings and investments to ministerial and faith training. We have a carefully implemented ethical investment policy for our historic assets. The diocese invests heavily in continuously improving the quality of our safeguarding performance.

LEARNING & DEVELOPMENT OPPORTUNITES

The LDTBF has a good record of supporting staff in their professional development. Equally, parish focused colleagues are encouraged through the College of St Hugh to develop their skills, including through degree or further degree level study, both to help their performance in role and to enhance their opportunities for career and ministry progression.

EQUALITY, DIVERSITY & INCLUSION STRATEGY

THE LDTBF CONTINUES TO WORK ON ITS PERFORMANCE IN TERMS OF EQUALITY, DIVERSITY AND INCLUSION, PARTICULARLY IN MONITORING, TRAINING AND REVIEW. THE MAJORITY OF OUR TEAM ARE WOMEN. WE ARE LOOKING TO IMPROVE THE BALANCE OF UNDERREPRESENTED GROUPS IN OUR WORKFORCE AND WELCOME APPLICATIONS FOR THE WIDEST POSSIBLE CONSTITUENCY.



[TO APPLY CLICK HERE](https://www.lincoln.anglican.org/vacancies)
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JOB DESCRIPTION

JOB TITLE:

CASEWORK MANAGER

ACCOUNTABLE TO:

DIOCESAN SAFEGUARDING OFFICER

SALARY:

£41,200 WITH COMPETITIVE PENSION SCHEME & LIFE INSURANCE OF THREE TIMES ANNUAL SALARY

CONTRACTUAL STATUS:

FULL-TIME PERMANANT

MAIN LOCATION:

EDWARD KING HOUSE, MINSTER YARD, LINCOLN LN2 1PU

HOURS OF WORK:

35 HOURS PER WEEK, MONDAY TO FRIDAY

Some evening and weekend work may be required due to the nature of the department. This will be agreed with the DSO as Line Manager.

JOB SUMMARY:

The Casework Manager will contribute toward the safeguarding vision and strategy of the Diocese of Lincoln. A distinct role of the Casework Manager is to lead on all aspects of casework within the department, from initial referral through to completion and review. The Casework Manager will also hold their own cases.

Safeguarding in the Diocese of Lincoln is underpinned by House of Bishops Practice Guidance as well as statutory legislation. Safeguarding, including casework, is overseen and supported by the Diocesan Safeguarding Officer (DSO) who maintains overall responsibility.

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KEY RELATIONSHIPS:

The successful candidate will work within a multi-disciplinary team and have operational authority. In order to best compliment the multi-disciplinary nature of the team, a background in Social Care is preferred.

Internal Partners

- Survivors/Victims
- Respondents
- Parishes
- Bishops and Archdeacons Offices
- Other worshipping communities and those using their premises.
- Other Diocesan Board of Finance departments
- Communications Officer

Governance

- Diocesan Safeguarding Advisory Panel
- Risk Management Committee

External Partners

- National Safeguarding Team
- National Diocesan Safeguarding Advisors / teams.
- Statutory agencies
- Other faith settings
- Charity Commission

Sub- Contractors of services

- Thirty-one Eight.
- Clearly Simpler Ltd

KEY DUTIES AND RESPONSIBILITIES:

Case management and support

Monitor the timely progress of all case management activities, ensuring:

- A sensitive and effective response to safeguarding concerns and/or disclosures of harm, neglect or abuse. That there is appropriate follow-through and case management actions are taken in a timely manner and that communications with those who need to know is also timely and appropriate.
- An effective safeguarding duty advice line, and email inbox, is maintained to respond to calls and enquiries in a professional and timely manner.
- Where appropriate ensure that allegations of abuse are appropriately referred to the statutory authorities ensuring the provision of appropriate advice and support to survivors and victims of abuse.
- Those who pose a risk are appropriately managed and supported in line with House of Bishop's guidance.
- Advice on all safeguarding matters is in line with the law, government guidance and national policy and guidance from the House of Bishops.
- Safeguarding Case Management Groups (SCMG) are convened as required in line with practice guidance to ensure that those responding to allegations of abuse on behalf of the diocese respond well to allegations of abuse.
- Support is in place for those who are victims of abuse and for those against whom allegations of abuse are made.
- All cases are appropriately recorded on the National Casework management System, in line with national practice guidance.

KEY DUTIES AND RESPONSIBILITIES:

- Work with members of the team to undertake such service improvement activity as may be required.
- Act as case manager where necessary for some higher risk or complex cases (allegations against clergy, or that have significant complexities or media attention will be held by the DSO).
- Act as first point of contact for positive resolution of any concerns arising with the management of any cases.

Quality assurance

- Implementing and encouraging best practice and establish effective quality assurance systems for case management, the assessment of risk, and the implementation and management of safety plans.
- Quality assure advice to senior staff and pro-active support to parishes on all safeguarding matters.
- Identify appropriate cases for lessons learnt reviews and identify good practice.
- The post holder may be required to undertake any other duties commensurate with the role.

CONTINUED PROFESSIONAL DEVELOPMENT:

The Lincoln Diocese recognises that investing in our employees' skills and knowledge is essential for our long-term success. We provide resources and support for CPD activities, and we encourage our employees to actively participate in CPD activities to enhance their skills, expand their knowledge, and contribute more effectively to the organisation's goals.

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GENERAL RESPONSIBILITIES:

- This job description details responsibilities but is not necessarily a comprehensive definition of the post, nor is it prescriptive and does not direct any particular priorities or amount of time to be spent carrying out the duties.
- The post holder will be aware of and comply with all standards, policies and procedures set by the diocese including, but not limited to, those governing child protection, health and safety, GDPR, confidentiality and equal opportunities and diocesan financial procedures.

The post holder may be required to:

- Undertake other duties and responsibilities commensurate with the level and scope of the post.
- Work outside normal office hours including occasional weekend working, subject to time off in lieu.

The post holder is required to:

- Support the ethos, aims and objectives of Christianity, the Church of England and the diocese.
- Keep up to date with developments in their area of work.
- Participate in performance management and appraisal.
- Engage in training and continuous professional development activities.
- To work in a confidential and sensitive manner at all times.
- To maintain good relationships with immediate colleagues, other staff, volunteers and external contacts.
- To fully participate in the appraisal process.
- This job description may be subject to amendment, to meet the changing needs of the diocese, following appropriate consultation.

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PERSON SPECIFICATION

QUALIFICATIONS:

- A relevant degree or equivalent qualifications/experience (e)
- Relevant professional qualifications or equivalent (for example, social care or criminal justice), with current professional registration where applicable. (e)

KNOWLEDGE:

- In-depth knowledge of the statutory framework in relation to safeguarding children and adults. (e)
- Knowledge of the Church of England, its structures and processes (d)

EXPERIENCE:

- Strong ability to use online systems and processes; proficient with IT, particularly Microsoft. (e)
- Extensive experience of safeguarding children and adults and knowledge of/experience of applying safeguarding legislation, guidance, and best practice. (e)
- Experience of working on and managing cases involving the statutory response to the protection of children/adults and working with a range of statutory and non-statutory agencies in managing allegations and those who may pose a risk. (e)
- Experience of developing systems to manage progress towards operational and strategic goals, demonstrate impact, and ensure effective quality assurance practices. (d)
- Practitioner/manager experience of working with victims or survivors of abuse, including adults with mental health issues. (d)
- Experience of designing, leading, and/or contributing to case review processes and identifying and disseminating lessons to be learnt e.g., Serious Case Reviews, Domestic Homicide Reviews, Serious Untoward Incident Reviews or Significant Incident Learning Processes, MAPPA reviews etc. (d)

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PERSON SPECIFICATION

SKILLS:

- Strong but sensitive verbal communications skills and ability to produce clear written records and reports. (e)
- Ability to work sensitively with survivors, those who are subject to allegations and/or those that may pose a risk. (e)
- Ability to manage and analyse complex and sensitive information and assess risk. (e)
- Ability to work collaboratively with a range of stakeholders to influence improvements to practice. (d)
- Demonstrable ability to be part of and contribute to a wider team as part of a large national institution and to work collegially with specialist and non-specialist colleagues. (e)
- Ability to deliver or contribute directly to the delivery of safeguarding training to safeguarding professionals as well as other stakeholders. (d)
- Confidence to work with senior people, including senior church leaders, external safeguarding experts and other stakeholders.
- Able to work in sympathy with the aims and values of the Church of England. (d)

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