

North East Lincs Women's Aid

*The nature of the work undertaken means that this invitation is for women only
and is exempt under Schedule 9 Part 1 Equalities Act 2010*

JOB DESCRIPTION: Case Management Officer

RESPONSIBLE TO: Support Manager, Head of Operations/Chief Officer

DAYS / TIMES: 37.5hrs (*Mon-Fri*) **PAY:** £16ph

Job Purpose

To provide high-quality administrative and case management support to the IDVA team, ensuring efficient, accurate and compliant client files - strengthening compliance, improving oversight, reduce avoidable risk, improve workflow co-ordination and support IDVAs to focus on direct client safety.

The postholder will oversee routine monitoring, case audits and service data checks, helping ensure survivors receive timely, safe, and effective support. This role strengthens the service's quality, risk management and operational efficiency, enabling IDVAs to focus on frontline support. The role does not support or manage people.

Key Responsibilities

Case File Management, Monitoring & Administration

- Oversee client files in line with organisational policies and legal requirements (GDPR, confidentiality).
- 24hr/48hr/72hr/7day and 28-day reviews to completed, managed and actions set.
- Ensure all client records, risk assessments, support plans and contact logs are up to date and correct.
- Conduct routine checks to ensure cases are opened and closed accurately.
- Track cases awaiting allocation, assessments, or follow-up contact.
- Conduct scheduled case audits to ensure compliance with standards, including quality of risk assessments, support plans, and case notes.
- Flag any gaps, overdue actions, or safeguarding concerns to IDVAs or managers.
- Produce weekly/monthly monitoring reports for managers.
- Support the service in meeting contractual requirements and KPIs.

Workflow Coordination

- Monitor and maintain the case overview system.
- Track caseload numbers and waiting lists.
- Alert managers when caseloads exceed agreed thresholds.
- Support coordination of case reviews, reflective sessions and team meetings.

Communication & Team Support

- Act as a key point of contact for internal queries about case information.
- Support IDVAs by ensuring case summaries or documentation are ready for MARAC, court, or multi-agency meetings.

- Liaise with external agencies to gather missing documents or updates as appropriate.

Data Management & Reporting

- Support with the collating and preparing of accurate quarterly data returns.
- Support analysis of service trends, outcomes and performance.
- Maintain high standards of data integrity and confidentiality.

Safeguarding & Professional Standards

- Adhere to safeguarding policies, confidentiality, GDPR and information sharing protocols.
- Ensure all case information is stored securely and only accessed appropriately.
- Raise concerns promptly in line with safeguarding procedures.

Service Improvement

- Contribute to developing templates, checklists and tools that strengthen casework quality.
- Identify recurring issues or training needs to inform service improvements.
- Support onboarding of new staff with file management training.

General Responsibilities

- Work in accordance with the organisation's values, policies and procedures.
- Attend mandatory training, supervision and team meetings.
- Contribute to a positive, supportive team culture.
- Work flexibly, including occasional evenings if required for service needs.
- Promote equality, diversity and anti-discriminatory practice.

Safeguarding Statement

We are committed to safeguarding and promoting the welfare of adults, children and young people.

This post is subject to:

- Enhanced DBS check
- Satisfactory references
- Ongoing safeguarding training

Equality & Diversity

We value diversity and welcome applications from all sections of the community, including those with lived experience. Our recruitment is guided by our values of fairness, inclusion and equal opportunity.

Person Specification

Essential

- Strong administrative and organisational skills.
- Excellent attention to detail and accuracy.
- Ability to manage sensitive information appropriately.
- Confident using case management systems or databases.
- Ability to prioritise multiple tasks and meet deadlines.
- Understanding of safeguarding, confidentiality and data protection.
- Ability to work calmly, sensitively and professionally in an emotionally demanding environment.

Desirable

- Experience working within domestic abuse, social care, housing, or support services.
- Knowledge of risk assessment models e.g., DASH, MARAC and case management processes.
- Experience in quality assurance, auditing or monitoring.
- Experience preparing reports or analysing data.

Why this role matters

This position helps ensure:

- IDVAs feel supported and able to focus on support.
- Survivors receive an excellent support service and never get overlooked or left uncontacted.
- Case files meet safeguarding and audit standards.
- The service meets commissioner expectations.
- Risk is reduced through consistent visibility of case status and quality.

This is a 'backbone' role - extremely valuable in a busy IDVA team.