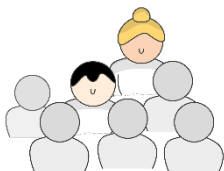




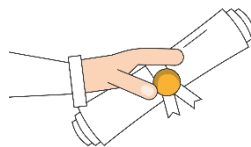
# APPLICATION PACK

Wellbeing Coordinator  
(Lanarkshire and Dumfries and Galloway)

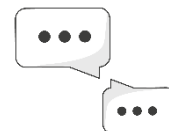
**Recruiting**



**Training**



**Supporting**



**Improving outcomes for children and young people**

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# INTRODUCTION FROM THE NATIONAL CONVENER



Dear applicant,

Thank you for expressing an interest in working with Children's Hearings Scotland.

As an organisation that works within the Children's Hearings System, we are passionate about making a positive contribution to improving the outcomes of Scotland's children and young people.

Our vision is of a hearings system where everyone works together. This makes sure that all children and young people are loved, cared for and protected and that their views are heard, respected and valued. In the coming year, we will be rolling out a range of projects that will see us transform the way we work, helping us to achieve our vision. It is a truly exciting time to join Children's Hearings Scotland.

It is an enormous privilege to lead this organisation and we are committed to shaping a modern twenty-first century Children's Hearings System that meets the needs of Scotland's children and young people.

Good luck with your application.

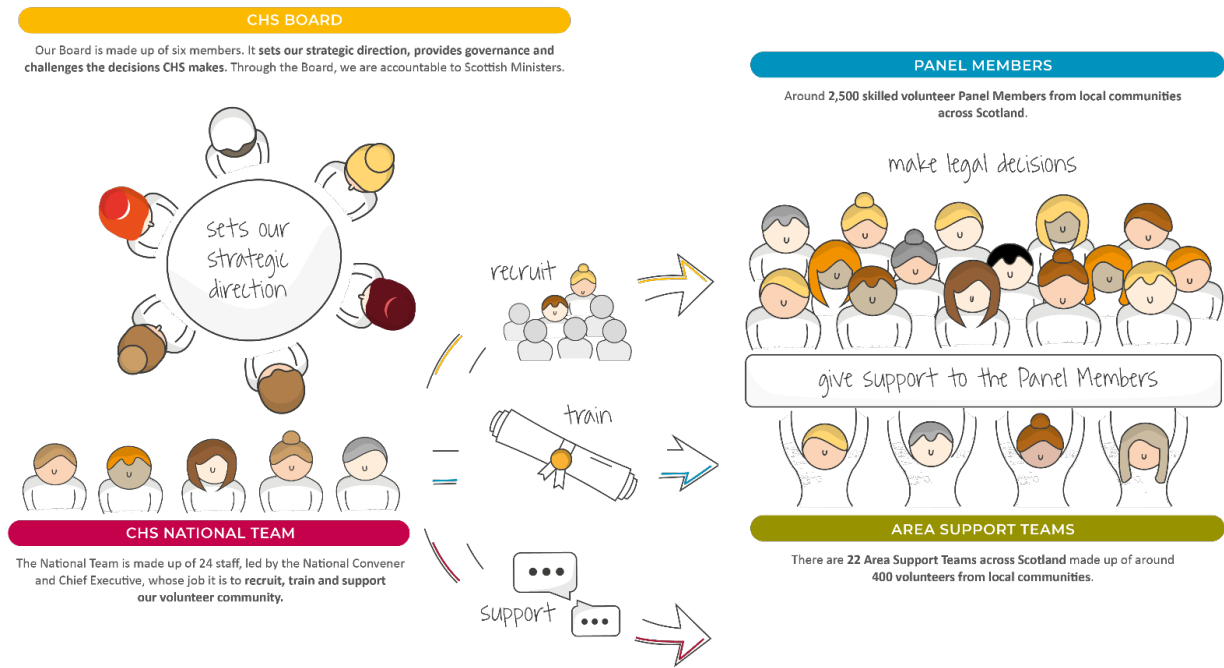
Elliot Jackson  
National Convener and Chief Executive Officer



# ABOUT US



Children's Hearings Scotland recruits, trains and supports around 2,500 skilled volunteer Panel Members who sit on children's hearings and make decisions with and for vulnerable children and young people across Scotland.



# OUR VISION



Our vision is of a Children's Hearings System where everyone works together, making sure that all children and young people are loved, cared for and protected and their views are heard, respected and valued.

# OUR VALUES




Our values sit alongside our vision and mission and are threaded throughout everything we do.



**Child centred**  
Making sure everything we do is in the best interests of children and young people.



**Challenging**  
Not being complacent, but questioning ourselves and others to help us improve.



**Creative**  
Considering innovative and imaginative ways of approaching the issues we face in the work we do.



**Fair**  
Making sure that everyone is treated with dignity and according to their individual needs; that our information and services are accessible to all; that we provide a consistent level of service to all.



**Open**  
Listening, responding to and learning from feedback; acting honestly; ensuring processes are transparent; sharing information and being accountable for our actions and decisions.



**Respectful**  
Treating children, young people, their families, partners and each other with care and consideration.

# COMPLETING YOUR APPLICATION



Thank you for your interest in joining our team at Children's Hearings Scotland. We are also known as CHS.

This application form has been designed to ensure compliance with legislation and best practice. The processing of all information will be in accordance with the requirement of the Data Protection Act 2018. The information you provide on your application form will only be used as part of the selection procedure and for any subsequent employment administration if your application is successful.

For further details on how your information will be handled please refer to our [privacy statement](#). If any part of the form is unclear, please contact us at [jobs@chs.gov.scot](mailto:jobs@chs.gov.scot).

We are striving to be an equal opportunities employer with a diverse workforce which is representative of the population we serve. We are committed to embedding a culture of equality and diversity into our organisation and ensuring that all job applicants and employees are treated fairly, without discrimination because of age, disability, gender reassignment, marriage or civil partnership status, pregnancy and maternity, race, religion or belief, sex, sexual orientation or any other factor.

At the end of the application form you will find our Equal Opportunities Monitoring Survey which is intended to assist CHS in maintaining equal opportunities best practice and in identifying equality barriers for job applicants. We would be grateful if you would complete it.

Employees of CHS are required to adhere to a detailed Staff Code of Conduct. Key principles in this are that staff:

- Act in the best interests of CHS
- Are honest
- Are selfless
- Have integrity and respect

Prior to employment, all applicants will undergo pre-employment background checks in line with the Scottish Government's Baseline Personnel Security Standards.

We may contact previous employers, educational providers, fraud prevention bodies, local authorities and government agencies as part of this process. We may also use background screening companies.

## **Guidance on filling in the online application form**

The form has been designed to help both the applicants and our resourcing team process applications quickly, efficiently and on a variety of devices. This application can be accessed on any device.

The application sections are detailed below. We advise you to read over them and have your information prepared on separate document you can cut and paste from, such as your CV or covering letter. Once you start the application, you will not be able to save it and return to complete it at a later stage.

CHS does not accept CVs. Please ensure you include all relevant information on this form.

### **Section 1**

- **Personal Information:** Please note that only your surname is required in full. Give only the initials of your first name(s).

### **Section 2**

- **Education and Training:** This section asks about your education and job related training. Please give us enough details to assess your attainments in relation to the post for which you are applying.
- Continue on a separate sheet if necessary. We need a minimum of three
- years' job-related or education history.

### **Section 3 to 7**

- **Work Experience:** This section asks about your work experience with a separate section for each relevant role. We have supplied space for your post recent post as well as four previous roles.

- Please give as much detail as you feel gives us an accurate picture, both about the type of work you are/were doing and the responsibilities you have or have had. Please start with the most recent and share dates where possible.

### Section 8

- **Supplementary Information:** Please detail any further experience or information relevant to the post for which you are applying, considering the information you have been given about the post, for example the job description or person specification. Try to ensure you are clear about how you meet the essential criteria listed.

### Section 9

- **General Information:** You are asked to tell us if you are related to any member of CHS' staff or Board. This is to ensure compliance with CHS' Code of Conduct Policy.
- You are asked to tell us if you are currently eligible for employment in the UK. This is so that we can ensure compliance with the Immigration Act 2014, Asylum and Immigration Act 1996 and Immigration, Asylum and Nationality Act 2006 which requires organisations to ensure individuals, to whom they are offering employment, have permission to work in the UK. Please visit <https://www.gov.uk/check-uk-visa> if you are unsure of your status.
- If you are invited to interview, you will be required to produce such evidence.
- CHS works with vulnerable persons under the age of 18 and we are required by The Protection of Vulnerable Groups (Scotland) Act 2007 to ensure that all of the staff we employ are suitable to work with persons under 18 or with their data. CHS is also an exempted body for the purposes of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975.
- CHS is required to take into account, prior to offering employment, any information of any spent and unspent convictions that may be relevant to the post for which you are applying. No unconditional offer of employment will be made until a satisfactory Protecting Vulnerable Groups (PVG) clearance has been received.



- If you are the successful candidate for the post, you will be asked to complete a pre-employment health questionnaire. This questionnaire will be screened by CHS' Occupational Health Provider, who may ask you to attend for consultation.
- Formal offers of employment will be made once CHS' Occupational Health Provider has assessed the individual as "Fit to work" and where appropriate any reasonable adjustments have been implemented.

### Section 10

- **References:** We request three professional references. References will only be taken up if you are short-listed. Please indicate if you do not wish your referee(s) to be contacted at this stage.
- Please note that no unconditional offer of employment will be made until satisfactory references have been received.

### Section 11

- **Declaration:** You are asked to declare the information you provided is true to the best of your knowledge. If you have any questions or concerns please contact us at [jobs@chs.gov.scot](mailto:jobs@chs.gov.scot).

### Section 12

- **Equality Monitoring:** The information in this survey will be used for monitoring purposes only. Your responses are voluntary but the more information you supply, the more effective our monitoring of responses will be.
- This information will only be viewed by the CHS Resourcing Team and is not connected to your application form and will not be used to identify you. It will not be seen by anyone involved in interviewing or shortlisting and will be stored securely in line with the principles of the Data Protection Act 2018.
- Monitoring will help to improve our recruitment processes and enable us to be as inclusive an employer as possible.

- Please select the most applicable option in the questions and complete the open boxes where relevant. We would be grateful if you would fill in this survey.

## APPLICATION FORM



<https://forms.office.com/e/RswTrdH3Ec>

# JOB DESCRIPTION



<b>Reports to:</b>	Regional Tribunal Delivery Manager
<b>Direct Reports</b>	None
<b>JD Last Updated</b>	June 2024
<b>Role Last Evaluated</b>	April 2023

## OVERVIEW OF ROLE

The role-holder(s) main purpose is to support Tribunal Members' wellbeing and the impact this has on their practice.

Tribunal Members deal with complex, challenging and often highly emotive situations in hearings and CHS is committed to providing high-quality support for them to do that.

The role holder supports Tribunal Members to consistently perform their duties from a place of wellbeing, resilience and constructive mindset. In turn this support enables Tribunal Members to deliver an empathetic approach to hearings, good process and measured judgements that better support children, young people and their families.

The role holder will ensure consistent approaches and levels to wellbeing management in all the areas in their region. The approach will be developed and applied nationally, working under the guidance of the National Wellbeing Manager.

The role-holder will undertake both proactive and reactive approaches to ensure Panel Member wellbeing is supported across the region as well as ensuring those identified as being at particular risk (due to the nature of hearings, particular circumstances etc) receive appropriate support to mitigate that risk.

The role holder will also provide a regional resource for understanding trauma and trauma-informed practice and will work in conjunction with the National Wellbeing Manager and Learning Manager and their team to consider any appropriate development activities to support the understanding, engagement and effectiveness of Tribunal members.

The role holder will be accountable to the Regional Tribunal Delivery Manager for ensuring wellbeing monitoring and management is being effectively carried out in all

areas of their region. They will liaise with the National Wellbeing Manager as well as the People and Culture Team where required.

### **MANAGEMENT ACCOUNTABILITIES**

N/A

### **OPERATIONAL MANAGEMENT ACCOUNTABILITIES**

- Provide a point of focus and advocacy for the importance of positive well-being to high performance and good practice
- Influence and advise the Regional Tribunal Delivery Manager and Volunteer Area Support Team members on matters relating to wellbeing and trauma
- Work in partnership with national colleagues to ensure consistency and quality of approach
- Support the continuous improvement of CHS wellbeing activities, resources and processes

### **CORE ACTIVITIES**

Key activities for this role holder will be:

- Identification of wellbeing support needs on a regional level and signposting Tribunal Members to support. This may involve contact pre/post hearings which are identified to have distressing matters and putting the relevant support mechanisms in place
- Organising any formal counselling or other professional support required by Tribunal Members to maintain their wellbeing
- Working with the Resource Allocation Management Team and the National Wellbeing Manager to develop an effective system for identifying, assessing and mitigating particularly challenging hearings in advance
- Supporting Tribunal Members through their volunteer journey including learning and leave of absence and identifying any wellbeing support that may be required
- Contributing to a national system that responds to increased demands of particular hearings in respect of trauma-informed practice
- Advocating and signposting to wellbeing resources including the external helpline, online content, wellbeing self-assessment tools etc
- Coordinating and leading any group development work around Tribunal member wellbeing and performance
- Work with Volunteer Area Support Team members in their area to develop an effective network to promote the well-being agenda and to feed in any areas of concern or risk
- Leading on the trauma-informed work regionally in partnership with national team members working on policy and practice

- Building a good practice resource of effective trauma-informed practice in hearings
- Contributing to a national Wellbeing community of practice with colleagues from the other regionals and the National Wellbeing Manager

# PERSON SPECIFICATION



## PERSONAL EFFECTIVENESS COMPETENCIES

COMPETENCY AREA	KEY SKILLS
<b>Teamwork and Collaboration</b>	<ul style="list-style-type: none"> <li>Effectively initiates dialogue across teams, levels and departments recognising that we have a shared responsibility to provide the best experience for our colleagues and wider stakeholders</li> <li>Recognises the value of every contribution and area of expertise within the organisation. This includes building links and networks across teams (internally and externally)</li> <li>Creates a supportive team environment by listening and responding to others and creating opportunities for innovation and generation of ideas and actions</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>Good written and verbal communication skills</li> <li>Ability to communicate effectively in 1:1 and group settings</li> <li>Ability to adjust communication skills to meet the needs of the recipient</li> </ul>
<b>Personal Integrity</b>	<ul style="list-style-type: none"> <li>Encourages and supports open two-way communication</li> <li>Is motivated by values and getting on with the job</li> <li>Shows resilience that enables the team to perform to the highest standards</li> </ul>

## FUNCTIONAL/TECHNICAL COMPETENCIES

COMPETENCY AREA	KEY SKILLS
<b>Wellbeing / HR / Organisational Culture</b>	<ul style="list-style-type: none"> <li>Experience in effective wellbeing support within an organisational setting</li> <li>Experience in providing direct guidance and support on people-related issues</li> <li>Experience in the implementation of policies, procedures and protocols</li> <li>Experience in fostering high performance and engagement through an appropriate balance of support and challenge</li> </ul>
<b>Computer literacy</b>	<ul style="list-style-type: none"> <li>Good level of proficiency with Microsoft Office (Outlook, Word, Excel, and PowerPoint)</li> </ul>

**TRACK RECORD/EXPERIENCE**

Experience (typically three years or more) of supporting projects relating to people, wellbeing and/or performance

Direct experience of supporting people (volunteers or employees) through complex or challenging situations

Experience (typically three years more) of using management information to support business planning and improvement ideally in the context of wellbeing

Experience of working within a national practice framework to defined quality standards  
Insight (professional, direct or personal) into the implications of Trauma on behaviour

**EDUCATIONAL ATTAINMENT/ QUALIFICATIONS**

Educated to HND level as a minimum or equivalent in a related qualification

**PROFESSIONAL BODY MEMBERSHIP**

N/A

**OTHER REQUIREMENTS FOR THE ROLE**

This is a people-centred role, and the role-holder will need the soft skills necessary to build relationships with people who come from a variety of backgrounds and have strongly held beliefs.

Thank you for your interest in this position.