

Crystal Williams

BA (Hons) Social Work

e-mail: crystal@benholden.net



Position – Case Manager

Based near Ipswich, Suffolk

Professional Memberships

- Member of the British Association of Brain Injury Case Managers (BABICM) –
Membership No: 1835342
- Social Work England
Membership Number: SW19366
- National Society of Hypnotherapy



Skills & Experience Summary

Crystal has worked as a qualified social worker for over 15 years within different local authorities across London and eastern England. She has worked in various roles within Children's Services from front line social work to Team Manager, Service Manager and then as a Head of Service for Early Help until January 2024.

Crystal has thorough knowledge of managing multiple complex family needs, effective budget management and partnership work. She has worked as a Service Manager in a placement and brokerage team where she oversaw and managed a complex service load which included children and young adults with disabilities including physical, learning, neurological and acquired brain injury. She is highly experienced in identifying needs and supporting clients to live as independently as possible via multi-agency input and support packages.

Crystal has wide experience in working as a Best Interest Assessor and paid Relevant Person's Representative, so she is familiar with working with vulnerable adults who have significant health needs. Crystal is experienced in working and supporting children, adults and families from diverse backgrounds. Having worked as an independent social worker for the past five years she is familiar with writing comprehensive reports for the courts.

Crystal has extensive knowledge and skills regarding mental capacity assessments, deprivation of liberty, the Care Act, the Children Act 1989, and safeguarding.

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Continuous Professional Development (CPD)

To maintain high standards of service by our team members, Ben Holden Ltd provides regular in-house training and attendance of annual statutory and mandatory refreshers. As part of CPD, members regularly attend external events/courses and maintain a personal CPD Folder. All staff are subject to regular supervision and mentoring sessions.

Employment History

2024 – Current

Ben Holden Ltd

Clinical Case Manager

2017 – Present

Independent Social Worker

Self Employed

2022 – 2024

Head of Service

Targeted Early Help, London Borough of Barking and Dagenham

2020 – 2022

Service Manager

Placement and Brokerage Team, Hertfordshire County Council

2020 – 2021

Ad-hoc Agency Decision Maker

Jigsaw Independent Fostering Service

2017 – 2020

Team Manager

Multi Agency Safeguarding Hub/Advanced Practitioner - Emergency Duty Team,
London Borough of Tower Hamlets

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2016 – 2017

Team Manager

Multi Agency Safeguarding Hub Assessment Team, London Borough of Lambeth

2015 – 2016

Deputy Team Manager

Single Point of Entry Team, London Borough of Enfield

2014 – 2015

Manager

Youth Protection Service, Canada

2008 – 2014

Agency Social Worker/ Senior Social Worker, London Boroughs/Children Guardian
Children and Family Court Advisory and Support Service, Chelmsford

Personal Summary

Crystal enjoys the performing arts, being creative, reading books and listening to poetry. She loves spending time with family and exploring new adventures. She can often be found somewhere quiet listening to one of her favourite audio books.

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