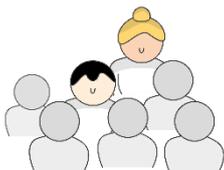




APPLICATION PACK

Participation Advisor

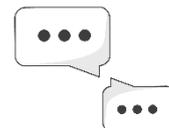
Recruiting



Training



Supporting



Improving outcomes for children and young people

CONTENTS



<u>Introduction from the National Convener.....</u>	<u>3</u>
<u>About us.....</u>	<u>4</u>
<u>Our values.....</u>	<u>5</u>
<u>Completing your application.....</u>	<u>6</u>
<u>Application and equality monitoring form link and instructions.....</u>	<u>10</u>
<u>Job description.....</u>	<u>11</u>
<u>Person specification.....</u>	<u>14</u>

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. We are currently 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 Children's Hearings System that meets the needs of Scotland's children and young people.

Good luck with your application.

A handwritten signature in black ink, appearing to read 'Elliot Jackson', with a stylized underline.

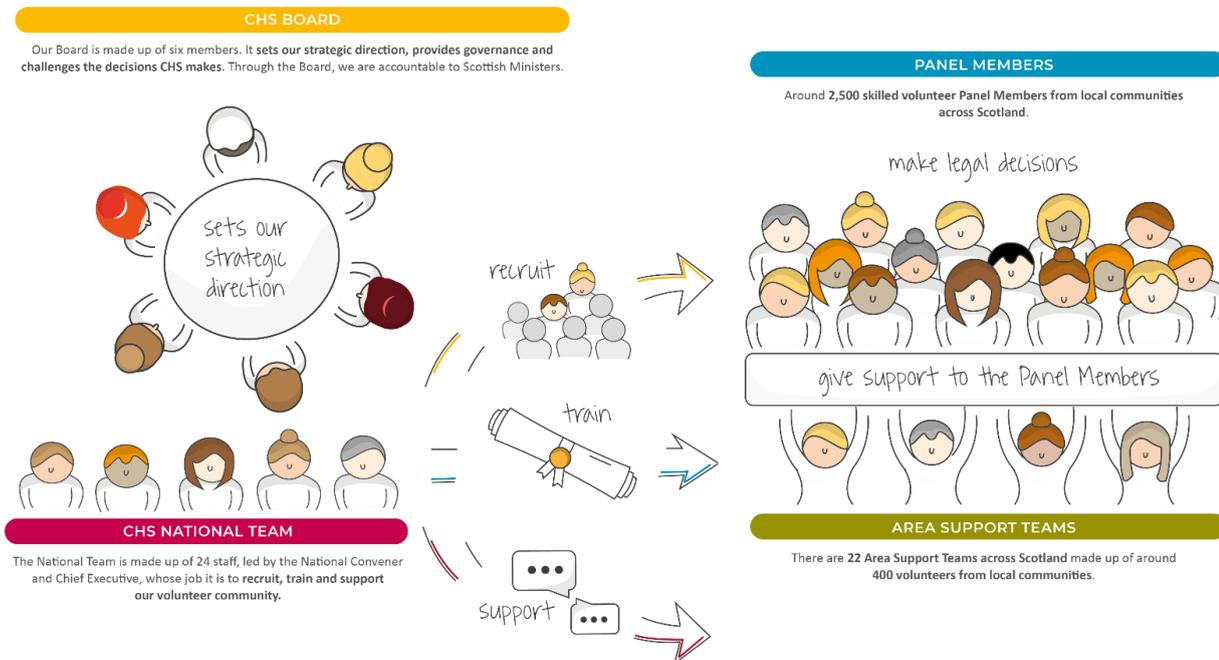
Elliot Jackson
National Convener and Chief Executive Officer



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.

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's staff or Board. This is to ensure compliance with CHS's 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 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.

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



[Participation Advisor – Fill in form](#)

JOB DESCRIPTION



Reports to:	Participation Coordinator
Direct Reports	N/A
JD Last Updated	February 2026
Role Last Evaluated	August 2024

OVERVIEW OF ROLE

The post holder will play a lead operational role in the delivery of an ambitious programme of participatory work involving children and people with experience of the hearing system to drive forward improvements in practices and standards. The role holder will have knowledge of the Children's Hearing System and provide support to the Participation Coordinator and the wider organisation. They will lead focused, creative and structured engagement work with our Experts by Experience Group.

Fundamentally this post is about building strong relationships and facilitating participation opportunities for hearings experienced children and young people. Critical to this role will also be building connections with key partners and sector leaders to amplify the views of children and young people with lived experience, improve practice and help bring about lasting change.

MANAGEMENT ACCOUNTABILITIES

The post holder will be expected to provide supervisory support to interns/work experience placements and young people in the Experts by Experience Group.

OPERATIONAL MANAGEMENT ACCOUNTABILITIES

- Lead, support and develop our Experts by Experience group to ensure they have their say and influence national policy and development.
- Work closely with CHS colleagues, young person led groups and partner organisations to use feedback and other data sources to continuously improve hearings for children.
- Design, facilitate and evaluate high quality meaningful engagement activities to improve services based on the direct lived experienced of children and young people with hearings experience.

- Support the continuous improvement of CHS participation activities, both nationally and regionally.
- Work with children and young people and the communication function to develop our website and social media communication tools to improve our reach and profile.

CORE ACTIVITIES

- Build relationships with children and young people both internally and externally.
- Work with CHS regional teams to build relationships with relevant regional and national partner organisations.
- Engage and encourage the involvement of hearings experienced children and young people to ensure their best interests are effectively represented in the work of CHS.
- Provide high quality advice and guidance on how to effectively involve children and young people.
- Contribute to national CHS participation strategy and activities.
- Work closely with feedback and complaints function on ways to encourage children and young people to engage with CHS.
- Develop resources for children and young people to be meaningfully and consistently involved in recruitment campaigns.
- Help review, update and play a key role in the delivery of the Children's Participation and Rights Strategy to ensure that the aspirations of CHS are realised in practice. Ensuring this work is carried out through the lens of the United Nations Convention on the Rights of the Child.
- Work directly with young people's participation groups such as Our Hearings Our Voice and local champion boards to gather their feedback and support them to improve the hearing system.
- Represent CHS on national fora and events, presenting to a wide range of audiences from young children to senior decision makers.
- Be committed to learning new skills and developing a good understanding of the legislative environment to identify relevant learning opportunities.

PERSON SPECIFICATION



MANAGEMENT/PERSONAL EFFECTIVENESS COMPETENCIES

COMPETENCY AREA	KEY SKILLS
Leadership & Teamwork	<ul style="list-style-type: none"> • Ability to lead and facilitate participation opportunities with groups of children and young people. • Effectively initiates dialogue across teams, levels, departments recognising that we have a shared responsibility to provide the best experience for our colleagues and wider stakeholders; • Recognises the value of every contribution and area of expertise within the organisation. This includes building links and networks across teams (internally and externally); • Creates a supportive team environment by listening and responding to others and creating opportunities for innovation and generation of ideas and actions.
Communication	<ul style="list-style-type: none"> • Excellent written and verbal communication skills; • Ability to communicate effectively in 1:1 and group settings to a wide range of audiences; • Ability to adjust communication skills to meet the needs of the audiences, particularly children and young people with lived experience of the Children's Hearings System.
Personal Integrity	<ul style="list-style-type: none"> • Encourages and supports open two-way communication; • Is motivated by values and determined to make impactful and lasting change; • Shows resilience that enables the team to perform to the highest standards. • Easily builds relationships with children and young people as well as other professionals.
Creativity	<ul style="list-style-type: none"> • Proactive approach to engaging with children and young people. • Ability to design creative and engaging sessions for children and young people. • Working with the Experts by Experience group to co-design workstreams and activities.

FUNCTIONAL/TECHNICAL COMPETENCIES

COMPETENCY AREA	KEY SKILLS
Legal Knowledge	<ul style="list-style-type: none"> Knowledge and awareness of the Children's Hearings System, the legislative landscape, the UNCRC, The Promise and wider child protection systems.
Computer literacy	<ul style="list-style-type: none"> High level of proficiency with Microsoft Office, social media platforms and related communication tools.

TRACK RECORD/EXPERIENCE

- Relevant knowledge of the Children's Hearings System.
- Experience of developing and supporting activities to engage children and young people.
- Experience of working with children and young people to make service improvements.
- Experience of working with sensitive and confidential information.
- Experience of designing, facilitating and evaluating consultations.
- Awareness of trauma informed practice and how this must be embedded in participatory work.
- Experience of working for or with an organisation that delivers services to children and young people with lived experience.
- Experience of volunteering/working with volunteers is desirable.
- A willingness to take part in professional development.
- A willingness to travel and work out with normal hours when required.

EDUCATIONAL ATTAINMENT/ QUALIFICATIONS

Educated to HND or equivalent relevant experience of the Children's Hearing System.

PROFESSIONAL BODY MEMBERSHIP

N/A

OTHER REQUIREMENTS FOR THE ROLE

PVG

Thank you for your interest in this position.