

Lorna Smith

MA Social Work

e-mail: info@benholden.net



Position - Case Manager

Based in Norwich, Norfolk

Professional Memberships

- Member of the British Association of Brain Injury Case Managers (BABICM) – **Membership No. 1988272**
- Social Work England – **Registration No. SW90308**



Skills & Experience Summary

Lorna qualified with an MA in Social Work in 2012 and is registered with BABICM as a case manager. Since 2022 Lorna has worked as a case manager supporting children and adults with serious physical injuries, psychological trauma and complex brain injuries.

In 2012 Lorna worked for Norfolk County Council as a social worker in both the adult learning disabilities teams and children with disabilities teams holding a challenging caseload of paediatric and adult cases, including a transition team role. In 2016 Lorna took a sabbatical in Asia where she volunteered as a social worker with disabled children in Cambodia. Lorna then relocated to London in 2016 and worked as a children with disabilities social worker before gaining a role as a safeguarding specialist for the disability charity, Scope in 2019.

With a passion for disabilities, Lorna has wide ranging experience supporting individuals in community settings, while working with their families and professionals to build effective working relationships. Lorna enjoys adopting a therapeutic approach to assisting people, based on systemic family therapy training as a social worker. As a case manager Lorna has effectively planned and implemented complex packages of care, using creative and solution-focused approaches. She is well organised and experienced in managing budgets and liaising closely with legal and therapeutic professionals.

While working as a social worker Lorna completed mental capacity assessments, assessed needs according to the Children Act and Care Act, implemented care plans, and responded to S42 and S47 safeguarding concerns. Lorna is skilled in supporting individuals with complex social and family dynamics including substance misuse, domestic abuse and safeguarding concerns. She is experienced in writing court reports both for Court of Protection and family proceedings.

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Lorna is an effective leader of multidisciplinary teams. Her qualification as a practice educator means Lorna is able to adapt her management style to support a range of communication and learning styles.

Lorna has worked with individuals with learning disabilities, neurodiversity and challenging behaviours, specifically conditions such as Cerebral Palsy, Autism, Prada Willie syndrome, oppositional defiant disorder (ODD), Angelman syndrome, and Rett syndrome.

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.

Disclosure & Barring Service (DBS) – Enhanced Certificate

To remain up to date and enable regular annual rechecks, our team members are all registered with the online Update Service.

Employment History

July 2025 – Present

Ben Holden Ltd

Case Manager

May 2024 – June 2025

Keystone Case Management

Case Manager

July 2022 – March 2023

Part-time alongside work with Scope

Case Manager and Social Worker

July 2019 – May 2024

Scope Charity

Safeguarding Specialist

July 2017 – April 2019

Children with Disabilities, Kensington and Chelsea

Social Worker

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March 2017 – June 2017

Sugarman Education, London

Temporary Teaching Assistant

August 2016 – December 2016

Children with Disabilities

Locum Social Worker

May 2016 – June 2016

Siem Reap, Cambodia

Volunteer Social Worker

November 2012 – January 2016

Learning Disability Team, Norfolk County Council

Adult Social Worker

Personal Summary

Outside of work Lorna enjoys being active through walking, cycling, yoga and dance. She enjoys restaurants in the city with friends and visiting the beach or local lakes for wild swimming. Lorna is learning French which she enjoys practising with a local conversation group in Norwich. Mental wellbeing is also important, and Lorna finds value in meditation and mindfulness.

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