

Job Description

Post: Service Manager – Case Management Support Service

Responsible to: Assistant Director

Division: Children and Family Services

Salary: £42,500 - £48,900 per annum

Children First - Vision and Values

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 and local services. We help children, their families and the people that care for them by offering emotional, practical, and financial support. We give children hope and a safer, brighter future.

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 together.
- With strength, we do whatever it takes to protect Scotland's children.

Role Summary

- 1) To plan and facilitate the strategic development of the service in line with agreed objectives, working closely with both partnership agencies (**sportscotland** and Children 1st).
- 2) To lead, manage and co-ordinate the activities of the service ensuring that sports governing bodies (SGBs) are supported to:
 - a) manage wellbeing and protection concerns and investigations in a timely and appropriate manner.
 - b) conduct and manage subsequent disciplinary hearings in a similarly timely and appropriate manner.
- 3) To lead the collaborative development of a service framework and associated protocols.
- 4) To provide professional leadership and management to staff ensuring that children, young people and adults at risk are safeguarded and protected.
- 5) To enable the staff team to build the knowledge, skills and confidence of SGB staff and Wellbeing and Protection Officers through training, mentoring and directed learning.
- 6) To facilitate the team's development of resources including practice guidance, tools and templates that support SGBs' management of wellbeing and protection investigations.

Key Results Areas

- To provide direct line management, support and supervision for a team of operational staff including recruitment, induction, effective performance management, learning and development.
- Develop and maintain supportive relationships with **sportscotland** and SGBs' staff and volunteers.
- To determine the strategic direction of the Service in response to internal and external drivers, and to develop opportunities which are in line with the remit of the service.
- To contribute to the establishment of appropriate networks and communication channels and disseminate information on the service as appropriate.
- Provision of information and advice on good practice in relation to wellbeing and protection in sport case management processes.
- Assessment of wellbeing and protection concerns and planning the appropriate case management support required in line with service protocols.
- Agree and provide proportionate level of co-working support for SGBs to manage individual wellbeing and protection concerns.
- 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 case management.
- To make constructive use of internal support and supervision processes and take responsibility for continuous professional development.
- To develop, implement and review a system of reporting on service performance, achievement, outputs and outcomes to meet organisational and external requirements. This will include the CMSS Governance Committee in line with agreed reporting framework and schedule.
- To manage the service budget and ensure expenditure is in line with service plan.
- To promote a culture of continuous learning and development and provide advice, guidance, training and consultation services to colleagues across the charity, and to staff working in partner agencies.
- To actively participate in and contribute to management, locality and organisational service development groups.

- To maintain responsibility for effectively managing confidential data in collaboration with the Information Governance Manager, ensuring the highest standards of data protection and privacy are upheld throughout the organisation.
- To maintain responsibility for Health and Safety.

Additional Responsibilities

- To be committed and adhere to Children First vision and values.
- To comply with Children First Child Protection and Adult Protection policies and procedures and with National Guidance.
- To comply with Children First's code of conduct.
- To actively consider the involvement of children, young people and families 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.

| Need to Have (Qualifications and Experience) | Need to Show (Skills) | Need to Know | Need to Be |
|--|--|--|--|
| <ul style="list-style-type: none"> • Direct experience working with children and young people in various settings, supporting families and networks collaboratively. • Relevant professional qualification or degree. (e.g. Social Work with children or adults/Law/Human Resources/Sports Governance. • Experience of managing and leading people • Experience of conducting investigations • Experience of managing complex casework including wellbeing and protection issues. • Experience of partnership working. • Experience of working successfully to tight deadlines. • Experience of managing and achieving objectives. • Experience of improving practice. • Experience of effective information management in terms of both quality and privacy/security. | <ul style="list-style-type: none"> • Ability to work strategically within a multi-agency context. • Ability to lead and manage service design and development. • Strong organisational and project management skills. • Ability to build and maintain trusting, professional relationships with a range of individuals. • Ability to critically analyse situations and identify key issues, risks and vulnerabilities. • Ability to provide appropriate, sports-sensitive advice on wellbeing and protection issues. • Ability to manage service budget. • Ability to respect and manage confidential information in a discreet and professional manner. • Ability to listen, discuss, negotiate and provide advice on difficult, complex or sensitive issues, considering the views of all parties. • Ability to work and make decisions both independently and collaboratively, having first evaluated all options, and be able to support decisions with sound reasoning. | <ul style="list-style-type: none"> • Knowledge of relevant legislation and guidance relating to child and adult protection. • Understanding of outcome focused service planning and evaluation. • Understanding of wellbeing and protection issues within sport. • Knowledge or experience on the structure and governance of sport in Scotland especially the governing body sector. • Knowledge of legislation and practice guidance in relation to workplace investigations and disciplinary processes. • Working knowledge of employment legislation and the practical application of this in a working or sports environment. | <ul style="list-style-type: none"> • Flexible in approach to work • Committed to and understand the principles of working with volunteers. • Able and willing to travel as required to services and offices across the region. • Committed to Children First approach and the relational nature of our work. • Confident and able to form effective and credible relationships with all levels of staff • Aware of personal responsibility in relation to health and safety. |