



Clinical Governance Manager

Ref 031413

Job Pack
September 2020



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Welcome to NHS 24

Thank you for your interest in this position.

This information pack details information about both NHS 24 and this vacancy. I hope that you find this information useful and it helps inform your decision to apply to come and work with NHS 24.

Now is a great time to be joining NHS 24 as we continue to grow and deliver safe, responsive person centred services to the public of Scotland.

We are proud to employ 1600 staff across our centres in Scotland. As the Director of Workforce, I am committed to ensuring that NHS 24 is a great place to work. Our staff are our greatest asset who deliver high quality safe and effective care to our patients.

I am committed to putting our staff at the centre of everything we do and to working to a common set of values to guide the work we do, the decisions we take and the way we treat each other. Our values are: care and compassion; dignity and respect; openness, honesty and responsibility; and quality and teamwork.

If you would like to be part of our team and feel you have the skills and share our values, I would be delighted to hear from you and welcome your application.

David Miller
Director of Workforce, NHS 24



Reference Material

You can find more information about NHS 24 and our services at:

[About NHS 24](#)

[NHS 24 Services](#)

[Key Documentation](#)

Our Organisation

NHS 24 is the national provider of digital and telephone based health and care services for Scotland. We provide people with access to information, care and advice through multiple channels including telephone, web and online.

We work in collaboration with partners, the public and our people to co-design services using technology and a digital first approach to sustainable service development and delivery.

Our Services

As Scotland's national telecare and telehealth organisation, we're at the forefront of pioneering new and innovative ways of working. It might surprise you to know that we're not just a phone service, we increasingly engage with people in Scotland through our websites, social media and webchat.

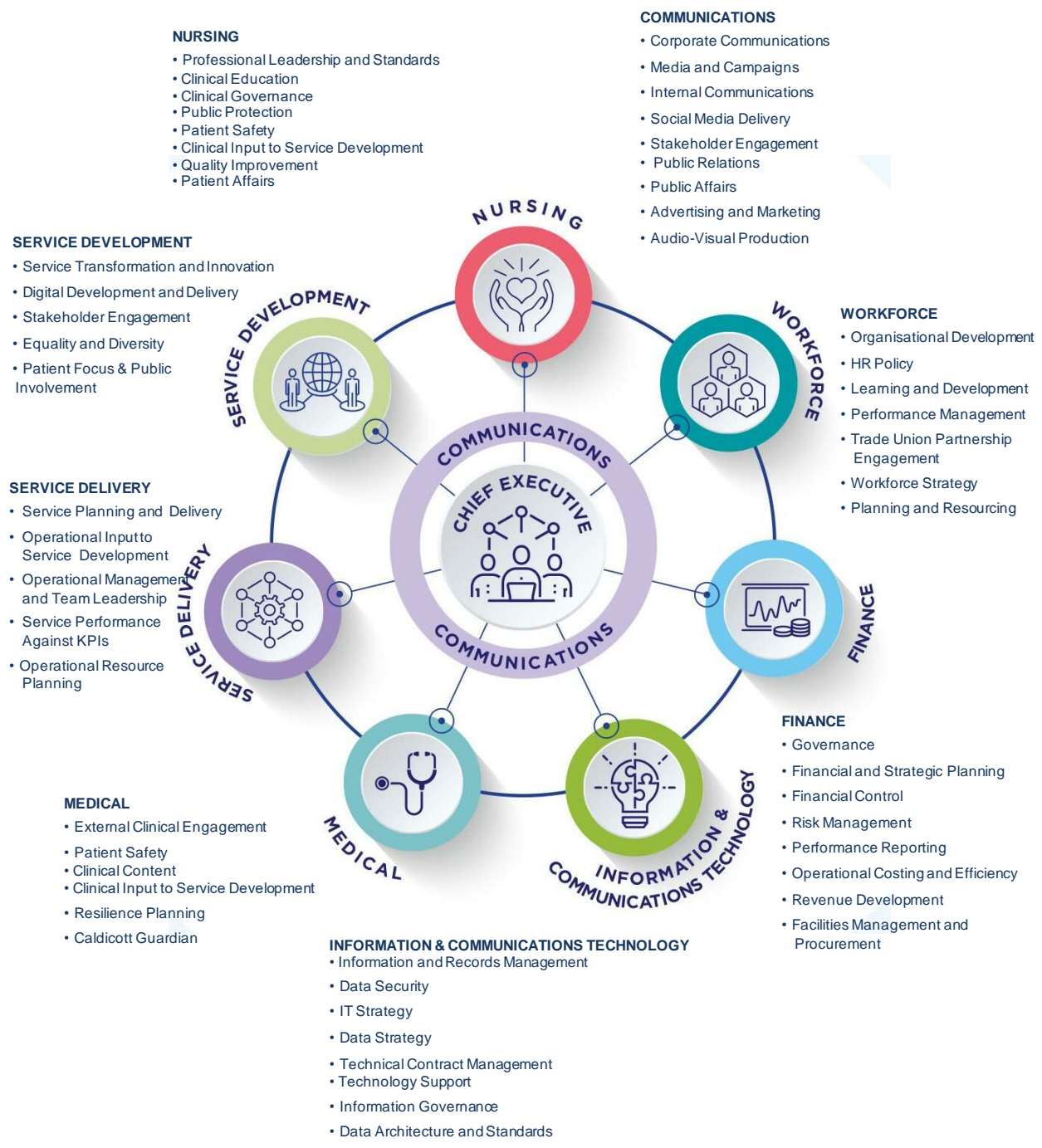
There's no such thing as a typical job at NHS 24. We employ a wide range of clinical and non-clinical staff. From call handlers and nurse practitioners to physiotherapists, the diversity of our workforce reflects the constantly evolving needs of our patients.

As an integral part of the NHS in Scotland, NHS 24 continues to develop, provide, and facilitate an expanding range of multichannel, patient centred, safe and effective telehealth and tele-care services.

For example:

- People across Scotland can call NHS 24 using the free phone number 111. This gives people access to the help and advice they need when it cannot wait until their GP surgery reopens.
- NHS 24 works in close partnership with all Health Boards and the Scottish Ambulance Service to provide essential services to patients in need of urgent advice and care during the out-of-hours period when their GP surgery is closed.
- NHS 24 employs a range of staff across its locations, including clinical and non-clinical staff and essential support services staff.
- NHS 24 provides access to trusted health information and support through a range of different services, including NHS inform, Care Information Scotland, Breathing Space, Living Life and Smokeline. These services are available to the public via a range of delivery channels, including the internet, over the telephone and web chat.
- NHS 24 delivers a national health preparedness campaign on behalf of NHSScotland called 'Be Health-Wise'. The campaign runs across the Easter and Festive periods.

Our Structure



Nursing & Care

The role of the Nursing & Care Directorate is to develop and support staff to prevent, detect and mitigate risks to the delivery of safe, effective and person centred care. To work with other directorates on the development, implementation, monitoring and evaluation of healthcare quality frameworks for service improvements.

A key role of the Directorate is to develop, deliver, monitor and support organisational Clinical and Care Governance and Patient Safety systems, policies, processes, reporting to the Board and the Executive Team, and provide assurance that relevant legal and corporate governance requirements are met.

The Directorate works across the Organisation to influence and support continuous quality improvement in the delivery of health care, by providing expert professional advice relating to General Nursing and AHPs, Mental Health & Learning Disabilities, Public Protection, Excellence in Care, Safe Staffing legislation, Realistic Medicine, Advanced and Specialist Practice, Dementia, Patient Experience and Clinical Governance.

The Directorate supports systemic improvements in Clinical Care and Healthcare Quality through strategic professional leadership and clinical development and innovation, to improve the quality of the patient's therapeutic experience and care outcomes.

The emphasis is on delivering continuous improvement in patient care, minimising risk and unavoidable harm to the public through strategic vision, defined professional and healthcare standards and quality assurance. The Directorate influences innovation in care delivery models and role redesign as well as providing an assurance mechanism for evidencing national legislative and local requirements are delivered timeously and to the highest quality standard.

Our Centres

There are four NHS 24 Regional Centres, two located in the West, one in the East and one in the North as well as our Lightyear centre in Paisley. This post can be located in our Cardonald Regional Centre \ Lightyear centre.

Lightyear, 9 Marchburn Drive, Glasgow Airport Business Park PA3 2SJ.



Getting There

By car

Travelling by car, you would take junction 29 westbound or junction 28 eastbound from the M8.

By Train

The nearest train station is Paisley Gilmour Street. The building is approximately 25 minutes' walk from the station.

Visit Scotrail.co.uk for train timetables.

[Click here](#) to view the walking route planner from the station to the building, on Google maps.

By Bus

There is a wide range of bus links to and around the Glasgow Airport Business Park from Buchanan Bus Station, Paisley Gilmore Street Train Station, and from Glasgow's West End and Braehead.

Some routes can be viewed on Glasgow Airport's website, in the section [To and From by Bus](#)

The site also offers a Bike Hub for staff who cycle to work.



Cardonald Regional Centre

Caledonia House
Fifty Pitches Road
Cardonald Park
Glasgow
G51 4EB



The surrounding area benefits from exceptional public transport links, many of which directly serve Cardonald Park.

Cardonald has a dedicated railway station which is approximately a 10 minutes' walk from Caledonia House, providing regular services to Glasgow Central Railway Station, (7 minutes) and Paisley Gilmour Street Station (8 minutes) at 30 minute intervals.

There are numerous bus routes nearby which link Cardonald to Hillington, Braehead and Paisley as well as a number of the services linking direct to Glasgow city centre.

- Braehead Shopping Centre 5 mins
- Glasgow City Centre 8 mins
- Glasgow International Airport 10 mins
- Glasgow's West End 15 mins
- Edinburgh 60 mins

The Role

Clinical Governance Manager

The role of the Clinical Governance Manager is leading the development and implementation of the NHS 24 Clinical Governance strategy and developing systems of work to influence measure and evidence continuous quality improvement and assurance, working in partnership with a broad of internal and external Health Care partners.

This involves leading Clinical Governance activities across all of NHS 24 services, throughout the patient journey, supporting the implementation of the NHSScotland Healthcare Quality Strategy through the development of the Clinical Governance agenda; managing national programmes, organisational Clinical Governance activities; leading investigations and identifying opportunities for organisational learning and Quality Improvement.

You will lead and co-ordinate a number of key areas which contribute significantly to the ensuring NHS 24's services are safe, effective and person centred.

Skills Required

- Ability to work autonomously with minimal direction
- A fully supportive and integrated team player contributing to effective performance in achieving strategic, national and local Clinical Governance objectives.
- Excellent verbal and written communication skills
- Ability to allocate, manage and prioritise workload to ensure national and organisational guidelines are met and that deadlines are adhered to
- Excellent interpersonal skills with the ability to demonstrate an all-round professional attitude especially under pressure with deadlines and conflicting interests
- Ability to manage highly sensitive issues and information always maintaining confidentiality.
- Experience in analytical and report writing skills
- Experience in data management, analysis, interpretation and graphical presentation skills
- Experience in facilitation and presentation skills
- Experienced negotiator
- Project management experience \ Advanced IT skills, particularly in MS Office packages and incident management \ reporting systems
- Experience in managing others, influencing, supervision & delegation
- Ability to influence without direct authority

Qualifications & Experience

The post holder is expected to demonstrate the following knowledge, skills and experience:

Knowledge:

- First degree or equivalent extensive professional knowledge of Clinical Governance or Quality control and assurance
- Knowledge of health services or delivery of health care
- Further study in the specialist field of Clinical Governance evidenced by post graduate qualification, demonstrable self-study or relevant professional courses

Experience:

- Demonstrable Experience in two or more of the following areas:
- Quality Management Systems, Data management and analysis
- Clinical Audit
- Risk Management
- Clinical Effectiveness
- Research and Development experience
- Standards Review and/or development
- Experience of NHS Scotland, Acute, Primary Care and Out of Hours Services
- Experience in leading external visits/accreditation by external agencies e.g. by NHS Healthcare Improvement Scotland, British Standards Institute
- Experience in designing, developing and delivering specialised training programmes
- Experience in managing and leading teams

Working patterns

The 37.5 hours per week post will involve mainly working Monday – Friday.

This Opportunity

Job Reference:	031413
Position Title:	Clinical Governance Manager
Hours:	37.5 hours per week
Location:	Cardonald HQ is preferred location however this is Negotiable
Band:	Band 7
Band:	Permanent
Salary:	£39,300 - £46,006 per annum (pro rata) and enrolment into SPPA pension scheme. Placement on salary scale is dependent on confirmation of previous relevant NHS service.

WHO ARE YOU?

You are an enthusiastic and focused professional with previous experience in successfully leading and implementing organisational Clinical Governance systems and processes. You will have a proven record in leading and managing teams.

You will have a comprehensive range of Clinical Governance and organisational skills, with the ability to prioritise a large workload. You will have a strategic and organisational perspective on the patient safety agenda and be able to successfully work across multiple settings and levels. You will be an expert communicator who can manage difficult conversations and skilfully negotiate barriers to support the delivery of robust Clinical Governance structures, systems and processes.

You will be aligned to and live the core NHS Scotland values underpinned by a passion for supporting safe, effective and person centred care

OUR CENTRES & AVAILABLE HOURS

Successful applicants will be based at our Cardonald \ Lightyear Office although this is negotiable. The location and address of each centre is included within this pack.

The 37.5 hours per week post will involve mainly working Monday – Friday. There may be times when you are required to work out with these office hours.

BENEFITS

NHS 24 offers a complete benefits package, with a permanent contract on Band 7 £39,300 - £46,006 (pro rata). Placement on salary scale is dependent on confirmation of previous relevant NHS service.

We also offer you many supportive policies to enhance your employee journey and have a comprehensive Employee Assistance Programme Provider, Cycle to Work Scheme, bursary scheme and a range of learning and development. As an NHS Scotland employee you will be entitled to:

- 35 days annual leave (rising to 41) pro-rata
- development opportunities including study bursaries, e-learning and classroom based courses
- enhanced pay for working public holidays
- enrolment into the Scottish Public Pensions Agency (SPPA) pension scheme
- NHS discounts on goods and services
- HELP, employee support and assistance

INTERESTED?

For an informal discussion, please contact Mark Kelly, Associate Director of Nursing on 07909532410 or via email at mark.kelly@nhs24.scot.nhs.uk

Job Description

Job Title: Clinical Governance Manager

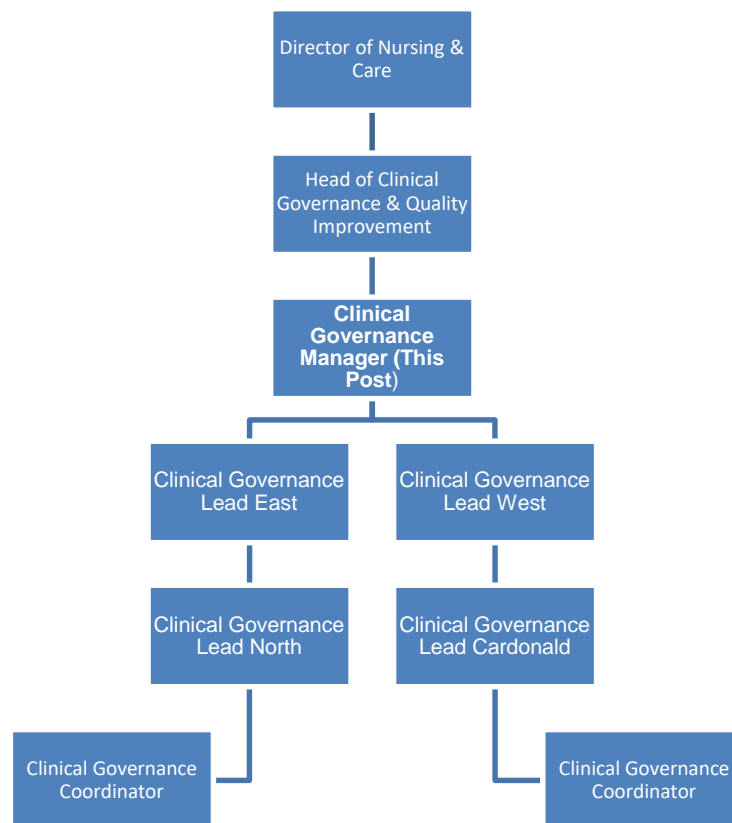
Reporting To: Head of Clinical Governance & Quality Improvement

1. JOB PURPOSE

The Clinical Governance Manager has specific responsibility for leading the development and implementation of the NHS 24 Clinical Governance strategy and developing systems of work to influence measure and evidence continuous quality improvement, working in partnership with a broad of internal and external Health Care partners.

This involves leading Clinical Governance activities across all of NHS 24 services, throughout the patient journey, supporting the implementation of the NHSScotland Healthcare Quality Strategy through the development of the Clinical Governance agenda; managing national programmes, organisational Clinical Governance activities; leading investigations and identifying opportunities for organisational learning and Quality Improvement.

2. ORGANISATIONAL POSITION



3. SCOPE & RANGE

- Responsibility for leading the development of Clinical Governance initiatives to support implementation of the aims of the NHS 24 Strategy and the NHSS Healthcare Quality Strategy as well as ensuring new developments, new services, tests of change, business products and all services being delivered are fully clinically governed

- Line management responsibilities and support for members of the Clinical Governance team, providing cross-cover and supporting the development of contingencies for continuation of service in the absence of key colleagues.
- National responsibility for implementation and development of Clinical Governance and Quality control and assurance activities.
- Will operate across all directorates and services within the organisation.
- Provision of Clinical Governance & Quality control and assurance leadership.
- The establishment of positive working relationships with all colleagues and clinical services including, Nursing, Service Development Service Delivery and Medical Directorates and other support functions is essential.
- As appropriate represent the Head of Clinical Governance & Quality Improvement at national external meetings and events.
- Member of the Nursing & Care management teams.
- Main point of contact with partners in relation to Clinical Governance and Quality control and assurance activities /issues.

4. MAIN DUTIES/RESPONSIBILITIES

The Clinical Governance Manager is accountable to the Head of Clinical Governance and Quality Improvement for the successful implementation of the following with the minimum of supervision:

Strategic/Service Development

The post holder will:

- be responsible for the provision of support for continuous improvement through the Clinical Governance Strategy and Quality Improvement Framework, aligned with the national NHSScotland Healthcare Quality Strategy development, ensuring proposals for policy and service changes to support improvements in quality are developed and implemented
- have a lead role in the development of underpinning strategies, frameworks, action plans, associated policies and procedures and subsequent implementation throughout the organisation, ensuring review cycles are adhered to
- maintain and review the strategic approach for effective Clinical Governance and Quality control and assurance, developing and scheduling the reviews, at least on an annual basis, aligned to the NHSScotland Healthcare Quality Strategy, and associated policies and procedures
- plan and organise programmes of work to ensure the successful delivery of organisational objectives, ensuring effective timescales, resources and communication are constantly reviewed and available to facilitate implementation of the Clinical Governance Strategy
- support the Head of Clinical Governance & Quality Improvement in developing and maintaining high standards of Clinical Governance and Quality control and assurance

processes to allow NHS 24 to meet its objectives of promoting the highest standards of healthcare and positive health outcomes across the whole organisation

- be responsible for the promotion and facilitation of cross organisational learning, ensuring that appropriate systems and processes in place to track, report and support the implementation of recommendations and actions.

Operational

The post holder will:

- lead a culture of Clinical Governance and Quality within the organisation through the establishment and maintenance of support structures across regional and local contact centres and across directorates, developing expertise amongst staff
- be accountable for the leadership and development of the Clinical Governance and Quality control and assurance agenda for NHS 24 including the following areas of activity:
 - Clinical Audit
 - Clinical Effectiveness
 - Patient Experience
 - Information Governance
 - Learning From Experience
 - Medico-Legal Activities
 - Patient Safety
 - Public Involvement
 - Quality Improvement
 - Research and Development
 - Risk Management
 - Standards
 - Strategic Development
- provide detailed and highly specialised Clinical Governance and Quality control and assurance advice to other health care professionals to positively influence the delivery of care
- is responsible for the design and delivery of specialist clinical governance training for all staff within NHS 24 including large group of staff e.g. induction training and ongoing clinical governance training
- is responsible for maintaining and updating the incident management system with key information in relation to clinical governance activities including patient safety incidents, ensuring that investigations take place within strict timescales.

Quality Assurance

The post holder will:

- play a key role in the implementation of and monitoring against standards for Clinical Governance, Quality Improvement and Risk Management at organisational level
- develop, and quality assure, effective systems and processes for the investigation of any aspect of the patient journey or partner feedback, providing training, support and development for investigations staff

- be responsible for leading and developing programmes of integrated Clinical Governance and Quality control and assurance activity with partner agencies to ensure integrated Clinical Governance across the service user and patient journey as well as in operating collaboratively with internal teams and departments to ensure care and services provided are safe and effective. This involves liaising regularly with partners at a senior medical and operational level to resolve complex clinical and operational issues
- will regularly undertake clinical audit ensuring consistent methodology and approaches. The post holder will be responsible for the analysis and presentation of complex intelligence measuring progress against outcomes and recommendations.

Data Analysis

The post holder will:

- be responsible for the design and production of reports, on a regular basis, relating to any aspect of Clinical Governance and Quality control and assurance activity to the Regional \ National Clinical Governance Groups, National Patient Safety Group, the Clinical Governance Committee, the Executive Management Team and any other appropriate bodies. Incorporating detailed analysis, interpretation and presentation of complex data
- proactively analyse and utilise data to identify areas for continuous improvement and develop initiatives to support and liaise with the Quality Improvement & Evaluation team to support the Quality Improvement agenda. Review complex data to develop and present a range of options for the progression of Quality control, assurance and improvement activities. Design systems of data capture to facilitate measurement and provide evidence of areas of work requiring or that are ripe for improvement.

Stakeholder Engagement

The post holder will:

- represent the Clinical Governance Team and provide specialist knowledge, input and training underpinned by theory and experience at national/central groups and as a key stakeholder in the development of organisational services
- lead and support the Head of Clinical Governance & Quality Improvement at the national level with Clinical Governance activities in preparation for visits by external reviewers e.g. NHS Healthcare Improvement Scotland, ensuring that appropriate evidence of Clinical Governance and Quality control and assurance activities within NHS 24 is accessible and current within the agreed business classification scheme
- support the development of Regional and National Clinical Governance meetings. This includes leading the development of a culture of Clinical Governance within the organisation through effective communication and by working with operational and senior staff, guided by organisational and Clinical Governance principles and policies
- represent the Head of Clinical Governance & Quality Improvement at meetings both externally and internally as required.

Line Management

The post holder will:

- be responsible for the line management of the Clinical Governance Team, adhering to relevant legislation and PIN guidelines, ensuring arrangements for regular review, appraisal, support and supervision
- have responsibility for all elements of the HR life cycle including recruitment and selection, disciplinary and grievance management and performance management
- set objectives for their teams in line with corporate goals and action plans related to work streams and iMatter findings
- develop all team members appropriately and ensuring that all TURAS appraisal associated personal development activities are completed within required timescales. Ensure team members are able to contribute effectively to relevant business objectives.

5. SYSTEMS & EQUIPMENT

The post holder is required to be a proficient user in the following IT systems as follows:

- **Microsoft Word** – for the provision of committee papers, reports, and communication
- **Microsoft Excel** – to enable the generation, manipulation and analysis of complex Clinical Governance and Quality Improvement information into agreed formats, not restricted to pivot tables or graphical charts
- **Microsoft PowerPoint** – for producing presentations to update stakeholders
- **Microsoft Outlook** – for effective and efficient communication with everyone in the organisation and external stakeholders as well as diary management
- **Microsoft Access** – to create databases to collate, manipulate, data analysis and present information whilst adhering to legal requirements for the storage use and protection of confidential data
- **Internet Explorer** – research purposes to enable advice to be up to date and evidence based
- **HR Management Information System** e.g. EES – for recording and managing team member's absence history
- **TURAS** – for the development of role profiles and associated management
- **Audio visual equipment** including video conferencing, laptop projectors during presentations.
- **E-Expenses**
- **Incident Management systems** e.g. RESPOND – management of patient complaints, feedback and adverse events

In addition, the post holder will develop their understanding of key electronic organisational knowledge systems and processes including; e.g. SAP CRM, Verint, and Knowledge Management systems.

6. DECISIONS & JUDGEMENTS

The post holder will:

- Act as an expert for Clinical Governance and Quality control and assurance activities, the post-holder must be self-motivated, self-managed and expected to make day-to-day operational decisions and judgements on all duties and responsibilities contained in section 4
- have a high degree of autonomy to make decisions pertaining to own areas of responsibility as agreed through set objectives with the Head of Clinical Governance & Quality Improvement
- be required to act independently, sourcing and interpreting national or best practice initiatives, translating the principles of these to recommend strategy for organisational implementation. Management support is available by telephone, email and monthly face to face meetings
- be required to exercise own judgement whilst balancing organisational risk and escalate issues to senior staff in an appropriate manner
- be required to analyse complex data such as findings of investigation of incidents requiring analysis, interpretation and formulation of recommendations, the post-holder is expected to act to preserve patient safety without recourse to line manager
- have significant discretion to identify, collaborate and communicate with a wide range of internal and external stakeholders in meeting personal objectives and departmental priorities
- will have freedom to act and is responsible for directly managing specific projects (e.g. clinical governance audits) and has the authority to influence staff involved in these projects. This will involve review and making judgments about the significance of data and make recommendations about its application.

7. COMMUNICATIONS & RELATIONSHIPS

The post holder will:

- be expected to play a leading role in developing relationships to ensure that successful working partnerships are in place to facilitate an environment where Clinical Governance and continuous improvement can flourish within NHS 24 and with our partners, leading to improved services for callers, patients, and the public
- be required to communicate highly complex, sensitive or contentious information with a broad range of senior health professionals both internally and externally and at times, if required, with patients or relatives. This will require the use of skills such as persuasion, negotiation, tact or empathy in order to overcome barriers or to develop others understanding of the issues and the actions required. This is the most challenging part of the role. This also means occasional exposure to distressing or emotional circumstances such as listening to challenging calls, face to face contact with staff involved in incidents or dealing with distressing or challenging behaviour face to face or by telephone

- may occasionally be required to deputise for the Head of Clinical Governance & Quality Improvement at external and internal National Meetings e.g. Clinical Governance Committee, National Clinical Governance Group, National Partner Engagement Meetings
- be required to have excellent inter-personal, negotiating, and influencing skills as occasionally the above meetings will take place in a highly emotive atmosphere and will require the ability to influence without direct line management responsibility.

Key Internal Relationships include:

- Clinical Governance, Patient Experience and Quality Improvement teams
- ADON, AMD, All Heads of Services and Contact Centre Management Teams
- Clinical Service Managers, Team Leaders and coaches
- National & Central Forums/Groups
- Risk Management lead/s
- Front line staff
- Human Resources, L&PE, Clinical Development Team, Information Governance and Technology teams

Key External Relationships include:

- NHS 24 partners at national level
- Peer Clinical Governance and Quality Improvement Quality and Risk Practitioners across the NHS or other service providers.
- Healthcare Improvement Scotland and the iHub
- NHS Education Scotland
- NHS Liaison Coordinators

8. PHYSICAL DEMANDS OF THE JOB

PHYSICAL/WORKING CONDITIONS

The post holder will:

- use a PC for extended periods of time on a regular basis
- be required to regularly travel across NHS 24 sites and Scotland to meet with direct reports, attend meetings, to lead and participate in working groups

MENTAL EFFORT

The post holder will:

- be working within an open plan office the post holder will frequently be required to maintain concentration for analysis of clinical and operational issues whilst sustaining

accuracy, assertiveness, and professionalism, whilst being subject to frequent interruptions

- occasionally be required to maintain prolonged periods of concentration when attending partner meetings, presenting at senior meetings, chairing and facilitation of meetings, writing reports, and training new and established staff
- as part of the daily role will experience interruptions and may have to re-prioritise their workload accordingly whilst working under pressure and balancing multiple demands in a complex changing environment.

EMOTIONAL EFFORT

The post holder will:

- occasionally find themselves in conflict situations with partner representatives, and on occasion, staff. This requires self-control, confidence, maturity, and professionalism
- be required to listen to recordings of calls made to the service by the public. These can sometimes be emotionally charged and distressing such as child protection calls or calls involved with patient deaths
- be expected to spend time at partner premises and other NHS 24 contact centres as part of their role. This will involve short periods of time away from family and home
- occasionally be exposed to highly distressing or emotional circumstances whilst dealing with staff interpersonal and disciplinary issues, dealing with staff and managers who are under stress both in development interventions and in meetings, supporting staff/managers whilst undergoing organisational change.

9. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

To develop a culture of Clinical Governance and Quality control and assurance across a national organisation ensuring that Clinical Governance, learning and improvement is at the heart of the organisation at national and regional level.

This includes the use of skills such as persuasion, negotiation, tact or empathy in order to overcome barriers or to develop others understanding of the issues and the actions required, and the ability and commitment to support staff and drive initiatives and objectives to completion.

Influencing through communication to achieve buy-in to this strategic agenda with operational delivery across a broad range of internal and external stakeholders, including the Scottish Government Health and Social Care Directorate, NHS Healthcare Improvement Scotland.

10. KNOWLEDGE, TRAINING & EXPERIENCE REQUIRED TO DO THE JOB

The post holder is expected to demonstrate the following knowledge, skills and experience:

Knowledge:

- First degree or equivalent extensive professional knowledge of Clinical Governance or Quality control and assurance
- Knowledge of health services or delivery of health care

- Further study in the specialist field of Clinical Governance to the equivalent of masters level, evidenced by post graduate qualification, demonstrable self-study or relevant professional courses

Skills:

- Highly developed analytical and report writing skills
- Highly developed data management, analysis, interpretation and graphical presentation skills
- Highly developed facilitation and presentation skills
- Experienced negotiator
- Project management experience
- Time management
- Influencing, supervision & delegation
- Ability to influence without direct authority

Experience:

- Demonstrable Experience in two or more of the following areas:
- Quality Management Systems, Data management and analysis
- Clinical Audit
- Risk Management
- Clinical Effectiveness
- Research and Development experience
- Standards Review and/or development
- Experience of NHS Scotland, Acute, Primary Care and Out of Hours Services
- Experience in leading external visits/accreditation by external agencies e.g. by NHS Healthcare Improvement Scotland, British Standards Institute
- Experience in designing, developing and delivering specialised training programmes

Recruitment Process

The NHSScotland Everyone Matters 20:20 Workforce Vision outlines the commitment the Scottish Government has in putting people at the centre of everything the NHS in Scotland does. Working to a common set of values will guide the work staff do, the decisions that we take and the way we treat each other. Using a Values Based Approach to recruitment will ensure that NHS 24 staff members not only have the competencies required for the role, but they will live and breathe the values needed, to ensure that patients receive the best possible care, and that all staff are valued and treated well.

We will use a Values Based Approach in our selection process which will consist of the following assessments:

- **Application Short listing** – applications forms received are reviewed and those meeting the role requirements will be invited to a competency based interview.
- **Interview / Assessment** – these competency based interviews have a focus on NHS 24 Values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic.

QUERIES:

For any queries in relation to this vacancy, please contact a member of the HR Business Support Team on 0141 337 4565 or email recruitment24@nhs24.scot.nhs.uk

GENERAL:

Equality & Diversity:

NHS 24 is committed to equality & diversity:

<http://www.nhs24.scot/about-nhs-24/policies/equality-and-diversity/>

APPLICATION DETAILS

If you think this is the career for you, then please submit an online application no later than midnight on **Tuesday 6th October 2020**.

NHS 24 expect this vacancy to attract a high level of interest, therefore the advert may close prior to the advertised date. Candidates should submit their application at their earliest opportunity.

The Candidate Application Guide included with this vacancy provides information on how to make the most of your application.

*Candidates submitted via Recruitment Agencies will not be considered for this post.