



Clinical Reviewer 086068

Job Pack
February 2022



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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.

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



Organisation 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

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 will be based at our Lumina Building. Information of the locations of all our centres can be found via the following link:

<https://www.nhs24.scot/key-facts-about-nhs-24/our-centres/>



Lumina Building, Hillington Park

40 Ainslie Road
Hillington
Glasgow
G52 4RU

The Role

Clinical Reviewer

This new and innovative post of Clinical Reviewer will provide clinical and operational support to NHS 24, and link professionally with internal stakeholders. A key component of the role will be to carry out clinical investigations (reviews) into feedback received from patients and/or stakeholders within agreed time frames. These reviews may be emotionally and mentally challenging with the potential for escalation to Adverse Events. The role is critical in terms of providing independent, systems based clinical reviews to the Clinical Governance Team, Service Delivery and Nursing & Care Directorate and providing support throughout the organisation.

The post holder will be a key contributor in the development and delivery of NHS 24's Adverse Event strategy and policy, promoting innovation and operational excellence. Working with national boards such as National Education Scotland to ensure current evidence-based practice is utilised. The post holder will support colleagues to identify themes which arise after clinical reviews to enable learning and education nationally.

Skills Required

- Ability to communicate highly sensitive and/or emotional information to service users, relatives and/or carers.
- Ability to critically evaluate current practice, developing innovative ideas to improve effectiveness and efficiency of care
- Demonstration of innovative thinking, seeking new or alternative methods of service delivery.
- Awareness and understanding of relevant national and local initiatives, imperatives and factors influencing service provision.
- Ability to provide specialist training to new staff / colleagues working within the post holder's area of responsibility.

Qualifications & Experience

Qualifications

- RGN Part 1 qualified.
- Educated to Master level or able to demonstrate an equivalent experience.
- Have an in-depth knowledge of Clinical Governance and/or Quality/Service improvement systems and processes.

Experience

- Extensive and significant understanding of best practice clinical review principles and process
- Experience of audit and report writing
- Experience in developing and delivering presentations
- Experience of assessing training needs
- Experience of working in partnership

- Proven track record in the following:
 - Caring for staff
 - Communicating effectively
 - Understanding of human factors principles
 - Theories underpinning patient safety

Working patterns

37.5 hours, Monday to Friday. Flexible approach to occasional out of hours and weekend working.

This Opportunity

Job Reference:	086068
Position Title:	Clinical Reviewer
Hours:	37.5 hours per week
Location:	Lumina
Band:	Band 6
Band:	Permanent
Salary:	£33,072 - £40,736 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?

A clinician who is innovative, experienced and looking to be part of an exciting opportunity within NHS 24. With exceptional communication skills, and ability to provide clinical and professional expertise on key aspects of the patient safety agenda. You will have experience of developing and delivering training, and influencing stakeholders to improve services for the public accessing NHS 24 in Scotland. You will have a contemporary understanding of theories underpinning patient safety and human factors frameworks and will be confident to facilitate a refreshed approach to our wider workforce. As an enthusiastic and motivated clinical reviewer you will be a key member of the Clinical Governance Team and will have a proven record of professional practice and working with both external and internal stakeholders. You will be an excellent role model, with the ability to prioritise workload and deliver the key objectives of the role.

OUR CENTRES & AVAILABLE HOURS

Successful applicant will be based at our Lumina centre, although consideration will be given to other centres if requested. Please see the "Our Centres page for information regarding our locations. Given the current pandemic home working with a blended model is in place throughout the organisation.

The 37.5 hours per week Monday – Friday predominantly with a degree of flexibility.

BENEFITS

NHS 24 offers a complete benefits package, with a permanent contract on Band 6 £33,072 - £40,736 (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

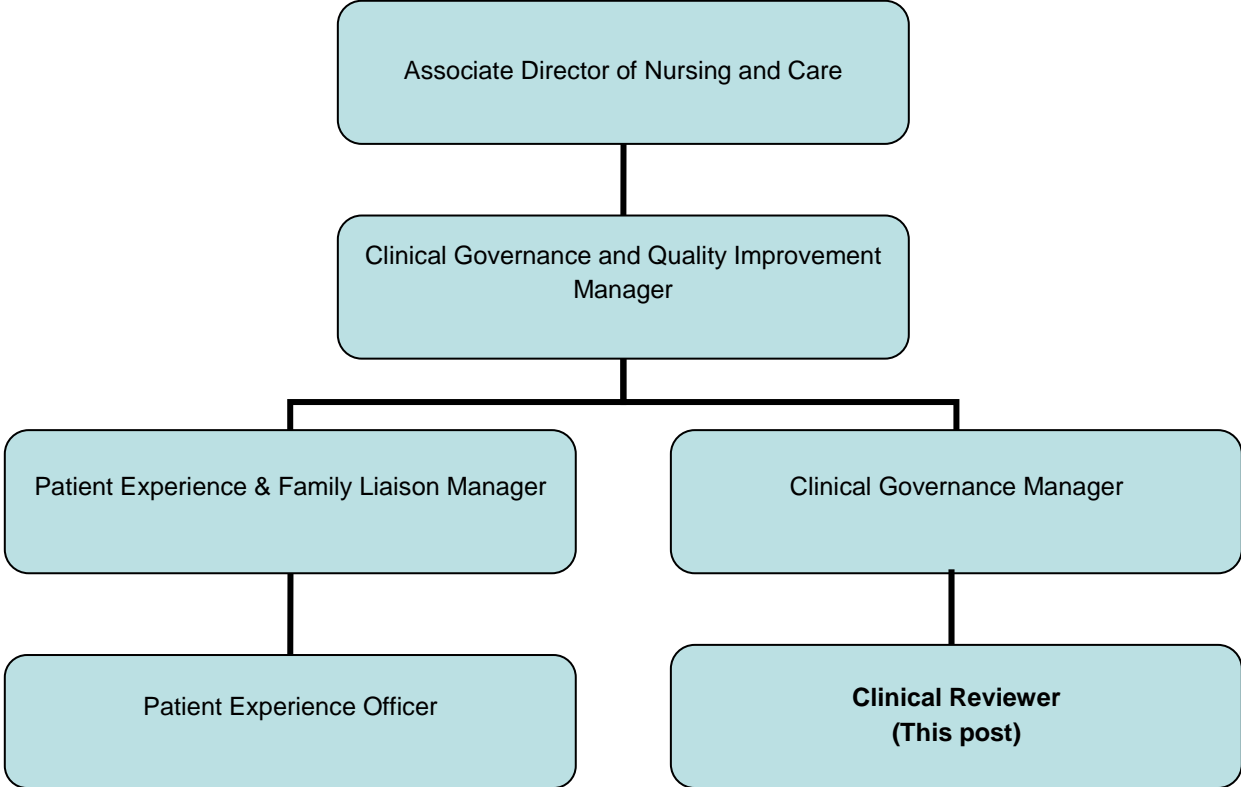
employee you will be entitled to:

- 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 (if applicable)
- 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 with Fenella Hynes – Clinical Governance Manager, please contact directly on 07770 835084 or e-mail fenella.hynes@nhs24.scot.nhs.uk

Job Description

Job Title:	Clinical Reviewer
Reporting To:	Clinical Governance Manager
1. JOB PURPOSE	<p>The post holder will deliver (and support others to deliver) independent, systems based clinical reviews within a healthcare setting using standardised approach, with the aim of improving NHS 24's service to the people of Scotland.</p> <p>As part of the NHS 24 Nursing & Care Directorate, the post holder will work as part of a dynamic team delivering effective and timely clinical reviews. They will be responsible for:</p> <ol style="list-style-type: none">1. Delivering an effective and efficient clinical review function.2. Ensure that evidence-based recommendations arising from clinical reviews are disseminated in a timely manner.3. Contribute to continuous improvement of NHS 24 systems and process. <p>The post holder will operate effectively and contribute to the overall work of the organisation by facilitating, supporting and liaising with a number of key areas and professionals within the organisation.</p>
2. ORGANISATIONAL POSITION	 <pre>graph TD; AD[Associate Director of Nursing and Care] --> CGQM[Clinical Governance and Quality Improvement Manager]; CGQM --> PELM[Patient Experience & Family Liaison Manager]; CGQM --> CGM[Clinical Governance Manager]; PELM --> PEO[Patient Experience Officer]; CGM --> CR["Clinical Reviewer (This post)"]</pre>

3. SCOPE AND RANGE

NHS 24 is a multi-disciplinary Scotland wide telephone based service, offering health advice and information, plus clinical assessment by trained and qualified health professionals.

NHS 24 provides the population of Scotland with the assistance and advice they require in order to meet their health needs via the telephone or web 24/7.

The Clinical Governance Team has been established to support NHS 24 to provide a safe, effective and person-centred service, by the ongoing development of clinical governance activities across NHS 24.

The Clinical Governance Team aims to provide strategic, accurate, relevant and up-to-date clinical governance advice and support at national and regional level, ensuring that high standards of care are delivered and that clinical governance is embedded throughout all levels of the organisation.

The post holder will support the NHS 24 clinical governance agenda and lead in the provision of independent, systems based clinical reviews to the Clinical Governance Team, Service Delivery and Nursing & Care Directorate providing support throughout the organisation.

4. MAIN DUTIES/RESPONSIBILITIES

Systems

- Ensure effective day-to-day arrangements, and act as a central point of contact for the Clinical Governance Team, Service Delivery and Nursing & Care Directorate for all matters pertaining to clinical reviews.
- Responsible for the day-to-day management of clinical reviews, originating from patient, partner or staff feedback, ensuring that NHS 24 clinical review guidance is followed consistently and that reviews are completed in a timely manner.
- Key contributor in the development and delivery of NHS 24 Adverse Event strategy, policy, promoting innovation and operational excellence.
- Support Service Delivery colleagues in identifying themes which arise after investigation to enable learning and education nationally.
- Ensure clinical review guidance, templates and tools remain up to date and fit for purpose, recommending improvements where appropriate.
- Work with national boards such as National Education Scotland to ensure current evidence-based practice is utilised.
- Responsible for further development and embedding of consistent methodologies and approaches to conduct clinical reviews.
- Support the development of systems and processes ensuring national learning and sharing knowledge of good practice resulting from clinical reviews and governance business processes.

Assessment

- Liaise with a range of stakeholders on a range of clinical governance and patient safety issues in an astute and sensitive manner to promote joint working and consistency. Work with healthcare professionals in situations which are highly emotive, sensitive and which may also be contentious.
- Maintain a degree of vigilance, recognising and acting on any potential risks by adopting a system thinking approach to ensure patient safety is adhered to at all times.
- Escalate and raise clinical reviews as potential adverse events, where appropriate.
- Liaise with the Clinical Governance Team and Service Delivery Directorate regarding feedback and incidents that may result in Adverse Events.
- Ensure the confidentiality and security of sensitive and personal information in accordance with organisational policies and procedures.

- Maintain and promote a strict code of confidentiality in all business dealings and behave professionally at all times.
- Contribute to the development of expertise in NHS 24 by ensuring high quality documentation of lessons learned to enable continual improvements in the quality of clinical reviews.

Policy and Service Improvement

- The post holder is responsible for identifying any gaps in the service and is actively involved in the identification development and implementation of processes.
- At the earliest opportunity, the post holder will engage with the relevant clinician to highlight any matters of concern and identifying service improvement.
- The post holder will implement Clinical Governance policies and processes, as a lead expert in clinical review they will propose changes to policy and working practices within this framework as required.
- The post holder will collaborate with the NHS 24 Nurse Consultant to ensure that learning from events is merged into audit calendar planning.
- The post holder will collaborate with NHS 24 Quality Improvement Team to devise, implement and administer a recognised continuous quality improvement cycle will ensure that learning outcomes are communicated and actioned consistently across NHS 24 & externally to key stakeholder groups.

Process

- Responsible for the production of clinical reviews that translate clinical review findings into informed intelligence, and present this transparently, accurately, and clearly to underpin individual improvement actions.
- Collate and summarise clinical review reports, identifying key actions, issues, risks and dependencies for the Clinical Governance and wider NHS 24. Support meetings in a manner which promotes enhanced communication of clinical governance team and Nursing & Care Directorates' objectives and achievements.
- Responsible for the production of high quality material for publications, presentations and reports as required, to present information in a creative and professional way, as appropriate.
- Accountable for effective and efficient operational planning of the service
- Ensure that safety recommendations are made in a timely manner, are well founded and directed to the appropriate entity and in the appropriate manner

Training

- Contribute to the development of bespoke training for all aspects of clinical investigations.
- Lead in the delivery of planned/ad hoc specialist clinical review training for staff
- Be a point of contact for proficient advice regarding the application of human factors frameworks, systems thinking review methodologies and report writing.

The post holder is a member of the Clinical Governance Team and as such will support secondary duties as required of the Nursing and Care Directorate during times of high capacity and leave.

5. SYSTEMS AND EQUIPMENT

The post holder's daily work involves the use of a PC and associated Respond incident tracking software on which all the information relating to clinical governance business processes are logged, updated and stored.

Generation and extraction of information held on Respond for routine operational and reporting requirements. Use of Respond reporting capabilities to extract required information to evidence

a theme of trend as part of an organisational review or improvement project, or to evaluate efficacy of organisational projects

The post holder must have comprehensive knowledge of the majority of Microsoft applications, including Outlook, Word, PowerPoint, Excel and MS Teams.

The post holder will be expected to utilise the NHS 24 Patient Records Management system on a daily basis, ensuring the security of information held on paper and IT based systems.

Knowledge of various office equipment and British Classification filing system.

Updating reporting systems to comply with required NHS 24 policies and procedures.

Familiarity with the concept of both Internet and Intranet.

Knowledge of Microsoft Projects would also be beneficial.

6. DECISIONS AND JUDGEMENTS

The post directly reports to the Clinical Governance Manager but as the lead specialist in clinical review will be responsible for providing leadership and co-ordination on clinical review matters at corporate level.

As the lead for the management of clinical reviews, the post holder will require, on a daily basis, to use clinical judgement in relation to the level of review required to manage all feedback. For calls to the 111 service, this involves detailed scrutiny of relevant systems to determine the patient journey, thereby making an informed decision on progression of the feedback. This requires a high level of expertise in relation to the systems and processes in place for the management of calls to the 111 service.

The post holder has autonomy to act and will operate with minimal management, supervision and direction, exercising discretion and judgement in making decisions regarding the prioritising and escalation of their workload to ensure that tasks are completed.

Annual objectives will be agreed and performance reviewed with the Clinical Governance Manager. Formal appraisal is on an annual basis with informal reviews taking place between the post holder and the Clinical Governance Manager on an ongoing basis.

Workload generated through clinical governance business processes are received on a daily basis.

Work autonomously to prioritise and manage workload to deliver within tight timescales with ability to allocate and prioritise work to ensure deadlines are achieved, while acknowledging that post holder would raise any concerns to line manager where appropriate.

Conducting effective and efficient clinical reviews to determine the causes of safety incidents to patients in healthcare. Including:

- Planning and management of complex investigation projects
- Collecting evidence from interviews with staff, patients and families, observational site visits, review of academic literature and national guidance and interviews with national stakeholders

Systematic analysis of investigation evidence using recognised safety investigation methodology.

In conjunction with Clinical Governance Manager, decisions and judgements can be made in relation to the implications of the outcome of a clinical investigation from an organisational

learning and legal perspective. The post holder will identify and interpret matters of urgency and take appropriate action accordingly.

The post holder supports and advises senior management in relation to all aspects of clinical reviews and ensures compliance with the organisation's procedures and processes.

The post holder will monitor accordance with national timescales in relation to learning from events and will escalate as necessary to ensure compliance.

7. COMMUNICATIONS AND RELATIONSHIPS

The nature of Clinical Reviewer role demands that communication between the post holder, patients, partners and NHS 24 staff involves working in a sensitive and inclusive manner, and the post holder is required to display the utmost confidentiality at all times ensuring the integrity of patient/staff sensitive information.

The post holder, on a daily basis, is required to communicate with patients/services users using persuasive, influencing and negotiation skills displaying tact and empathy in recognising barriers at all times. This includes regular exposure to distressing or emotionally challenging circumstances such as receiving challenging calls, face to face contact with families and dealing with distressing or challenging behaviours.

The post holder will engage with the public, patients, carers and their families in support of improving their experience of the range of NHS 24 services.

Externally, effective communication is vital in establishing and sustaining critical relationships with a wide range of partners especially those representing patients/patient groups.

The post holder must have a high degree of professional and personal credibility coupled with very highly developed communication and interpersonal skills that will enable them to develop and sustain positive and proactive working relationships with Executives, Directors and senior management across NHS 24.

Provide and receive complex information where there are significant barriers to acceptance and which require the use of persuasion whilst relying on interpersonal, non-confrontational and supportive skills and the provision of a person-centred service, communicating and developing rapport at all levels, including management, clinical and non-clinical staff, patients, service users, carers, volunteers, clinical and managerial colleagues in other services and other organisations both at a local, regional and national level in relation to highly complex, sensitive and contentious information.

The post holder will be required to utilise active listening skills, as well as being able to diffuse challenging situations.

The post holder will promote an organisational culture that recognises and values new ideas.

The post holder will require to develop and maintain strong links with:

Internal

Key communication links and relationships include all staff across the contact centres and HQ, as well as Learning & Practice Education, the Chief Executive, Executive Directors and Heads of Clinical Services, Head of Communications and Participation & Equalities Manager. The job holder has a key role in communicating with individuals directly and through senior staff. The post holder also communicates with key groups, e.g. Public Partnership Forum, NHS 24 Stakeholder Engagement Group, NHS 24 Social Media Editorial Group.

External

The post holder will display key essential stakeholder engagement links with patients, service users, members of the public, General Practitioners, Scottish Government, and NHS Boards.

8. PHYSICAL DEMANDS OF THE JOB

Physical

The physical demands of the job are light including the moving of light equipment e.g. briefcase, laptops. Due to the nature of the role, the post holder will be required to use VDU continuously on a daily basis for word-processing, spreadsheets, conducting reviews, data analysis and e-mail.

Due to performance related elements, a high percentage of time is required in relation to managing time sensitive workload activities, approximately 75% of the workload.

The post holder is required to attend meetings at various NHS locations and to travel between NHS 24 sites.

Mental

Using analytical and judgement skills the post holder requires intense concentration and in-depth mental attention frequently required when processing data, influencing senior staff and managers and assisting at meetings.

As the first point of contact for clinical reviews, the post holder requires the ability to concentrate intensely for protracted periods, whilst being frequently interrupted, both internal and external, telephone and e-mails. This role is a critical in terms of working closely with Service Delivery and Operational Managers.

Often working under pressure to meet timescales for reporting, the creation of internal/external health board reports and documents using a range of IT and applications.

Emotional

The post holder is required to demonstrate a high level of interaction including the provision and receipt of highly sensitive and complex information between multiple departments and personnel on a daily basis.

The post holder will be exposed to detailed clinical information, as part of their daily duties, as well as within Adverse Events and Medical Legal activity within NHS 24 that can be delicate, sensitive and often distressing. This includes regular exposure to distressing or emotionally challenging circumstances such as receiving challenging calls, face to face contact with families and dealing with distressing or challenging behaviours.

Considerable emotional effort and sensitivity is required when dealing with detailed clinical information in relation to non-accidental injuries to children or the elderly.

9. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

There is frequent exposure to distressing and highly emotional information. This occurs on a daily basis, while reviewing call recordings as part of a clinical incidents or events, with more direct exposure occurring when dealing with partner or staff enquiries.

The post requires intense concentration when reviewing patient interactions and in the preparation of reports in order to ensure that the highest standard of accurate recording and reporting is maintained.

Communicates highly sensitive condition related information to service users, relatives and/or carers.

Critically evaluate current practice, developing innovative ideas to improve effectiveness and efficiency of care.

The post holder must be able to respond to requests as they arise and the nature of these can be unpredictable and potentially distressing.

Provide specialist training to new staff / colleagues working within the post holder's area of responsibility. This includes ensuring that staff who are covering across the directorate are familiar with current policies and processes.

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

Essential

- Registered Nurse (Adult) level 1 on the NMC Register
- Have extensive previous experience of working in the relevant specialist area. Relevant specialist areas include but not limited to patient safety, human factors, clinical healthcare, and health service management.
- Have an in-depth knowledge of Clinical Governance and/or Quality/Service improvement systems and processes.
- Have the ability to work within the extremely sensitive and emotive area of Clinical Governance, and the strong opinions surrounding it.
- Demonstrable commitment to, and focus on quality, promoting high standards to consistently improve patient outcomes.
- Will consider the most effective way to promote equality of opportunity in working relationships in service delivery and has the ability to take actions which support and promote this agenda.
- Uses evidence to make improvements and seeks out innovation.
- A fully supportive and integrated team player contributing to effective performance in achieving strategic goals.
- Be highly organised and methodical in their approach to work, with strong planning, organisational skills, and the ability to work independently, referring to line manager only when necessary.
- Excellent verbal and written communication skills.
- Advanced IT skills, particularly in MS Office packages ability to touch type is a key element or the role in the production of accurate reports.
- Have excellent interpersonal skills, with the ability to demonstrate an all-round professional attitude especially under pressure with deadlines and conflicting interests.
- Flexible attitude to the role and willingness to work from other NHS 24 sites, when required.
- Positive attitude and adaptable to change with or without due notice with a 'can do' attitude.
- Contributes to patient care by ensuring the timely and accurate dissemination of information.
- Willingness to undertake additional academic/practical training required for the role.

Preferable

- Extensive and significant understanding of best practice clinical review principles and process
- Extensive and significant understanding of the theories underpinning patient safety.
- Clear understanding of human factors principles, from a causal and improvement science perspective.
- Knowledge, experience and understanding of root cause analysis techniques, human factors frameworks, clinical review methodologies and report writing.
- Understanding of educational theories and their application in practice.

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 via email at: 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/>

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 4th March 2022**.

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.