

## **Panel Practice Adviser**

### **Role description**

Panel Practice Advisers (PPAs) play a key role in the quality assurance process by providing observations and feedback to Panel Members, making sure we meet our national standards and do the very best job we can for infants, children and young people. They also play a key role in the recruitment of new Panel Members and reappointment of Panel Members at a regional level.

They can, at times be allocated some responsibilities by the Regional Tribunal Delivery Manager to support investigations into internal complaints. This can be in relation to issues about Panel Member practice or conduct. Complaints are managed, coordinated and where appropriate, directly handled by Children's Hearings Scotland Feedback and Complaints Team.

### **Key responsibilities**

#### **Learning and development**

- undertake mandatory and recommended training to ensure knowledge of the Panel Member role, safe and good practice for infants, children and young people and to support delivery of volunteer recruitment, reappointment and observation tasks

#### **Panel Member practice observation and support**

- plan and manage the Panel Member practice observation and review feedback process in collaboration with regional Tribunal Delivery colleagues, AST and/or the Clerks team
- undertake a reasonable number of practice observations in line with the CHS Competence Framework for Panel Members Practice and Monitoring of Panel Practice and Panel Practice Observation Guidance
- observe and assess Panel Member practice in line with relevant guidance, providing constructive feedback with individual written reports for each Panel Member alongside verbal feedback as appropriate and when possible
- identify areas of good practice and areas for further development across knowledge, skills and behaviours and/or support needs, ensuring the Panel Member is clear on areas for development
- use CHS systems to record Panel Member practice observations, feedback and recommendations, that become part of the re-appointment reviews of our Panel Members

- provide appropriate support and signposting to other relevant support roles and resources for Panel Members

### **Panel Member recruitment and reappointment**

- support CHS National team, Tribunal Delivery Manager and regional colleagues in local recruitment campaigns to select new lay tribunal members, known as Panel Members
- take part in interview and selection processes locally, in line with CHS recruitment and selection standards
- participate in discussions with Panel Members to aid in the recommendation of reappointment and share insight with the Tribunal Delivery Manager to help inform recommendations

### **Regional complaints and concerns**

- at the direction of the Regional Tribunal Delivery Manager and in line with relevant procedures and guidance, provide support in relation to regional complaints and/or concerns

### **Person specification for Panel Practice Advisers (PPAs)**

The skills and knowledge needed to serve as a PPA are listed below. When completing the application form, it is important to highlight how your skills and knowledge match those required and how these transferable skills would benefit our regional teams.

#### **Criteria required:**

Understanding and willingness to

- promote the CHS vision, mission and values
- uphold the national standards for the Children's Panel at local level
- be aware of and advance the Scottish Government vision (The Promise) for the reform and modernisation of the Children's Hearings System

In support of this you will need to

- demonstrate a commitment to continuous development and to organisational continuous improvement
- be aware of the legal framework for the Children's Hearings System
- understand the role of Panel Members and what is needed and available to support them in their work
- have a good understanding of the competence framework for Panel Members practice and of the learning and development opportunities available to them
- be fair and non-judgemental, treating every Panel Member in a respectful manner and upholding CHS values
- be able to objectively analyse and assess information and draw clear conclusions

- be experienced in giving both verbal and written feedback
- be able to articulate areas for development and/or any recommendations confidently and sensitively and give clear reasons for these
- have excellent interpersonal and verbal and written communication skills
- have good organisational and planning skills
- show good attention to detail in writing up a note of practice observations
- respect confidentiality and have clarity on the panel practice adviser role, and
- have the skills to engage effectively and build relationships with CHS national team, regional colleagues and key partners

For more information about applying, please visit our [PPA Application Guide](#)