



Learning Disability Caseworker Team Manager

Location: Home based, with occasional travel to Mencap offices, events and training.

About the Team and the Role

- Support the team - Be a strong and visible leader, accountable for the management and supervision of the Learning Disability Caseworkers, monitoring their wellbeing and safeguarding colleagues
- Stay up to date with case law and sector developments, sharing important updates with the team
- Manage your own caseload and act as a casework supervisor
- Be a named liaison for internal and external partners and coalitions
- Take a lead in safeguarding decisions, supporting the caseworkers where needed and escalating cases in accordance with Mencap's and the advice service's safeguarding policies
- Ensure K.P.I's and outcomes are being recorded and met
- Support on quality control, risk management, reporting, and data, including online resources
- Ensure best practice in advice giving and utilise data to better manage the service and influence Mencap's work. This will include evaluation, monitoring and embedding key performance indicators within the team
- Undertake file reviews and monitor corrective actions

- Pro-actively support the service's need, highlighting gaps in provision and suggested improvements coach and lead the team, demonstrating a positive performance culture
- Combine good advice skills with the demands of running a service from a variety of locations
- Create rota's and ensure safe continuity of the service
- Work with the management team to prioritise service requirements and scheduling tasks

What you will bring to the role (Essentials)

- Experience of advice giving professionally
- Experience of managing casework including identification and management of safeguarding and difficult cases
- Dealing with complaints and investigating issues
- Experience of working with people with a learning disability (or other social care setting)
- Experience of managing people and partnerships
- Experience of interpreting data and using CRM Systems
- Qualifications in advice or in an advice theme e.g. housing, benefits, community care, or other thematic areas of social welfare advice.
- A commitment to improving the lives of people with a learning disability
- A flexible can-do attitude around working patterns and attendance at events when required
- Integrity and professionalism
- The ability to lead by example, demonstrating resilience and positivity
- Experience in managing a remote team with diverse working styles and varying levels of experience
- The ability to travel when required
- Ability to self-manage a diverse workload, progressing longer projects at the same time as responding to quick deadlines
- The ability to use Call Handling, CRM and other operational software (generally Microsoft)
- Experience in leading on safeguarding adults and children
- Critical thinking and diagnostic questioning skills

Please note: This job description is not intended to be exhaustive. Duties and responsibilities may evolve over time to reflect the needs of the organisation and the role.



We are **passionate**
about making the
world a better place



We are **positive**
in our work and
with each other



We are **brave**
we challenge and
try new things



We are **kind**
to everyone



We are **inclusive**
of everyone



“This isn’t just a job - it’s a chance to help change the lives of people with a learning disability and their families. If you’re passionate about making a difference, join Mencap in building a more inclusive future.”

Mencap and our Commitment to Safeguarding

Mencap is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment.

Successful applicants will be subject to appropriate pre-employment checks, including references and, where applicable, an enhanced Disclosure and Barring Service (DBS) check.



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