Clergy Support Trust





Could you be our new

Visiting Caseworker?

Application Pack

Contract Basis:	Full-time, permanent (35 hours a week)
Reporting to:	Visiting Caseworker Manager
Direct Reports:	None
Based:	Home-based, visiting households within a dedicated region and, on occasion, across the UK.
Salary:	£40,000 - £42,000 pro rata, dependent on experience

vacancies@clergysupport.org.uk I 020 7799 3696
www.clergysupport.org.uk/vacancies

the Association of Charitable Organisations

1 Dean Trench Street, London, SW1P 3HB
Charity registered in England and Wales
Charity no. 207736

Clergy Support Trust

Who are we?

Clergy Support Trust is an independent charity, the largest and oldest supporting Anglican ministers and their families. We exist to serve those people who, through their ministry, spend their lives serving others.

Founded in 1655, the Trust has grown significantly in recent years. We supported 2,900 households across the UK and Ireland in 2025, including 1 in 5 of all serving clergy in the Church of England, through a wide-ranging programme of grants and support services. Our data and advocacy were instrumental in bringing about recent, generational improvements to clergy wellbeing, including a 10.7% increase in the basic Church of England stipend, and we are a significant player in seeking to improve Church culture and policy.

This is a hugely exciting time to join the Trust. We have recently launched our 2026-28 Strategy, which includes several new initiatives, not least the launch of our online Support Hub for clergy households, and renewed commitments to research, training, advocacy and increased casework support.

As part of our current three-year strategy, we are seeking a new colleague to join our team of three caseworkers who cover the UK and Ireland. Visiting Caseworkers support our applicants by offering home visits or online meetings and occasionally advocating for them at meetings or tribunals. Our new colleague will be regionally based and will complement our current team in visiting the areas where our colleagues are not based. This could include the West Midlands, the North East, the home counties or London. Colleagues will be expected to cover wider than their local areas, especially where specific expertise or knowledge is key.

Clergy Support Trust has a passionate team of 25 - 30 staff, led by The Revd Ben Cahill-Nicholls as Chief Executive. Successful in achieving ACO Charity of the Year in 2026, the Trust is a proudly inclusive and supportive place to work. We warmly welcome applications from candidates of all backgrounds, and believe a diverse workforce leads to fresh ideas, creative thinking and better reflects our beneficiaries.

What do we do?

Serving and retired clergy households can access a range of support, including:

- Emergency grants for those unexpected costs which catch us all off-guard, from energy bills and car repairs to replacing your washing machine.
- Health grants to support short or long-term, physical or mental health conditions. This includes mobility aids, dentistry or diagnostic tests.
- Wellbeing grants towards fitness activities, spiritual retreats or a much-needed holiday, supporting with physical, mental and emotional wellbeing.

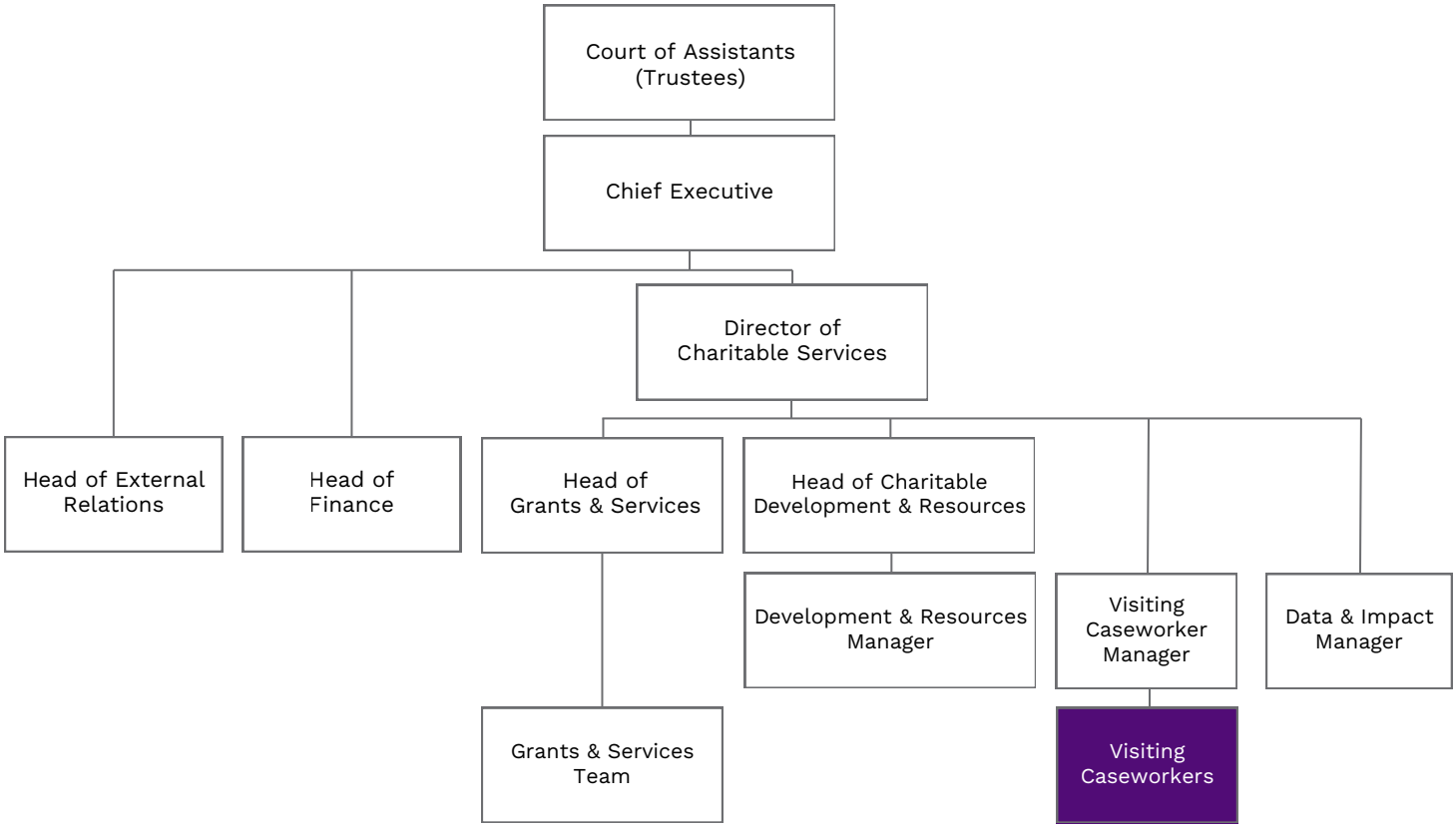
We also offer a number of services through our trusted partners, such as:

- Counselling sessions for a range of difficulties, including anxiety and depression.
- Occupational therapy assessments, delivered across the UK.
- Coaching support, to help establish positive coping strategies.

In the past three years, we've also launched a Will Writing Service and a programme of Wellbeing Workshops, exploring topics such as stress and resilience and building a healthy team. We are currently working on the launch of our new Clergy Support Hub, an online bank of resources, information and courses.

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Our organisation



Our values

We are guided by our four organisational values:

- Generosity
- Compassion
- Wisdom
- Truth

We offer a programme which is separate from the national Churches and open to all eligible households across the UK, Ireland, Diocese in Europe and the Diocese of Sodor and Man.

Our principles

We exist in order to help relieve and prevent poverty, hardship and illness, and to promote the physical and mental health of our applicants: clergy and their families.

We do this in a way which makes a tangible difference to their day-to-day lives. We aim to learn also from what similar support organisations provide to other groups, putting our resources to good use.

We will focus as far as possible on areas which have a good fit with our expertise and experience, not providing support already available from others, or which it is the responsibility of the Church itself to provide.

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Our applicants

Joseph's story

Joseph moved from Nigeria to the UK, with his wife and four children, to study.

He later joined St Mary's Church in Luton, where he is a non-stipendiary minister.

When utility prices soared, Joseph spiralled into debt. Not knowing where to turn, grants from Clergy Support Trust have been vital in helping the family get back on their feet.

"People see us as religious leaders, but they forget we're human beings. The Trust care about your wellbeing and there's counselling too."



Sara and Graham's story

Sara is the Clergy Household Support Officer for the Diocese of London and a clergy spouse.

She and her husband, Graham have had a relationship with the Trust for many years.

As the saying goes, when it rains, it pours, and when car repairs, dental fees and school expenses all came round at once, Sara and her family were confident that Clergy Support Trust could lend a hand.

"There's no need to feel embarrassed about needing support. We're all in this same boat together."



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Job Description

Job title:	Visiting Caseworker (regionally based, with other travel across the UK on occasion)
Contract basis:	Full-time, permanent (35 hours a week), subject to satisfactory completion of 3-month probation period. This role will be subject to checks through the Disclosure & Barring Service upon offer of employment.
Reporting to:	Visiting Caseworker Manager.
Direct reports:	None.
Based:	Home-based, visiting households within a dedicated region, and on occasion, across the UK (travel expenses covered). Applicants should be car owners (with business use insurance cover, with a full, clean driving licence) and/or located within easy reach of a main line railway station. Use of a dedicated home office will also be required. Some travel to our London office will be required, in line with business need; this is likely to involve up to 20 office visits per annum (reasonable expenses covered), details of which will be discussed with candidates at interview. For all other staff members in the charity (a total team of 25), we operate a 'mixed-mode' working model, where staff work both from home and from our offices in central London. For all front-line staff, monthly supervision sessions can be offered with an external counsellor.
Annual salary:	£40,000 - £42,000 depending on experience.
Hours of work:	35 hours per week worked flexibly. For this role, there is an expectation that home visits will cover some early morning / evening travel time. The Trust operates a flexi-time policy where staff are able to recoup up to ten hours TOIL in any one month.

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Job Description

About the role

Central to the role will be supporting and advocating on behalf of vulnerable applicants, or those who are living in particularly complex or challenging situations. The job will be wide-ranging, and include elements of advice and information, advocacy, support, income maximisation, mediation and partnership working, with the overall aim to reach long-term sustainable solutions for Anglican clergy households.

A Visiting Caseworker typically deals with a caseload of 70 households per year, some of which require long-term support. Such cases may include working with clergy, retired clergy and their families who may require more intensive support and advice. The team advises on benefits, NHS, social care, education, local support and services as well accessing grant support from Clergy Support Trust, where appropriate. Where needed the team support complex areas of casework such as DWP appeals, SENDIST appeals and statutory complaints procedures.

We are keen to hear from you if you have significant knowledge and experience in at least one of the following areas:

1. Local authority and other statutory support, such as Social Service Assessments and services, complaints, DFG entitlements.
2. NHS services, including continuing health care for either children or adults.
3. SEN education advice, including SEN support, EHCPs and SENDIST tribunals.

The Visting Caseworker team form part of the Charitable Services team (soon to be 17 FTE) and the charity as a whole (currently 26 FTE). The team works closely with the Grants & Services team, who also provide help and guidance and process the majority of grant applications to the Trust.

If you are a dynamic, solution-focused, empathetic, casework professional who wants to make a significant difference to Anglican clergy and their families, we look forward to hearing from you.

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Key responsibilities

1. Receive referrals from new and existing grant applicants via the Grants & Services team, for potential casework and home visits

- Assess and prioritise urgent cases on a weekly basis.
- Prepare and familiarise applicant background from internal CRM system (Salesforce) and previous support provided.
- Understand reason/s for referral and make initial contact with applicant, within two working days.
- Review eligibility (income, savings, property and proof of ministry), to determine whether applicant is eligible for grant support (with help from Grants & Services team).
- Consider urgency and assess associated risks in relation to a potential home visit.
- Arrange initial online meeting, phone call or potential home visit after initial contact (or combination of both).
- Liaise with applicant to confirm date and time of home visit or online meeting/phone call.
- Arrange and book own travel arrangements.
- Log confirmed visits on CRM system and within calendar and follow Lone Working Policy to ensure colleagues are aware of travel and personal safety.

2. Conduct home visits (or online meetings)

- Provide thorough assessment of current situation, taking into consideration time available and wellbeing of the applicant.
- Conduct general income maximisation check (welfare benefits, grants check etc), where necessary.
- Ensure all state benefits are applied for, giving assistance where needed, including mandatory reconsiderations, appeals and complaints.
- Consider support for all members of the household.
- Identify, discuss and escalate (to Designated Safeguarding Officer) any safeguarding concerns within the household (for children and adults at risk) and any potential referrals required in order to provide extra support.
- Gather information in order to create individualised action plans with the primary applicant and other household members.
- Assess and prioritise urgent actions during the meeting.

3. Develop an action plan

- Complete a brief written summary of the visit or meeting including an action plan for possible areas of help and support with allocated responsibilities and agreed timelines.
- Prioritise urgent actions and agree responsibility for each action with applicant, taking care and consideration not to overwhelm them.
- When required, gain written consent from applicant to help advocate with other external parties in relation to their situation (third party authorisation).
- Liaise with other agencies (eg, DWP, Social Services, NHS, other charities, voluntary organisations, occupational benevolent funds, Dioceses, CofE Pensions Board, etc) where necessary.
- Refer to our own partnership support services if appropriate (The OT Practice, JR Corporate Health and 3D Coaching) for help and support.
- Where appropriate research and identify any local support groups, organisations, charities that may help applicants engage with local community, for longer-term support if needed.
- Consider and recommend most appropriate grant support through our own internal grants programme and work with relevant Grants & Services Officer to determine responsibility of processing.
- Advocate on behalf of the applicant (eg, complete internal and external applications, liaise with other external agencies, members of the Church where necessary).
- Support or where necessary represent applicant with challenging decisions such a DWP appeals, SEN appeals, mediation or NHS / Local authority complaints. This can include preparing submissions or attending hearings.
- Keep accurate and objective notes and communications within our CRM system (Salesforce), and ensure this is kept up to date.

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Key responsibilities

4. Follow-up

- Manage and update action plans / notes, while keeping in contact with applicant, as required.
- Encourage and empower applicants to complete their actions and know when to step in, as and when necessary.
- Only in exceptional circumstances, consider a further home visit, if deemed appropriate or arrange further online meetings for support.
- Manage expectations of household by closing action plans and to encourage future communications through the grants and services team. If new issues arise a new VC case may be opened.
- Keep a log of all annual income identified (successful benefits, appeals, external grants for impact measurement purposes) on Salesforce.

5. Other reasonable duties and projects commensurate with the post

- Support and work closely with other VC colleagues sharing areas of expertise.
- Work collaboratively with other Charitable Services team members when providing support to households.
- Potential to contribute towards wider Clergy Support Trust online support offer (eg, online content, webinars, blogs, etc).
- Attend team and staff meetings raising any potential issues relating to applicants.
- Adhere to the charity's policies at all times.
- Support colleagues with national and local events, such as the charity's annual Festival and Carol Service.
- Reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Work flexibly to meet the changing demands of our beneficiaries and the charity.

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Person specification

	Essential	Desirable
Experience, skills and abilities	Significant experience of working within a charity / not-for-profit or grant making trust or local authority, supporting individuals and families with complex health and care needs, elderly, or vulnerable applicants, face-to-face, online and over the phone. Experience and knowledge of the welfare benefits system, able to identify and support claims. Significant knowledge and experience in at least one of the following areas: a) Local authority and other statutory support such as Social Service Assessments and services, complaints, DFG entitlements. b) NHS services, continuing health care either for children or adults. c) SEN education advice including SEN support, EHCPs and SENDIST tribunals. Experience of working alongside and liaising with other external agencies, charities and organisations. Excellent problem solving and prioritisation skills and the ability to gently influence and persuade with a belief of empowering individuals. Experience and knowledge of safeguarding, with the aptitude of knowing when to escalate concerns. Excellent communication skills (both written and verbal) and high levels of attention to detail. Ability to work in a methodical manner, prioritising and juggling numerous applicant needs. Excellent interpersonal skills and demonstrable ability to work in a small team.	Experience of preparing or representing at tribunals (such as DWP or SENDist) or support with NHS or social care complaints. Experience of applying for grants from other grant-giving charities on behalf of individuals An understanding of the grant-making process for individual grants within a grant-making Trust. Knowledge and understanding of the Church of England Knowledge of Salesforce. Experience or knowledge of a particular specialist area relating to elderly, mental or physical wellbeing or income maximisation.

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Person specification

	Essential	Desirable
Personal	Good team player, self-aware and highly motivated, and with a 'can do' attitude, willing to contribute to the overall success of the charity. Ability to work under pressure with resilience. Happy to work alone, with the support of line manager, and colleagues in the Charitable Services team. Demonstrable sympathy with the Christian ethos of the Trust.	A willingness to bring ideas and improvements to our ways of working, including our online Clergy Support Hub (launching in November).
Education and Training	Recent and up to date welfare benefits training.	Recent training in safeguarding. Willingness to undertake ongoing training.

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Employee benefits

Pensions and Life Assurance

- Employees are automatically enrolled into the Trust's pension scheme, which attracts an employer contribution equivalent to 10% of basic gross salary.
- Life Assurance (Death in Service cover) of 4x salary will be provided for your spouse/dependants in the event of your death whilst you are an active employee.

Leave

- Generous annual leave entitlement: The standard annual leave entitlement in any holiday year is 25 days (exclusive of recognised public holidays), which can increase with service. The Trust also closes between Christmas and New Year, in addition to annual leave entitlement.
- All employees receive their birthday off!
- All staff have an annual volunteering allowance of 2 days, per calendar year, pro rata.

Training and Development

- Our Training and Development budget allows staff to take part in corporate training, and to attend conferences or short (i.e. 1-2 day) courses of particular relevance to their own role (as a guide, around £500 per year, per individual, pro rata).
- Where staff are studying for longer-term courses, the Trust will, where possible, provide support towards the cost of the course, or provide additional leave. In some cases, it will provide a combination of both.
- Alternatively, colleagues can apply for a one-off study grant of up to £1,000. Where larger sums are involved, and although this will not be contractually binding, it would be anticipated that employees remain in post for at least a year beyond completion of the study, in order that the Trust – as well as the individual – might benefit from the study pursued.

Season Ticket Loan

- The Trust appreciates the high cost of travel in London and will provide an interest-free season ticket loan to employees, subject to eligibility.

Health and Wellbeing

- Our comprehensive Employee Assistance Programme includes a confidential counselling service, GP access, fitness, retail and lifestyle discounts and a range of other wellbeing support services.
- The Trust offers a £50 annual contribution towards the cost of work-related prescription glasses.

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How to apply

To apply, please address your application to Lindsay Goward, Visiting Caseworker Manager, ay vacancies@clergysupport.org.uk

Please include with your application:

- Confirmation of where you live in the UK, if you have access to a car and nearest mainline railway station.
- Curriculum Vitae.
- Covering letter (no more than two sides of A4) explaining why you are interested in the role and how you meet the person specification (please provide specific examples in your supporting statement).
- Completed copy of a Criminal Record Declaration form.
- Completed copy of an EDI Monitoring form (completion of this form is voluntary).

Closing date for receipt of applications: 9am, Monday 23 November 2026

First interviews will be with our Visiting Caseworker Manager and one other team member. These will be held on Tuesday 1 and Wednesday 2 December and will be conducted online.

Successful candidates will then be asked to attend our Westminster office for a second interview on Tuesday 15 December, with our Visiting Caseworker Manager and Director of Charitable Services.