

JOB DESCRIPTION

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| POST: | Project Worker (Case Management Support Service) |
| LOCATION: | Edinburgh/ Glasgow |
| RESPONSIBLE TO: | Service Manager |
| SALARY: | £30,002 to £35,076 per annum (pro rata for part time) |

WHO ARE WE AT CHILDREN FIRST

Children First is Scotland's national children's charity. We stand up for every child because all children should have a safe childhood.

We protect children from harm and support them to recover from trauma and abuse through our national support line and in their homes, schools and communities.

We help children, their families and the people that care for them by offering emotional, practical, and financial support.

We believe all children should have hopes, dreams and opportunities. But, for many they don't exist.

We work with families, funders, supporters, partners and volunteers to put Scotland's children first. Together we can create a safer, brighter future for all children in Scotland.

Our core values guide how each one of us works in our individual day to day job:

- With *love*, we put children first.
- With *purpose*, we transform children's lives.
- With *strength*, we do whatever it takes to protect Scotland's children.

GENERAL PURPOSE

The Case Management Support Service (CMSS) plays a vital role in creating safer sport environments across Scotland. Our purpose is to empower Scottish Governing Bodies of Sport (SGBs) to respond to wellbeing and protection concerns regarding adult and child participants in sport, with confidence, care, and consistency. Through this service, we aim to:

- Ensure wellbeing and protection concerns, complaints and subsequent investigations are conducted and managed effectively, in a timely and appropriate manner.

- Subsequent disciplinary hearings are similarly conducted and managed effectively, in a timely and appropriate manner.
- Build the knowledge, skills and confidence of SGB staff and volunteers, including Wellbeing and Protection Officers through training, mentoring and directed learning.
- Develop resources including practice guidance, tools and templates that support SGBs' management of wellbeing and protection investigations, and disciplinary hearings.

KEY RESULT AREAS

As a Project Worker within the Case Management Support Service, you'll play a vital part in helping Scottish Governing Bodies create safe, confident, and well-supported environments for adult and child participants in sport. Your work will be varied, collaborative, and impactful, focused on both hands-on case support and building long-term capacity within the system. Your key responsibilities will include:

- Developing and maintaining supportive relationships with **sportscotland** and SGB's staff and volunteers.
- Provision of information and advice on good practice in relation to wellbeing and protection in sport investigative and disciplinary processes.
- Assessment of wellbeing and protection concerns and planning the appropriate investigation required.
- Agree and provide proportionate level of co-working support for SGBs to manage individual wellbeing and protection investigations.
- Provide reflective learning opportunities for SGBs through the facilitation of case management reviews and supervision.
- Promote knowledge and skills development of SGB staff through mentoring support in respect of wellbeing and protection investigations.
- Development of practice guidance, resource materials and publications to assist sports organisations to appropriately manage wellbeing and protection investigations and disciplinary processes.
- Design and deliver learning and development opportunities for sports organisations in relation to wellbeing and protection investigations.
- Provide independent membership for SGB disciplinary panels.
- Respond to wellbeing and protection enquiries received through the service helpline.
- To make constructive use of internal support and supervision processes, and take responsibility for continuous professional development, undertaking mandatory and relevant internal courses as required.
- To support the wider organisational activity across Children First.
- To contribute to Children First working groups, sharing and developing practice and help develop best practice standards.

ADDITIONAL DUTIES

From time to time, you may be asked to take on reasonable additional duties in response to unforeseen needs or changes in the service. These tasks will relate to the nature of your role and skill

set. If any such responsibility becomes a regular part of your work, we will review and update your job description in consultation with you.

ADDITIONAL RESPONSIBILITIES

As a Project Worker, you'll be part of a values-driven organisation that places children, young people, families, and communities at the heart of everything we do. In addition to your core role, you'll be expected to uphold and contribute to our wider organisational culture and standards through the following responsibilities:

- To be committed and adhere to Children First vision, mission, and values.
- To comply with Children First Child Protection and Adult Protection policies and procedures and with National Guidance.
- To comply with Children First Our Colleague code (All Children First staff) and Codes of Practice for Social Service Workers and Employers (specific to Children and Family Services Divisional staff).
- To actively consider the involvement of children, young people, families and adults with whom we work, in all areas of practice and to implement the Children First Participation Standards.
- To actively consider the involvement of volunteers in all areas of our work and to implement the Children First Volunteer Development Policy.
- To observe all health and safety requirements.
- To work within and promote policies in relation to Equal Opportunities and anti-discriminatory practices. (Common Core ref: A1, A2)
- Record, maintain and review information, gained through the process of assessment, monitoring and review, within the Children First Case Recording System.

PERSON SPECIFICATION

POST: **Project Worker - Case Management Support Service**

| | Essential | Desirable |
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| Qualification: | <ul style="list-style-type: none"> Relevant professional qualification and/or experience (e.g. Social Work, Social Care, Human Resources, Legal, sports governance) | <ul style="list-style-type: none"> CQSW/DipSW Adult or Child Protection qualification Qualification in Sport / Coaching & Mentoring |
| Knowledge: | <p>To succeed in this role, you'll bring a combination of knowledge, experience, and values. We're looking for someone who can demonstrate:</p> <ul style="list-style-type: none"> Understanding of the principles of wellbeing and protection practice and investigations. Knowledge of current issues in child/adult wellbeing and protection. Awareness and commitment to children's rights and the United Nations Convention on the Rights of the Child (UNCRC) and/or human rights and the European Convention on Human Rights (ECHR). Knowledge of effective volunteer support and management. | <ul style="list-style-type: none"> Understanding of wellbeing and protection issues within sport. Knowledge or experience on the structure of sport in Scotland especially the governing body sector. Training and experience in conducting interviews with children and/or adult witnesses using trauma-informed models. Knowledge of legislation and practice guidance in relation to workplace investigations and disciplinary processes. |
| Skills: | <ul style="list-style-type: none"> Ability to build and maintain trusting, professional relationships with a range of individuals including complainants. | <ul style="list-style-type: none"> Ability to and experience in developing people using mentoring or coaching approaches. Ability to facilitate Case Learning Reviews. |

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| | <ul style="list-style-type: none"> • Ability to provide appropriate and sports-sensitive advice on wellbeing and protection issues. • Ability to undertake a preliminary assessment of a concern/complaint and develop an Investigation Plan. • Ability to maintain and produce accurate and timely case records. • Excellent interpersonal and communications skills, both verbal and written. • Ability to write clear and structured reports. • Good organisational and project management skills. • Demonstrate integrity and ability to make impartial decisions supported by sound reasoning. • Ability to respect and manage confidential information in a discreet and professional manner. • Ability to work accurately, as part of a team and individually, paying great attention to detail. • Excellent presentation skills and ability to facilitate effective learning. • Ability to facilitate reflective learning opportunities for both individuals and groups. • Inter-agency liaison and communication skills. | |
| Experience: | <ul style="list-style-type: none"> • Experience of conducting investigations and/or managing casework. | <ul style="list-style-type: none"> • Experience of carrying out investigations, disciplinary and appeals hearings |

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| | <ul style="list-style-type: none"> • Experience of partnership working. • Experience of Microsoft Office. | <ul style="list-style-type: none"> • Experience of child and/or adult protection work. • Design, delivery and evaluation of learning and development opportunities. • Experience of supporting and managing volunteers. • Development of information guides, templates, and resource materials. • Experience of delivering wellbeing and protection training/materials to a variety of groups. |
| Other: | <ul style="list-style-type: none"> • Ability to adopt a flexible and responsive approach to work sometimes out with normal office hours (on a planned basis). • Commitment and promotion of equal opportunities and anti-discriminatory practices at work. | <ul style="list-style-type: none"> • A full driving licence and access to a vehicle for work-related travel or the ability to travel independently to locations not always served by public transport • An interest in the development and delivery of sport and physical activity in Scotland. • An awareness and interest in the work of Children First. |