



Casework Manager

Position: Casework Manager

Salary: £32,000 per annum, pro rata, pension paid at 4% contribution

Benefits: Monthly independent therapeutic supervision, Cycle to Work Scheme, Holiday Sacrifice Scheme, Employee Life Insurance and ancillary benefits,

Holidays: 6.6 weeks (including bank holidays) + your birthday off

Contract Type: Fixed term to January 2028

Hours: 37.5

Working Pattern: Monday-Friday 9-5 ; In-person.

Location: Snowdrop Project Offices, Castle Green, 7 Castle Street, Sheffield, S3 8LT

Reporting to: Head of Operations

Collaborating with: Counselling Manager; Community Development Manager; Policy, Training and Research Lead

Direct reports: Casework Team: Senior Caseworkers, Reach-In Workers

1. Background information

- 1.1. The Snowdrop Project is the first UK charity to provide long term, reintegration and community support to survivors of modern slavery and exploitation aged 16 and above. Our aims are to empower survivors of modern slavery and exploitation to recover from their experiences and thrive. We aim to reduce the risk of re-exploitation, to create and implement models of best practice and to share this knowledge with other agencies and individuals nationally and beyond.
- 1.2. **We provide one to one support** that is tailored to meet the holistic needs of the individual and carried out by trained staff and volunteers
- 1.3. **We provide access to support and community networks** either through signposting, partnership working and through our internal Community offer
- 1.4. **We help make a house a home** through painting and decorating permanent houses for clients provided by the council or housing associations
- 1.5. **We provide training and consultation** to case workers, befrienders and other organisations and charities in topics surrounding modern slavery, trauma and reintegration support
- 1.6. **We raise funds** through events, donor relations and sponsorships to support the work to support survivors of human trafficking
- 1.7. **We inform national development** through our Policy arm, though participation in national working groups and partnerships and contributing to or writing relevant research and briefings



2. Role Description

This role is designed to coordinate the delivery and growth of the Snowdrop Project's casework service in collaboration with the Casework team, Head of Operations and clients as appropriate. The Casework Manager will also provide some direct delivery of advocacy and support to clients; provide empowering line management supervision for the casework team, contribute to policy team, reporting data and information to the Head of Operations and collaborating with peers in the Operational Team.

3. Specific responsibilities

3.1. Management and leadership: This role will be responsible for the direct line management of the Senior Caseworkers, providing leadership and oversight. This includes:

- To provide empowering leadership and line management to the casework team, promoting best practice and the mission, vision and values of the Snowdrop Project.
- To hold regular case management meetings with casework team to support and develop them in their work, promote collaborative working and identify wider trends in frontline provision
- To ensure Reach In support is delivered in line with our contractual obligations, and that support hours are captured and monitored to reflect the support delivered.
- Attend and contribute to Operational Team meetings to collaborate, share best practice and contribute towards the whole-person centred service delivery to Snowdrop clients
- To oversee the delivery of weekly casework and Reach In drop-in sessions, ensuring adequate staff and volunteer cover.
- To promote creativity and innovation within the casework team's delivery to try new approaches in line with the mission, vision and values of the Snowdrop Project
- To support and facilitate reflective practice, problem solving, and personal development of the casework team
- To raise the profile of Snowdrop Project amongst key stakeholders and partners, upholding the Snowdrop values when representing the charity in public and working within the office
- Contribute examples of best practice, evidence and case studies from services for the development of the service, reporting, fundraising, social policy and communications
- To participate in internal and external meetings as required, and attend training events, conferences and other functions as necessary and communicating relevant information to the staff team
- Provide monthly information on the casework service for the Head of Operations for reporting to the Board of Trustees
- To handle any casework-related complaints that may arise and escalate these as required



- Be a named safeguarding lead; handling, escalating and following up any actions as required

3.2. Casework service development: In collaboration with the casework and leadership team and (where appropriate) in consultation with clients, this person will be responsible for developing the casework service delivery of Snowdrop. This includes:

- Reviewing the referral, assessment, triage and monitoring process within the casework team with a creative, holistic and compassionate approach
- Developing and maintaining good relationships with potential and current partners and stakeholders e.g. NHS, solicitors, charities, Local Authorities
- Assess gaps in service delivery and make recommendations to the Head of Operations and the Senior Leadership team.
- Identify and develop, in conjunction with the leadership team, casework team and local partners, opportunities to extend and/or develop services to meet identified needs
- Monitor and contribute to the effective management and development of the casework budget
- Comply with financial controls, policies and procedures around budgets and finance and accurate recording of financial information
- Assist the Head of Operations in the creation, implementation and regular update of policies and procedures to maintain and continually improve the standards of practice in Casework in line with the organisation and Trafficking Survivor Care Standards.
- Contribute to an end of year report for the CEO and Board of Trustees about strengths, weaknesses, trends and learnings from the previous twelve months.
- Work with the Head of Fundraising on grant applications or funding appeals where appropriate to help maintain and develop the casework service.
- Work with the Head of Operations and Operational Team to establish effective ways of eliciting service user views on support, service delivery and development.

3.3. Assessing referrals: This person will be responsible for coordinating the assessment of referrals to the casework team, assigning them to an appropriate person, drop-in and/or keeping a waiting list, if necessary.

3.4. Providing one-to-one casework support: This person will be responsible for providing casework support for a limited caseload of survivors of modern slavery or exploitation with complex needs. This includes:

- Creating and implementing individual care plans
- Maintaining up to date, accurate and organised records
- Providing professional advocacy and liaising with other relevant agencies such as police, solicitors, doctors, housing etc to support the goals of the client
- Provide crisis intervention and prevention support where necessary.



- Signposting and referring to local services as well as internally to Snowdrop Counselling and/or Community Teams as needed.
- Assessing and reporting any serious safeguarding concerns, escalating if necessary
- Where appropriate and necessary, write reports in relation to clients' exploitation and support needs for court, immigration or compensation applications.

3.5. Snowdrop Team: To work with the team to provide excellent service delivery and support for service users in line with the mission, vision and values of the Snowdrop Project. This includes the following:

- To participate in any team meetings and service development sessions as part of the Snowdrop Team where necessary
- To provide support for local fundraising activities as part of the Snowdrop Team where necessary

3.6. Policy, Training and Research: Where relevant and feasible within time constraints, this role will contribute towards Snowdrop's Policy initiatives, briefings and reports, external training development and internal and external research to contribute towards furthering best practice.

- To develop and deliver training both internally to staff and volunteers as well as externally as required to other agencies, stakeholders and interested parties
- To collaborate with the Training, Policy and Research Lead in line with Snowdrop's Policy strategy, identifying trends, contemporary issues and asks as required

3.7. Volunteers: This role will lead in the coordination and delivery of volunteer training and supervision of volunteer caseworkers and befrienders, allocating casework volunteers to staff members. This includes:

- Coordinating twice-yearly volunteer recruitment and training of volunteer caseworkers and befrienders
- Organising and leading the team to deliver regular volunteer group supervision sessions
- Handling any volunteer complaints or problem-solving issues
- Where necessary, this role has the ability to oversee volunteer caseworkers or other volunteer roles.

4. Personal and Role Development

The Snowdrop Project values investment in the continuing professional development of staff and volunteers and therefore will invest in training opportunities where possible. Snowdrop provides external clinical supervision to all members of staff.



Person Specification

	Essential	Desirable
Skills/Ability	• Excellent written and oral communication skills including the ability to communicate with a range of different people including partners, stakeholders, clients, volunteers and other professionals. • Team Management skills with a collaborative/coaching and empowering approach • Ability to work on your own initiative and as part of a team. • Ability to innovate and find creative solutions to challenges. • Ability to delegate appropriately. • Ability to manage and prioritise multiple tasks and complete them efficiently. • Excellent record keeping skills	• Ability to drive and have access to a vehicle.
Experience	• Experience of staff management or supervision. • Experience of working with marginalised and vulnerable people, Asylum Seekers and/or Refugees in the community • Experience of working to individualised care plans. • Experience of safeguarding adults and children, identifying, escalating and assessing risk • Risk management experience	• Experience of working with interpreters • Experience working with survivors of modern slavery in the community. • Experience managing sub-contracting arrangements with an external partner.
Qualifications	• A degree in a relevant field such as social work, psychology / sociology, law <u>or</u> at least 3 - 5 years of experience in a similar field.	• A Leadership or Management qualification.
Knowledge	• IT Literacy, proficiency with	• Knowledge of the UK



	Microsoft Office, specifically working knowledge of Excel • Knowledge of the complex issues surrounding vulnerable adults including refugees and asylum seekers. • A robust understanding of and adherence to professional boundaries.	systems that surround modern slavery and exploitation • Working knowledge of empowering support • A working knowledge of current UK immigration policy and the potential impacts on Snowdrop's client group.
Personal qualities/attitude	• Collaborative approach to work and team management • Organised with a good attention to detail. • Alignment with Snowdrop's organisational mission and values • Passion for equality and justice. • Disciplined at managing own time and workload. • Values collaboration and is able to give and receive both positive and critical feedback	