



# Senior Charge Nurse 075129

Job Pack  
November 2021



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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 role. 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.

**Jacqui Hepburn**

**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

Delivery of safe, effective and person centred care to the people of Scotland is the absolute priority for NHS 24. Our services are delivered across a range of channels including telephone, online, web chat, text, email and social media, on a 'Once for Scotland' basis to complement the face to face delivery of NHS Scotland's health and care services. Key services include the telephone triage service 111, our national health and care information service NHS inform, the Mental Health Hub, Breathing Space, Care Information Scotland and, more recently, providing an Urgent Care support service to the citizens of Scotland.

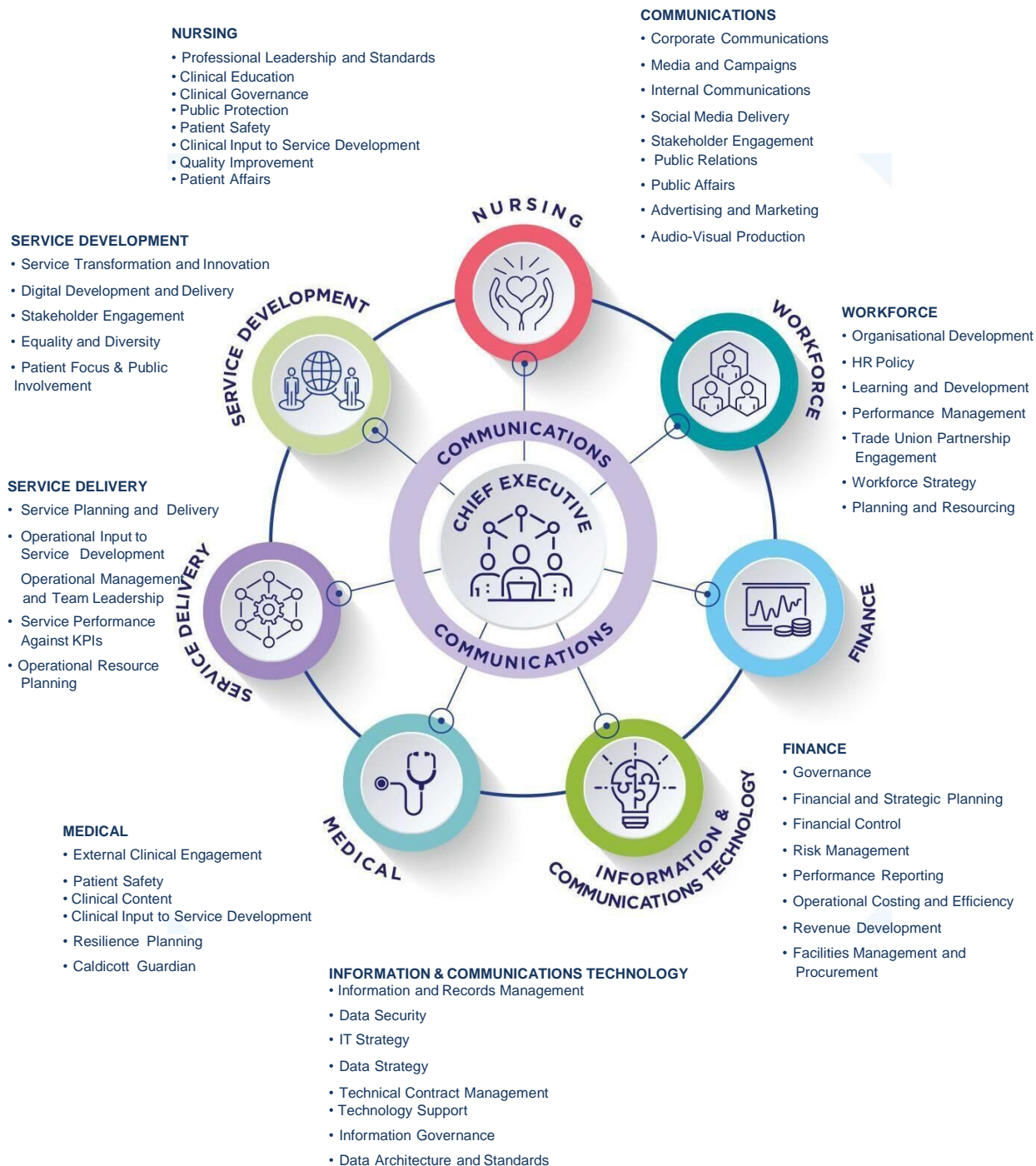
Our services are delivered by multi-disciplinary teams, which include a range of clinical and non-clinical skills sets, including nurses, pharmacists, physiotherapists, call handlers (all operate under clinical supervision), health information advisors and mental health counsellors.

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 digital and telephone based-health and care services.

For example:

- NHS 24 is the national provider of a range of digital and telephone services including 111, NHS inform and Breathing Space.
- Working with partners across the health and care sector, NHS 24 provides health and social care information and access to urgent and out of hours care for people across Scotland via a range of channels including telephone, website and webchat.
- In response to COVID-19, NHS 24 has utilised its national telephony and digital capability to support a national 24/7 COVID-19 pathway, provided through a 24/7 111 service that focuses on COVID patients only in the in hours period and supported by a non-clinical special 0800 helpline and the use of digital assets including NHS inform.
- In the first 11 months of 2019/20 (excluding March 2020 COVID-19 related activity), NHS 24 recorded a call demand of 1.4m calls to 111. In the same period, demand to the new Mental Health Hub service, accessed via 111, was 22,653.
- Throughout 2019/20, visits to NHS inform online averaged 4.4 million per month, however this has grown rapidly during the pandemic to over 2 million visits per week.
- NHS 24 employs a range of staff across its locations, including clinical and non-clinical staff and essential support services staff.

# Our Structure



# Service Delivery

Service Delivery is the patient-facing directorate of NHS 24 that covers the full range of services offered to Scotland, such as NHS 24 Unscheduled Care Service, Scottish Emergency Dental Service, NHS 24 Health Information Services, Breathing Space and Living Life Services.

NHS 24 has been providing a national Unscheduled Care service since 2004. This service handles approximately 1.5 million calls per annum. During the out-of-hours period, patients who require urgent medical attention are triaged and directed to the most appropriate point of onward care within their own area.

In 2014 we successfully moved to the new free phone telephone number 111, hence why the service is also branded as the 111 Service.

We increasingly operate a multi-disciplinary team approach, involving a range of clinical and non-clinical skills to ensure the public get access to the best health care professional to manage their care efficiently and effectively.

Whilst operating 24hrs a day 7 days a week, the 111 Service is a predominately Out of Hours Service, which means that 90% of calls to the service are received between the hours of 6pm and 8am. However recent national changes to Urgent Care pathway now means demand from 111 service has increased across both the in and out of hours periods. Weekends continue to be our busiest time of the week.

A national service available to all in Scotland, the location, age, health concern and content of the calls are wide ranging and no two calls are the same. Working in collaboration with our partner Health Boards, all calls to service are assessed and where appropriate directed to the appropriate health care professional for treatment. This includes calls which are immediately life threatening and require to be transferred to the Scottish Ambulance Service.

# Our Centres

We have seven regional centres, four in the West, two in the East and one in the North of Scotland. We also have a number of local centres.

This post is based in the Lumina Building, Hillington or Clydebank centre, Aurora House.



## **Lumina Building, Hillington Park**

40 Ainslie Road  
Hillington  
Glasgow  
G52 4RU



## **Aurora House, Clydebank**

3 Aurora Avenue  
Clydebank  
G81 1BF

# The Role –

## Senior Charge nurse – Band 7

NHS 24 are looking to offer unique and inspirational Clinical Leaders an opportunity to work in Unscheduled Care and drive forward our Service Delivery Strategy helping bring to life our organisational values. As a professional and experienced Senior Charge Nurse, you will pro-actively lead and develop a multi-disciplinary team to ensure the delivery of effective and appropriate care is being provided at all times by putting patients and the public first in everything NHS Scotland does. Be responsible for the management of a range of national NHS 24 virtual resources and services, ensuring clinical safety is maintained at all times.



## Skills

You must be able to demonstrate that you possess the skills and abilities necessary to effectively lead a multi-disciplinary team in order to ensure safe and effective clinical assessment for the population of Scotland. Especially the development of clinicians to provide Clinical Leadership. It is expected that you will be confident in balancing competing priorities. You will also be expected to take forward the delivery of safe effective and person centred care as well as leading improvement and innovation. To enable this you will have the opportunity to engage our nurses, clinicians and other health care professionals.

## Qualifications

The ideal candidate will have extensive post registration experience, ideally educated to degree level or equivalent. They will also be able to demonstrate strong leadership qualities and the ability to make effective clinical decisions in a pressurised environment.

You must be registered as an adult nurse on Part 1 of the NMC register

## Working patterns

This post will involve working predominantly in the Out of Hours period; however, there is a requirement for the Senior Charge Nurse to cover on all shifts across the 24hr period. Flexibility to cover a variety of shifts is an essential requirement

# This Opportunity

<b>Job Reference:</b>	075129
<b>Position Title:</b>	Senior Charge Nurse Unscheduled Care
<b>Hours:</b>	Lumina: 24, 30 or 37.5 hrs Aurora House: 30 or 37.5 hrs
<b>Location:</b>	Lumina Centre, Hillington or Aurora House, Clydebank
<b>Band:</b>	Band 7
<b>Job Type:</b>	Permanent
<b>Salary:</b>	£40,872 - £47,846 per annum (pro-rata for part time hours worked) and enrolment into SPPA pension scheme. Placement on salary scale is dependent on confirmation of previous relevant NHS service.

## LOOKING FOR A NEW CHALLENGE WITHIN THE NHS?

As NHS Scotland's unique provider of a national tele-health and tele-care service, we are responsible for the delivery of health advice and information by telephone and online services to the population of Scotland 24 hours a day, 365 days a year. NHS 24 is a patient-focused service providing the people of Scotland with triage, advice, guidance, referral and information on health and healthcare services

In addition to this NHS 24 supports the health improvement agenda across Scotland by working in partnership with local Boards to provide added value services where and, when required, utilising IT, telephony and infrastructure to benefit patients 24 hours a day.

Working in a tele-health and tele-care service will provide an opportunity to strengthen and enhance existing clinical knowledge and experience whilst supporting career progression.

As the service has evolved we have been introducing new ways of working and there is now a unique opportunity for Nurses to perform high quality telephone assessments, but also to provide Clinical Supervision to members within a multi-disciplinary team

## WHO ARE WE LOOKING FOR?

As a Senior Charge Nurse, you will work as part of a multi-disciplinary team, predominately in the Out of Hours period.

Working autonomously, you will use your clinical knowledge and expertise in conjunction with listening, questioning and probing skills to triage patients in your care to ensure safe clinically appropriate outcomes.

You will be registered as an Adult nurse on Part 1 of the NMC register and you will possess excellent clinical decision-making skills, with the ability to provide clinical

supervision and leadership

## TRAINING

For successful internal candidates the training programme will differ to take into account current experience.

The training programme for external candidates will consist of 37.5 hours a week for the first four weeks. All candidates are expected to pass the Induction Training programme in the first instance.

Following completion of your training, your line manager will discuss how best to support your ongoing Clinical Development.

## BENEFITS

NHS 24 offers a complete benefits package, with a permanent contract on Band 7 £40,872 - £47,846 (pro rata). Placement on salary scale and annual leave entitlement 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 during out of hours period
- 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:

Diane Boyd, Clinical Services Manager – Lumina via [diane.boyd@nhs24.scot.nhs.uk](mailto:diane.boyd@nhs24.scot.nhs.uk) or Nicola Paterson, Clinical Services Manager – Clyde via [nicola.paterson@nhs24.scot.nhs.uk](mailto:nicola.paterson@nhs24.scot.nhs.uk)

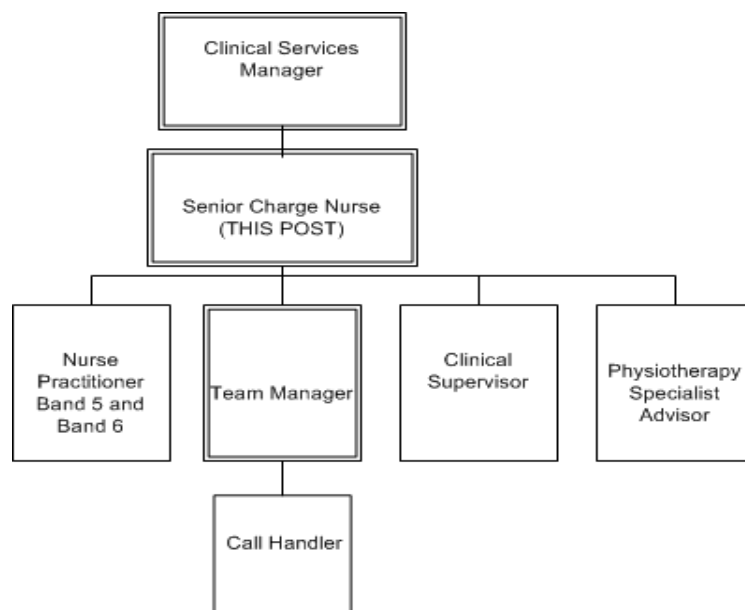
# Job Description

**Job Title:** Senior Charge Nurse  
**Responsible to:** Clinical Services Manager

## 1. JOB PURPOSE

- Provide clinical and professional leadership to the multi disciplinary team
- Operationally manage the multi disciplinary team
- Ensure clinical governance processes are implemented in accordance with NHS 24 policy.
- Effective leadership and management to the multidisciplinary team to support delivery against NHS 24 organisational performance indicators
- Assume delegated responsibility for the management of the virtual NHS 24 service and monitoring of the operational environment in the absence of a Clinical Services Manager (CSM), taking advice from the on-call CSM where required
- Responsible for the delivery of safe, effective and person centred care, providing clinical and managerial leadership to facilitate the delivery of the Leading Better Care (LBC) ambitions:
- Ensure safe and effective clinical practice
- Enhance the patients' experience of care
- Manage and develop the performance of the team
- Contribute to the delivery of the organisation's objectives

## 2. ORGANISATIONAL POSITION



### 3. SCOPE AND RANGE

#### The post holder will :

- Manage and provide clinical leadership and direction to the multi disciplinary team
- Be accountable for the effective implementation of individual performance management, mentorship, preceptorship, clinical supervision, and coaching
- Participate in the recruitment of front line staff
- Be a knowledgeable and effective expert clinical resource for front line staff
- Participate in quality improvement initiatives and redesign work which will enhance and develop the service
- Participate in research and development projects as appropriate

#### On a rotational basis the post holder will be responsible for:

- The operational management of NHS 24 at a designated site
- The management of the national NHS 24 virtual resource, ensuring clinical safety is maintained at all times, utilising resources appropriately, taking into account information derived from partner agencies, and technology systems.

#### The post holder will :

- Build and maintain relationships with colleagues to ensure effective communication across NHS 24 sites and externally with Partner Agencies (e.g. Out of Hours (OOH) Services, Ambulance Services, and Accident & Emergency (A&E) Units, GPs, Social Services)

#### The post holder will be visible, identifiable, accessible, approachable and authoritative and responsible for:

- Ensuring standards of practice are maintained, reviewed and continuously developed
- Ensuring staff deliver safe, effective, patient-centred, efficient, timely and equitable care within their scope of practice and as part of the healthcare team
- The effective use of physical, human and financial resource
- The professional development and line management of the multi disciplinary team
- Creating an environment in which effective learning can take place
- Co-ordinating the activities of the multidisciplinary team
- Providing a link between the organisation, patients and families
- Ensuring staff governance standards underpin all actions in supporting and managing team members.

### 4. MAIN DUTIES / RESPONSIBILITIES

#### Within the governance framework of the organisation (clinical, staff and financial ) the post holder will focus and lead on the following key result areas:

##### Clinical Leadership and Team Working

As a clinical leader, the Senior Charge Nurse will promote teamwork within a multi-professional environment, demonstrating critical analysis and decision making skills, leading the delivery of a clinically excellent, high quality service, influencing and facilitating quality improvement by :

- Providing clinical support and professional leadership to the multi disciplinary team , to ensure the ongoing development of the service and the individual practitioner
- Providing first line management of comments, compliments and complaints from service users, partner agencies in line with NHS 24 policies and guidelines
- Providing assurance regarding the promotion and maintenance of clinical governance standards through the provision of professional advice and clinical guidance within area of responsibility

- Ensuring NHS 24's Key Performance Indicator's (KPI) are met
- Maintaining clinical competence in telephone consultations
- Planning, implementing and monitoring systems and processes ensuring clinical integrity, patient safety and efficient use of resources

#### Evidence Based Clinically Effective Practice

- Act as a change agent, developing clinically effective practice through the effective utilisation and integration of evidence; setting, implementing and monitoring evidence-based policies, procedures and protocols

#### Continuous Quality Improvement

- Ensure a culture of continuous quality improvement using audit, patient feedback and reflective practice
- Ensure maximum efficiencies in patient flow and utilisation of available resource
- Investigate patient complaints, patient feedback and clinical incidents
- Review compliments
- Ensure implementation of learning, and where appropriate any lessons learned are incorporated into process and or changes to working procedures.
- Monitor effectiveness of implemented learning in order to support continuous improvement
- Investigate calls from partner organisations regarding quality issues, feedback decisions to quality leads in each centre.
- Support Clinical Services Manager(s) in the maintenance of a quality assured service

#### Patient Safety

- Promote a clean and safe environment for staff and ,ensuring compliance with legislation, policies and protocols e.g. health and safety, risk management ,adverse event reporting and analysis
- Assess and manage actual and potential risks to health and well-being
- Ensure a high standard of record keeping in accordance with Nursing and Midwifery Council national legislation and local standards
- Facilitate effective communication with the multi-professional team regarding patient care

#### Enhance the patients' experience

- Co-ordination of the patients' journey , ensuring the smooth transition to the appropriate setting
- Promote effective communication with inter-disciplinary and inter-agency teams as required

#### Clinical Expertise

- Co-ordinate nursing interventions and assessments
- Influence clinical decisions and monitor the quality of patient care using expert clinical knowledge, underpinned by theory and experience

#### Promote a Culture of Person Centred Care

- Develop a culture of person-centred care by being highly visible , communicating regularly with staff, patients, relatives and/or carers
- Promote a caring and compassionate environment where equality and diversity issues are respected and patients are enabled to be partners in their care
- Identify opportunities to develop care and services by ensuring there are effective systems to ascertain patient and carer experience/feedback
- Ensure complaints are managed in line with organisational policy including the dissemination of learning points

#### Manage and develop the performance of the team

### Role Model

- Act as a role model, creating a supportive ethos to empower staff to contribute to the delivery of high quality person-centre care

### Learning and Development

- Support the learning and development of all staff, creating an environment that ensures effective learning opportunities
- Ensure there are appropriate orientation and induction programmes in whilst participating in the delivery of these.
- Ensure there is a range of clinical support strategies (mentoring, coaching, clinical supervision and action learning)
- Plan for statutory and mandatory training, relevant education/development opportunities
- Support the career pathway of individual team members by ensuring all staff have individual performance reviews and personal development plans
- Ensure the team maintains an up to date knowledge of current clinical and professional issues and legalities

### Managing the Practice Setting

- Manage the practice setting, ensuring effective use of resource and workforce planning
- Monitor workload
- Maintain appropriate staffing levels taking account of role and competence of staff when delegating work
- Ensure compliance with professional standards, legislation, national and organisational policies

### HR Responsibilities

- Lead on recruitment and selection, attendance management, ensuring grievance, capability and disciplinary matters are identified, actioned and reported appropriately
- Promote effective multi-disciplinary team working by creating the environment and resources which will enable the team to identify issues and create innovative solutions
- Support a healthy and safe working environment in which staff well-being is promoted and improved
- The post-holder is responsible as an authorised signatory of staff timesheets and staff expenses as per national policy, accurately entering onto the SSTS, payroll system and authorising unsociable and extra hours payments

### Performance Management

- Support the implementation of the organisation's model of performance review and personal development planning, to ensure continuous learning and improvement of patient care, emphasising the value placed on the workforce
- Undertake the prescribed level of call consultation review and 'one to one' meetings for each team member. Plan, provide and evaluate individual development needs, utilising appropriate coaching and mentoring skills
- Identify, develop and deliver training on clinical issues to ensure team members maintain clinical competence working in conjunction with the Nursing Directorate

### Resource Management

- Adjust rotas, when required, to optimise front line resource. Manage planning, including managing shrinkage, real time work planning including coordination and allocation of tasks.
- Use clinical decision-making skills to identify and direct calls to the most appropriate professional for action

**Contribute to the delivery of the organisation's objectives :**

### Networking

- Network with peers across professional groups promoting the exchange of knowledge, skills and resources

### Service Development

- Work in partnership with a range of clinicians, managers and partnership in the planning or development of the service , promoting the involvement of patients/public

### Political and Strategic Awareness

- Develop and maintain a working knowledge of local, national and professional strategy and policy, ensuring organisational goals are reflected in personal objectives
- Demonstrate the ability to contribute to policy and strategy development at a departmental and organisational level, and where appropriate, national level

### Building relationships

- Establish and maintain relationships with key partners to develop and sustain high quality clinical services ensuring the needs of service users are met
- Maintain close contact with peers across the centres to ensure effective communication across the national NHS 24 service
- Attend and chair meetings relating to team, service matters and areas of clinical expertise

### Personal Development

- Maintain clinical standards and Continuing Professional Development
- Maintain and develop professional and clinical knowledge, skills and competencies in line with the requirements of the post and the Nursing and Midwifery Council Code of Professional Conduct

## **5. EQUIPMENT AND MACHINERY**

- The post holder will have the knowledge and skills necessary to use all equipment safely. Ensure systems/policies/procedures are communicated to staff to ensure safe use, maintenance and storage of equipment

## **6. SYSTEMS**

### **Clinical/Patient Access reports analyse and interpret data in order to ensure patient safety and effectiveness.**

- Computer literate
- Call recording and retrieval
- Frontline caller system for triage
- Decision support tools
- Monitoring progress of patient calls
- Resource allocation support
- Adverse event recording
- Business continuity
- Disaster recovery

### **Managerial**

- Monitor staff information
- Staff rostering
- Performance management
- Payroll

## **7. DECISIONS AND JUDGEMENTS**

The post holder will :

- Be responsible to the CSM for guidance and professional management, work review and formal appraisal of performance
- Have continuing responsibility for setting and monitoring standards and quality of clinical practice and ongoing management of the team
- Have responsibility for supporting the multi disciplinary team to reflect upon and review decisions in relation to assessing, monitoring, evaluating and interpreting patients' conditions and appropriate outcomes
- Be accountable for decisions relating to the management of physical, human and financial resources including recruitment and workforce planning
- Deputise in the absence of the CSM
- Clinically analyse calls referred upwards, providing advice and support decisions, taking over responsibility for calls when required
- Analyse management information to identify appropriate deployment of resources and escalate issues when appropriate
- Analyse patient call back list making clinical decisions, based on minimal information, to set prioritisation to deal with call

On a rotational basis be responsible for:

- The "Lead Senior Charge Nurse" role, coordinating Senior Charge Nurses in all three sites
- Providing real time management for the team and support to front line staff
- Undertaking project work as required for quality improvement and redesign
- Managing business continuity or failure of some or all-electronic systems, escalating to the CSM if required
- Liaising with appropriate service providers during the recovery of systems function
- Ensuring appropriate action is commenced on receipt of telephone complaints or comments from service users or partner agencies

## 8. COMMUNICATION AND RELATIONSHIPS

- The post holder will work cohesively with the multi disciplinary team and ensure the establishment of a positive and effective working relationship with members of the team and other front line staff, Clinical Services Manager(s), Associate Directors of Operations and Nursing, General Managers, Contact Centre Specialists, Medical and Nursing Directorates, Human Resources and Training Team, IT Department. Central Resource Team and Service Support
- Professionally accountability through the CSM and ADON to the Director of Nursing
- Communication with peers is essential
- The post holder will be responsible for establishing systems and standards of communication for routine, complex and potentially stressful matters with the multi disciplinary team, patients and families
- The post holder will be required to use specialist knowledge to provide highly complex, sensitive information so it is understood by patients/carers where there might be barriers to understanding. The Post holder will be versatile in methods of communication and explanation.
- A range of media will be used to communicate such as telephone, verbal and written. Appropriate actions will be identified and negotiated to reach agreed outcomes, which demonstrate sensitivity and empathy.
- Relationships must be established and maintained based on dignity and respect, communicating appropriately with the patient/relatives/multi-disciplinary team and external agencies in the provision of care and services

- The post holder will assist in building and maintaining good relationships with the NHS community, general public and partner agencies.
- The post holder will effectively handle calls escalated to them and as such be versatile in methods of communication and explanation.
- The post holder will participate in the Adverse Incident Reporting system, taking reports from front line staff, containing the incident and preparing Incident Reports for Service Support or CSM

## 9. DEMANDS OF THE JOB (Physical, Mental, Emotional)

### Physical Skills

- The ability to operate machinery and equipment as detailed in 7a

### Physical Demands

- Moving equipment – occasionally
- Frequently intense concentration is required when dealing with call from patients, which may include complex and sensitive information
- Restricted in movement, sitting at a PC when dealing with patient calls, complaints, national virtual service and performance reviews
- When ‘floor walking’ for the team, the post holder will frequently be required to stand for long periods
- Multi-tasking when dealing with patient calls, listening, recording detail and making a clinical decision

### Mental Demands

- Concentration required when providing and checking documents/patients’ notes whilst subject to frequent interruptions from team members for instance when managing the National Clinical Queue. Balancing competing demands of the role while maintaining a high level of visibility to staff
- Maintaining high level and consistent professional behaviour in unpredictable and stressful situations
- Ability to react swiftly and appropriately to sudden changes in patient clinical conditions and service demand
- Meeting the needs of all stakeholders with finite resources
- Balancing the demands of staff and service
- Keeping abreast of national and local policy and evidence based practice
- Monitoring quality data, developing action plans for improvement
- Continuously motivate, enthuse and maintain morale of staff within an ever-changing environment
- Working as clinical leader with multi-professional team
- Critical thinking to make clinical decisions from telephone consultations, often with minimal information
- Frequent interruptions

### Emotional Demands

- Communicating with distressed/anxious/worried patients/relatives/staff
- Support to patients who are terminally ill, which can be highly emotional, sensitive or challenging in nature.
- Dealing with challenging behaviours.

- Supporting team members with personal and professional issues
- Accountable for and leading performance/investigatory/disciplinary procedures

#### Working Conditions

- Exposure to verbal aggression Abusive or aggressive calls
- Requirement to work flexibly in accordance with service demand.
- Requirement to occasionally travel between sites

#### 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Maximise the workforce's contribution and establish / support a modern evidence based Telehealth/Telecare patient centred flow
- Effective management and prioritisation of competing demands within an environment, which can be unpredictable
- Balancing the demands of all stakeholders to provide a safe, effective, efficient, patient-centred, timely and equitable service
- Complex role, which presents conflicting priorities e.g. responding and managing in a live and continually changing environment, balancing conflicting demands
- Required to appropriately prioritise challenging situations on a frequent basis
- Deals with calls escalated by front line staff, which is generally more demanding
- Required to support front line staff with their decision-making or take over the call
- Work autonomously with support from CSM as required
- Management of partner expectations, which may mean dealing with situations in a distressing and emotive atmosphere

#### 11. QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST

- First level nursing qualification (appropriate part of NMC Register relevant to area) with first degree or evidence of continuing professional development equivalent to level nine of Scottish Credit and Qualifications Framework (SCQF) as a minimum
- Post registration qualification desirable
- Extensive post registration experience preferably within two health care settings , experience of unscheduled care would be an advantage
- Skills and competencies associated with post registration experience and/or demonstrate expert clinical and professional practice developed through experience and theoretical knowledge
- Knowledge of relevant NHS/Healthcare national and local standards / drivers / challenges impacting on area of work
- Ability to maintain professional and personal credibility across all staff groups
- Ability to lead teams, lead practice, inspire others and with evidence of continuous professional development drive through change and new ways of working
- Personal motivation and enthusiasm for the development of nursing, patient care and the enhancement of the patients' experience of care and journey
- Experience of analysing and interpreting data to plan resources effectively
- Evidence of leadership qualities and people management skills
- Evidence of effective communication and influencing skills
- Ability to demonstrate strategic awareness
- Computer and information literacy
- A level of English language competency and communication skills necessary to perform this role safely and effectively

# 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 Shortlisting** – 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 via email at [recruitment24@nhs24.scot.nhs.uk](mailto: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/>

### Working Time Directive:

Where you choose to combine working with NHS 24 and another employer, please note that NHS 24 complies with the Working Time Directive regulations of staff working no more than 48 hours per week on average across all employments with appropriate rest breaks between shifts.

### Regulated Work:

As this post is deemed regulated work, any successful candidates will be subject to clearance through Disclosure Scotland Protection of Vulnerable Groups (PVG)

## APPLICATION DETAILS

If you think this is the career for you, then please submit an online application no later than midnight on **Friday 26<sup>th</sup> November 2021**.

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.

Please note candidate's re-application for the same post within 6 months will not be accepted.

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.