

Lizzie Potter

BA Hons Social Work



e-mail: lizzie@benholden.net

Position - Case Manager and Social Worker

Based in Colchester, Essex

Professional Memberships

- BABICM Advanced Registered Practitioner: 3646
- Social Work England - Registration No: SW3417
- Association of Reflexologists



Skills & Experience Summary

Since qualifying as a Social Worker in 2008, Lizzie worked at Essex County Council for over 9 years, later progressing to Senior Social Worker. Lizzie then moved into Brain Injury Case Management where she has worked for just under 6 years before moving to Ben Holden Ltd. Lizzie has been a BABICM Advanced Registered Practitioner since April 2021.

Lizzie has supported a wide variety of adults and their families and is passionate to do so in a personalised and bespoke way for each person; ensuring they have what they need to meet their needs whether these are complex needs or requiring light touch treatment.

Lizzie is very experienced at managing a caseload of complex cases. She enjoys supporting clients to effectively manage their care teams and loves to work within a multidisciplinary team to ensure the best possible rehabilitation journey for the client. Lizzie can provide clear management, coordination and leadership to both care and multidisciplinary teams. She brings to the role her experience of supervising care staff at several different levels and applies her knowledge as a qualified Social Work Practice Educator to ensure each supervisee is supported in the way that ultimately works best for the client.

Within her role as Social Worker, Lizzie has completed both Care Act assessments and reassessments, Care Act S.42 safeguarding enquiries and mental capacity assessments for a variety of decisions; as such, she is confident in taking the lead with complex safeguarding issues. Lizzie has found this experience to be invaluable when supporting clients to have fair access to statutory social care services. In her social worker role, Lizzie also provided expert reports for the Court of Protection on several occasions.

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In her previous company, Lizzie acted as a Mental Capacity Champion and has extensive experience of providing guidance and completing mental capacity assessments for a variety of decisions.

It is important to Lizzie that her clients and their significant others find her to be approachable, reliable, kind and compassionate. She brings to the role, her non-judgemental values, calm approach and experience of working with a variety of presentations including brain injury, a physical injury from birth or later in life, a neurological condition, mild to severe learning disabilities and those adults who are vulnerable with no formal diagnoses.

As a trained Reflexologist, Lizzie also takes an interest in the potential use of complementary therapies such as music therapy and massage (when appropriate) in supporting people alongside their medical and rehabilitative therapies.

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. Lizzie is an Advanced member of the British Association of Brain Injury and Complex Case Management (BABICM).

Employment History

September 2023 - Present

Ben Holden Limited

Case Manager

November 2017 – September 2023

Anglia Case Management

Senior Case Manager



Lizzie Potter
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e-mail: lizzie@benholden.net
July 2008 – November 2017

Essex County Council

Social Worker/Senior Social Worker

May 2008 – December 2010

Colchester YMCA

Detached Youth Worker

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