

Appointment of Service Manager : Wellbeing and Protection in Sport - Case Management Support Service



**Bryan
Evans**

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Hello,

Thank you for your interest in the post of Service Manager for our Case Management Support Service. This position will play a central and strategic role in leading the establishment of a significant and recently established, national service designed to support Sports Governing Bodies (**SGBs**) in their effective case management of wellbeing and protection concerns. For this reason I wanted to personally take the time to tell you more about our plans for the Case Management Support Service (**CMSS**) to help you decide if this would be the right position for you.

Why are we looking for a CMSS Service Manager ?

“The culture of a sport will be defined, in part, by how its Governing Body and clubs respond to complaints and concerns about welfare and safeguarding.”

(Anne Whyte, 2022, 18)

A series of reviews and research has highlighted some of the systemic challenges which have been experienced by both Sports Governing Bodies (SGBs) and clubs when managing and investigating wellbeing and protection concerns. While these challenges were found across multiple levels - individual, organisational and cultural - their impact on the management and outcome of a concern was found to be similar.

These recurring challenges and the associated needs of SGBs remain highly relevant within the sporting environment in Scotland and have been recognised by **sportscotland** in their decision to establish this new support service. Children First are delighted to be working in partnership with **sportscotland** to develop and deliver the Case Management Support Service for SGBs. The aim is to ensure that SGBs are better supported to manage wellbeing and protection concerns in a timely, appropriate and person-centred way.

The service will provide a range of support services, advice and resources to enable SGBs to case manage wellbeing and protection concerns in relation to both **children and adults**.

Children First believes sport can be an invaluable experience for people in Scotland. It presents opportunities to have fun, make friends, and promote healthy and active lifestyles, while cultivating lifelong skills such as leadership, teamwork, empathy and respect. We recognise the positive influence and impact that sport can have on people's lives, particularly when the focus is centred around their wellbeing. However, we also understand that abuse of trust can occur in sport at all levels. We will work with **sportscotland** and partner SGBs to ensure that wellbeing and protection is integral across all sporting environments and that the necessary training, resources and support are in place to manage concerns and safeguard all those participating in sport.



We now need a skilled and confident Service Manager to plan and facilitate the strategic development and establishment of this essential new service and lead the team through this exciting period.

What kind of person will make a great CMSS Service Manager?

Knowing our shared ambition with **sportscotland** to ensure safer sport for everyone, you will be someone who:

- Is a skilled, strategic leader who can shape and build a new service in response to identified needs.
- is resilient, skilled and knowledgeable about wellbeing and protection.
- will lead, support and inspire their team through successes and challenges
- believes in the positive value of sport and is committed to making it a safe place for everyone.
- is able to build strong relationships and work collaboratively with partners
- is passionate about human rights and anti-racist practice
- has strong organisational skills and an ability to respond to complex and changing situations.
- is able to assess situations and provide clear advice

Above all else, the most important thing is that you are someone who will do the right thing for children, young people and adults in sport at every turn. The Person Specification in the candidate pack sets out in more detail the requirements for this post.

Why Children First?

We have local services in communities and complex, national services stretching across the whole of Scotland that make a lasting difference to people's lives. We have a long and established track record of working with children, young people and families across Scotland, to respect, protect and fulfil their human rights and support them to improve their outcomes.

Children First has a long experience in supporting both children and adults at risk and is aware of the skills and appropriate safeguards that need to be in place to do so. We believe it is relationships that help keep people safe with processes and policies to support people and organisations. We understand the value of respect, support and challenge in building effective relationships across the sporting community in the interests of advancing wellbeing and protection.

Central to this is taking a trauma informed approach in everything we do. By working through a lens of trauma, we take the time to understand what has happened to people and the ongoing effect of adverse events on their current situation. Taking this approach within the case management support service will ensure a safer environment that better protects the wellbeing of those involved and helps achieve more sustainable outcomes.

We understand the importance of human rights, a clear purpose and an open culture to ensure strong and effective safeguarding. We ensure that our teams have the appropriate skills to deliver high-quality, person-centred services. As an organisation focused on learning, we create on-going training opportunities and ensure that teams have the support needed to deliver our services and protect their own wellbeing.

We are relentlessly focussed on quality, and we are constantly listening and looking to improve. You will find this role rewarding whilst it will also stretch you. You will experience us as a kind and incredibly supportive organisation.

The established and trusted relationships which Children First has with SGBs through its existing Child Wellbeing and Protection in Sport service, and the range of other partner organisations, will be the foundation

which underpins the design and effective implementation of this new, wider case management support service. The management of wellbeing and protection concerns is an emotionally demanding role and we understand the essential need to provide a safe space that allows the sharing of experiences, practice discussions and emotional containment. This, in turn, enables our people to approach their role with increased clarity and confidence, manage stress more effectively and develop their resilience.

Diversity and Inclusion

We seek to tackle all forms of discrimination, including on the basis of ethnic origin, sexual orientation, gender and disability, both internally and externally. However, we recognise that we are not yet as fully representative as we want to be and we are challenging ourselves as an organisation every day in our accessibility, our language and our ingrained and unconscious bias. In doing so I find the words of Maya Angelou helpful: 'We are seeking to know better so we can do better.'

Base

You will work a hybrid model of being primarily home based combined with some meetings and working from one of the Children First offices in Glasgow or Edinburgh. Due to the national nature of this project, there may also be times when you will have travel to connect with partners and SGBs.

Wellbeing

Your wellbeing is important to us, and we will support you to work in a way that gets the job done but maintains a healthy work life balance. We will provide connection with the rest of the organisation and regular support from myself as Service Manager and colleagues.

Salary, Conditions, Pension

We will offer you a competitive salary, generous annual leave entitlement (40 days inclusive of 9 public holidays), flexible working opportunities and a contributory pension scheme. Additional benefits such as a cash-back health plan, cycle to work scheme and option to join a credit union are available.



I look forward to hearing from you,

Bryan Evans
Assistant Director

