



### **Caseworker Competency Framework – Project lead**

The [Ombudsman Association](#) (OA) is seeking an experienced and enthusiastic individual to lead the project to develop a generic Caseworker Competency Framework for the Association's members.

The OA's membership covers ombudsman schemes and complaint handlers across the public and private sectors in the UK, Ireland, the British Crown Dependencies and the British Overseas Territories.

The Framework will support the development of the caseworker profession across our membership, focusing on the core skills that caseworkers need to be effective, and building on the commitments set out in the OA's [Service Standards Framework](#). The Caseworker Competency Framework will provide a model of best practice that members can refer to when commissioning caseworker training, rather than being prescriptive.

This is a rare opportunity to lead a cross-sectorial project to co-create a Framework that will result in the establishment of international best practice.

#### **Purpose of role and specification**

To lead the project to develop a generic Caseworker Competency Framework for the OA's members, building on the work undertaken in the first phase of the project, which mapped the competency frameworks that currently exist across our membership and internationally.

Strong project management skills will be required. Someone with good problem-solving skills and a collaborative approach is essential, and with the gravitas and technical expertise to hold their own in conversations with senior leaders. Organisational Development experience and / or previous experience of similar projects will be a bonus.

#### **Key deliverables and outcomes**

- Leading on the co-creation of a draft Framework, building on the mapping exercise undertaken in stage 1.
- Setting up and leading a small working group of the Ombudsman Association's members to review and approve Framework drafts.
- Leading a consultation with the OA's members in May/June, including workshops at the OA's Conference in Edinburgh on 24-25 May.
- Engaging OA's members to ensure buy-in to the development process and ownership of the final product.
- Producing a best practice and future focussed Framework for members to adapt/ inform or use to validate their individual frameworks.

## **Project arrangements**

It is envisaged that the project will require a maximum of 40 working days for the project lead between March-September 2018, with potential meetings of the working group in April / May to develop the draft Framework, a 4-week consultation with members in May / June (including workshops at the OA's Conference in Edinburgh on 24-25 May), and refinement of the draft following consultation and a final working group meeting in mid-July.

The successful candidate will be expected to work from their current office or to work from home. Secondments will be considered. Some travel will be required across the UK and Ireland for working group meetings (which will be hosted by the OA's members), and to attend the OA Conference, which will be reimbursed by the OA. The project lead will report to the Director of the OA.

The budget for the project is part funded by the [International Ombudsman Institute](#) and set at a day rate of c. £500 (including VAT).

## **Application**

Anyone interested in the project should contact the Director, Donal Galligan, for an initial discussion via [donal.galligan@ombudsmanassociation.org](mailto:donal.galligan@ombudsmanassociation.org) or on 07442 496024.

Those wishing to apply should send their CV and a covering letter setting out their relevant skills and experience, and their proposed methodology to deliver the project, to the Director ([donal.galligan@ombudsmanassociation.org](mailto:donal.galligan@ombudsmanassociation.org)) **by 18:00, Wednesday 14 March 2018.**