



Clinical Services Manager 107509

Job Pack
June 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 1800 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 by copying and pasting the below links into a search engine:

<https://www.nhs24.scot/>

<https://www.nhs24.scot/our-services/>

<https://www.nhs24.scot/about-nhs-24/>

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.

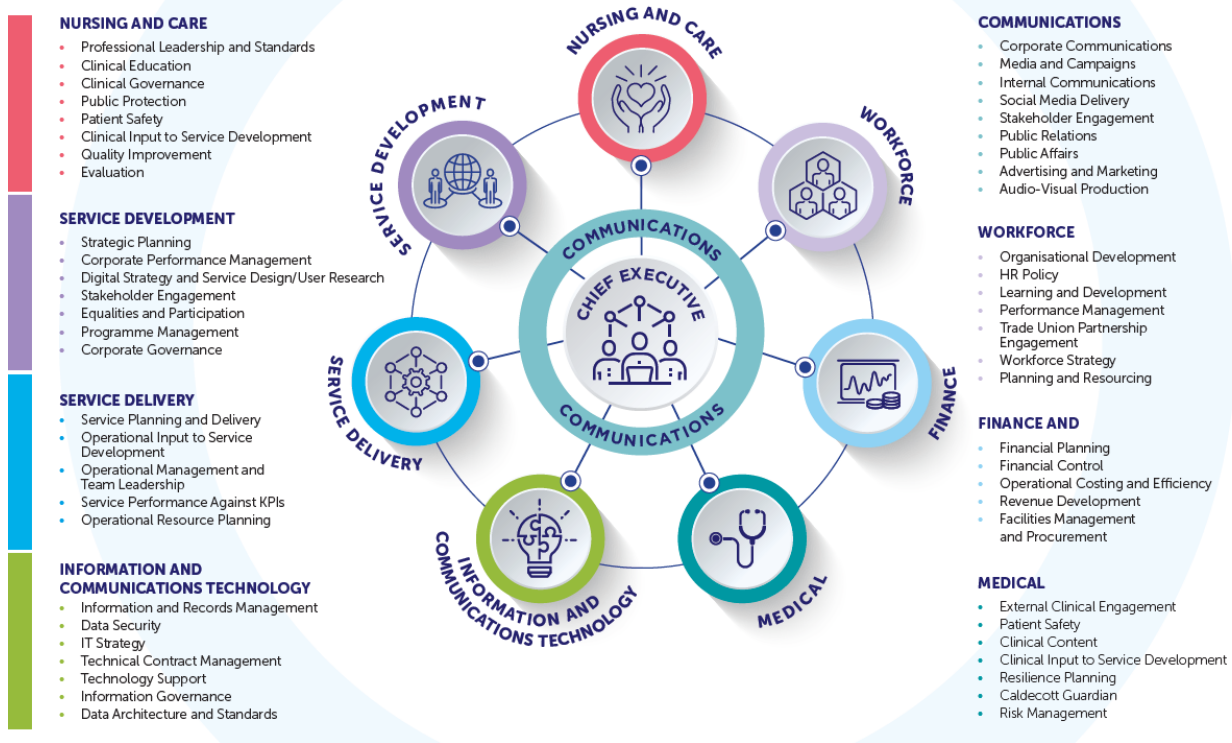
There's no such thing as a typical job at NHS 24. We employ a wide range of clinical and non-clinical staff. From call handlers and nurse practitioners to physiotherapists and pharmacists the diversity of our workforce reflects the constantly evolving needs of our patients. As an integral part of the 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 mainly during the out-of-hours period when their GP surgery is closed, but also now during the in-hours period as we work with our Health Care partners and continually review patient pathways
 - NHS 24 employs a range of staff across its locations, including clinical and nonclinical 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 Quit Your Way Scotland. Some of 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, which are the busiest times of the year for the service

Our Structure



Organisation 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. Weekends are our busiest time of the week, when 50% of our call demand is received.

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 six regional centres, three 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 East Regional Centre.

East Regional Centre

Norseman House
2 Ferrymuir
South Queensferry
EH30 9QZ



Public Transport

- **Rail:** South Queensferry Station (Pre-arranged taxi only)
- **Bus:** No 43, First Edinburgh bus from Waterloo Place.
- **Air:** Edinburgh Airport.

Road Direction from Edinburgh

- Leave Edinburgh on the A8 (follow Glasgow M8 signs)
- Continue on A8 beyond Airport until you reach a roundabout take 4th exit (signed Forth Rd Bridge)
- Branch right at junction onto A90 (signed Forth Rd Bridge)
- Continue on the A90 to Queensferry
- M9 take Junction 1A Forth Rd Bridge (A90)
- Take right onto Ferrymuir Rd (signed A8000)
- At roundabout, take 1st left into Ferrymuir Business Park (at Burger King) then 1st left at the next mini roundabout with NHS 24 Building being the complex on the left hand side. (Signed NHS 24)

Road Directions from Glasgow

- Follow signs to Edinburgh to join the M8 East
- Branch left M9 junction 2 signed Forth Rd Bridge (A90) & Edinburgh Airport
- M9 take junction 1A Forth Road Bridge (A90)
- Take right onto Ferrymuir Rd (signed A8000)
- At roundabout, take 1st left into Ferrymuir Business Park (at Burger King) then 1st left at the next mini roundabout with NHS 24 Building being the complex on the left hand side. (Signed NHS 24)

The Role –

Clinical Services Manager

The post holder will provide operational, professional and clinical leadership within one of NHS 24's four main contact centres.



An integral part of the role is to carry operational responsibility for the management of NHS 24's virtual clinical services which currently include the 111 service, Scottish Emergency Dental Service, Cancer Treatment Helpline Service, Primary Care Triage, to meet the needs of the 5.3 million population of Scotland on a 24 hours basis, ensuring safe, effective, patient centred care.

The post holder is directly accountable both operationally and professionally to the Head of Clinical Services.

Skills

The Clinical Services Manager will have well developed interpersonal, organisational and technical skills, underpinned by a supportive, motivational, inclusive and visible leadership style.

The post holder will be expected to deal with highly sensitive issues.

The post holder is continually required to promote a facilitative; solution focused inclusive leadership style that encourages partnership working with all staff groups.

The key responsibilities outlined above are not intended to be exhaustive. The post holder is required to be adaptive and flexible as the service continues to develop.

Qualifications

Formal registration with a professional body i.e. NMC

First degree essential with postgraduate management qualification / or relevant experience.

Working patterns

You will be required to work a range of shifts, including early, late and nightshifts, with an occasional requirement to be on call as Duty Clinical Services Manager.

This Opportunity

Job Reference:	107509
Position Title:	Clinical Services Manager
Hours:	37.5 Hours
Location:	East Regional Centre
Band:	Band 8b
Job Type:	Permanent
Salary:	£61,325 - £66,018 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 will be an enthusiastic, experienced and focussed nurse who has previous experience as a senior nurse in either professional and/or managerial roles. A proven track record of delivering high level standards of professional practice across a system.

You will have a comprehensive range of leadership skills to apply to a growing and maturing health board delivering and developing innovative ways of health care.

As part of a multi-disciplinary team at NHS 24 you can make a real difference to people's lives with a career that is exceptionally rewarding.

AVAILABLE HOURS

You will be required to work a range of shifts, including early, late and nightshifts, with an occasional requirement to be on call as Duty Clinical Services Manager.

The above would include working Public Holidays which may fall on mid-week days, for which enhancements would be paid.

TRAINING

Training will be provided to support your transition into this new role.

BENEFITS

NHS 24 offers a complete benefits package, with a permanent contract on Band 8b £61,325 - £66,018 (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 around this role, please contact Fiona Pike (Head of Clinical Services) via Fiona.Pike@nhs24.scot.nhs.uk

Job Description

Job Title:	Clinical Services Manager
Reporting To:	Head of Clinical Services
Department(s)/Location:	Service Delivery

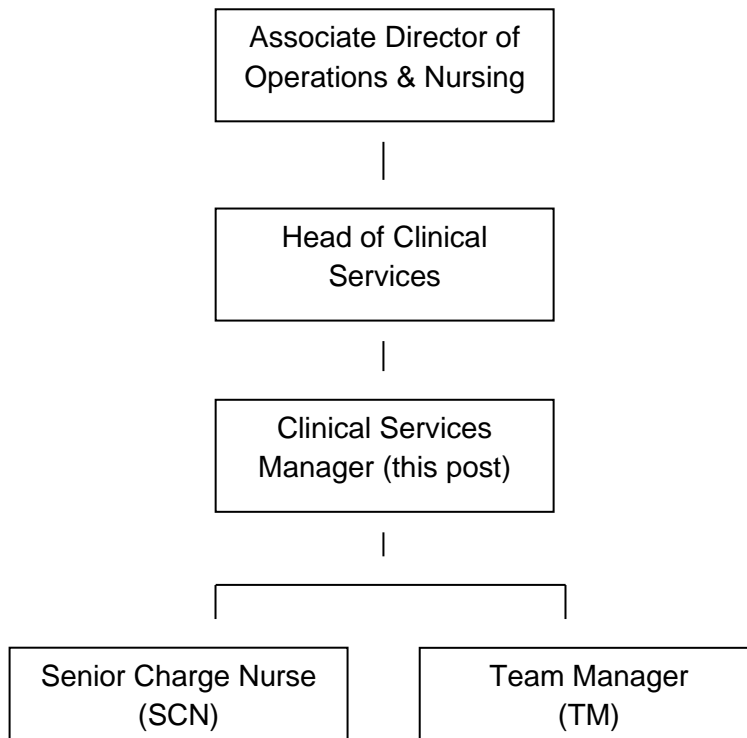
1. JOB PURPOSE

The post holder will provide operational, professional and clinical leadership within one of NHS 24's main contact centres

An integral part of the role is to carry operational responsibility and accountability for the management of NHS 24's virtual clinical services to meet the needs of the 5.3 million population of Scotland on a 24 hour basis, ensuring safe, effective, patient centred care.

The Clinical Service Manager will be accountable to the Head of Clinical Services for the management and control of resources within NHS24. The post holder will implement, achieve and deliver performance objectives within quality standards

2. ORGANISATIONAL POSITION



3. SCOPE AND RANGE

This post is a key role within Service Delivery in NHS 24. The dimensions below describe the services that are managed within Service Delivery.

Dimensions

Cardonald

- Scheduled Care Service
- 111 Service
- Breathing Space
- Mental Health Hub

Clyde

- 111 Service
- Living Life
- Cancer Treatment Helpline
- Breathing Space
- Health Information Services

Aberdeen

- 111 Service
- Cancer Treatment Helpline
- Scottish Emergency Dental Service
- Health Information Services

Norseman

- 111 Service
- Breathing Space
- Scottish Emergency Dental Service
- Cancer Treatment Helpline

Lumina

- 111 Service
- Breathing Space
- Scottish Emergency Dental Service

Clyde Contact Centre (including relevant local centres) 394 heads, 255.87 WTE (approximately)

Cardonald Contact Centre (including relevant local centres) 549 heads, 378.08 WTE (approximately)

East Contact Centre (including relevant local/remote centres) 399heads, 271.06 WTE (approximately)

North Contact Centre (including relevant local/remote centres) 86 heads, 54.28 WTE (approximately)

Lumina Contact Centre (including relevant local/remote centres) 145 heads, 93.28 WTE (approximately)

The above services are subject to a change of location and the introduction of new services.

The undernoted points are intended to provide an overview of the main areas of shared, devolved, duties and responsibilities associated with the post. This is not an exhaustive list and may be amended at key intervals following review with the Head of Clinical Services.

Main Duties & Responsibilities

- The Clinical Services Manager will be expected to operate both autonomously and virtually at Senior Management level. The post holder will have the ability to critically analyse and make rapid effective safe and appropriate decisions
- Within each of the main and local centres, the Clinical Services Manager (CSM) will lead, manage, motivate and develop a team of staff across all disciplines including SCN, Team managers, pharmacists, call handlers to ensure that they contribute effectively to the achievement of service objectives
- Whilst performing the role of Duty CSM managing NHS 24's virtual clinical services the CSM has operational responsibility for the management of the National NHS 24 Service and the real time management of the staff on shift.
- By means of effective, visible senior clinical leadership, the post holder will maintain responsibility for the continuation of safe and effective clinical service.
- Lead/deputise on key areas of work as defined within organisational improvement programs to support operationalisation of outcomes.
- Responsible for the operational management and leadership within a defined regional area, as well as ensuring the fair and consistent application of NHS 24 policy and procedure.
- Provides evidence based professional leadership, both nationally and within lead regional centre.
- Ensure systems are in place to manage and monitor clinical governance responsibilities in line with the relevant professional standards and regulatory frameworks.
- Act as an effective change agent, leading organisational change programmes and contributing to service improvements
- The post holder will have responsibility for objectives set out and agreed by Head of Clinical Services who will determine how these objectives will be achieved. These will be reviewed on a 6/12 monthly basis.

4. KEY RESULTS

Professional and Operational Leadership

- Provides visible senior clinical professional leadership and advice both nationally and in the designated regional centre, creating capacity, capability and confidence in people and teams.
- Provide professional support and clinical expertise to multi-disciplinary teams whilst ensuring provision of a knowledgeable and effective clinical and operational resource to all frontline staff.
- Provide professional nursing and operational leadership to specific projects supported within NHS 24 to ensure that new services planned enhance the care of patients and are based on up-to-date evidence and best practice.
- Manage partner/ stakeholder relationships within a designated Health Board to ensure services match stakeholder needs.
- Play a key role in partnership working across the organisation.

- Provide business and general management support to the Head of Clinical Services and to deputise when required.

Strategic Planning

- Work in conjunction with the Head of Clinical Services to lead in the articulation and promotion of NHS 24 organisational strategy.
- The post holder is required to support the implementation of NHS 24's strategic objectives into operational practice.

Organisational/Operational Delivery

- The post holder will undertake the role of the National Duty CSM on a rotational basis which includes performing an on call commitment for the national service. The post holder will carry operational responsibility for the management of NHS 24's virtual clinical services to meet the needs of the 5.3 million population of Scotland on a 24 hour basis, ensuring safe, effective, patient centred care.
- During defined periods of on call, the post holder is required to be available as a point of escalation, support and advice for the National NHS 24 clinical services.
- The post holder is responsible for achievement of clinical and operational KPIs whilst performing the role of Duty CSM.
- The Duty CSM will have responsibility to critically analyse complex situations and appropriately progress any technical or telephony issues to the relevant subject matter experts.
- Duty CSM to liaise with relevant subject matter experts both internally and externally to ensure continuation of management of incidents.
- The CSM will be responsible for the day-to-day operational management of contact centre.
- The post holder will adhere to the service's procedures in relation to the protection of vulnerable people and will decide upon appropriate release of information as and when required in line with Information Governance Policies.
- Provide operational and professional leadership to inform workforce planning which supports current and future provisions.

Professional

- Be fully compliant with the N.M.C. Code of Professional Conduct and other relevant guidance documents, which support and maintain standards of professional practice for nurses/midwives.
- Provide reports to the NMC on professional conduct and fitness to practice.

Line Management/Performance management

- The post holder will lead, manage and provide professional and operational leadership to Senior Charge Nurses, Service Delivery Managers and Team Managers, this includes carrying out appraisals, monitoring of sickness/absence, disciplinary and grievance matters and personal and career development.
- Ensure robust communication systems are in place for all staff to enable a clear understanding of organisational structures, directives, guidelines, developments and personal responsibilities.

Financial Management

- The post-holder is responsible as an authorised signatory of staff timesheets and expenses as per national policy. They will also be responsible for authorising unsocial and extra hour's payments for Senior Charge Nurses and Teams Managers and overseeing SSTS input to ensure accurate reflection of such hours.

Service Improvement

- The CSM will contribute to the design, development and implementation of new services, including developing collaborative effective relationships with external stakeholders and utilisation of evaluation data/methodology ensuring continuous quality, safe and effective care.
- The post holder will maximise the opportunities for staff engagement in order to articulate, promote and inspire the service improvement strategy.

Education and Training

- Maintain an up-to-date professional knowledge.
- The post holder will work collaboratively with Head of Learning and Development.

Research and Policy/Process Development

- Contribute to the development and implementation of processes/policies in relation to specialist areas of responsibility and areas across Service Delivery.

Governance and Quality Assurance

- Investigate and facilitate clinical governance initiatives to ensure the development of evidence based practice at an operational and strategic development level.
- Implement staff governance frameworks and appropriate systems and processes to ensure staff are treated fairly and consistently.
- Contribute to the design of effective systems for investigation and resolution of complaints and other adverse events within the service to achieve a learning culture focused on delivering high quality based on continuous improvement.
- Investigate feedback from partner Health Boards ensuring robust documentation and corrective actions/solutions are implemented where required, ensuring responses are prepared as appropriate in accordance with guidelines.
- Investigate Stage 1 and 2 complaints ensuring robust documentation and corrective actions/solutions are implemented where required, ensuring responses are prepared as appropriate in accordance with guidelines.
- The post holder will lead a team of clinical investigators to ensure completion of patient safety incidents to ensure recommended corrective actions / solutions are implemented and prepare responses as appropriate in accordance with guidelines.
- Lead and contribute to Regional and National Clinical Governance Groups.
- Promote a service culture, which is comfortable with and accepts management of risk and places

safety at the centre of service planning.

- The CSM will decide upon the appropriate release of information to external agencies e.g. Police Scotland, in accordance with Information Governance Guidelines.
- Ensure adherence to Health and Safety legislation and Infection Prevention Control measures within NHS24 ensuring processes are in place to identify risks, undertake appropriate risk assessments and implement corrective action as necessary.

Resource Management

- Work collaboratively with the Central Resource Team to identify any resource concerns and agree actions to mitigate against staff shortfalls that would negatively impact on Service Delivery.
- The post holder will manage the Senior Charge Nurse and Team Manager resource within the centre to ensure appropriate skill mix and escalating any issues that would negatively impact on Service Delivery to the Head of Clinical Service.
- As the duty CSM identify and deal with any real time resource issues and escalate if any negative impact on service delivery.
- Lead on, and work collaboratively with colleagues, to ensure recruitment of staff. This includes identifying work force requirements, gaining authorisation for staff funding, short listing and interviewing of candidates and appointment of staff.

Stakeholder/Partner Engagement

- Promote partnership working at all levels ensuring full participation by staff, patients and external partners in the decision making process.
- Maintain productive working relationships with senior management and stakeholders across the partnership and partner organisations.
- Ensure the continuous development of effective engagement between NHS 24 and other services/departments, external partners and stakeholders by promoting and developing intra-departmental working practices and arrangements.
- Work in partnership with professional associations and trade unions to develop effective arrangements for staff engagement and consultation.

People, Values and Culture

- Demonstrate compliance within Delivery of NHS Scotland Care Values and NHS 24 Core Values.
- Lead on staff wellbeing group to ensure all staff work within the core NHS values. Support staff to feel understood and valued and ensure wellbeing and safety by implementing Infection Prevention and Control in all sites.

Health and Safety

- The post holder is accountable for ensuring the safe evacuation of all staff, locally and nationally in times of environmental emergencies.

- Promote the health and safety of employees at work and of service users through the utilisation of agreed policies on health, safety and welfare at work.

5. SYSTEMS AND EQUIPMENT

- The post holder requires to be proficient in the use of NHS 24s SAP CRM application and corresponding applications in order to safely and effectively lead and manage the National Service.
- The post holder requires to undertake robust interpretation and analysis of data using appropriate software/ IT solutions.

Daily use of laptop/ computer for prolonged periods.

Use of:

- Microsoft Office
- Internet and Intranet
- Use of mobile telephone
- Knowledge of Agenda for Change terms and conditions of service, working practices and procedures within NHS 24.
- Understanding of the range of Agenda for Change systems and processes, specifically those required for the knowledge and skills framework
- HR Systems e.g. e-ESS, Turas
- I-Matters
- SSTS
- Job Train
- SAP CRM application
- Respond

This is not an exhaustive list

6. DECISIONS AND JUDGEMENTS

- The post holder will have a high level of autonomy and will work in a self-directed way within the parameters set for the post.
- The CSM interprets highly complex information, taking all factors into account, using their judgement, to make real time decisions to effectively manage the calls being received into the National service balancing this against available resource.
- The post holder is required to exercise high-level degree of initiative, judgement and discretion in deciding the appropriate actions to be undertaken.
- The post holder is required to make critical real time decisions based on complex management information available at the time in order to ensure the maintenance of a safe and effective service.
- The post holder will utilise clinical reasoning, whilst investigating and responding to matters relating to clinical governance, i.e. complaints and adverse incidents, which are often of a sensitive nature.
- The post holder will make judgements and decisions to reset priorities and work flexibly in order to gain support with stakeholders.
- The post holder is expected to function with a high degree of independence, making complex clinical and professional autonomous decisions on a daily basis.

- Be able to timeously respond to unpredictable/unscheduled situations e.g. system malfunction; by taking effective action and following processes to minimise impact on patient care.

7. COMMUNICATIONS AND WORKING RELATIONSHIPS

- The CSM will report directly to the Head of Clinical Service and complete verbal and written reports as required.
- The post holder will regularly deal with; complaints that have escalated due to lack of resolution, investigation and reporting of clinical incidents, negotiation with partnership colleagues and conflict resolution/mediation between staff members.
- The post holder is required to effectively and accurately communicate with Service Delivery on call with regards to the status of the national service and inform of any corrective actions taken to change or improve.
- The CSM is required to communicate subjects of a highly sensitive and complex nature.
- The post holder will communicate with a wide range of staff both clinical and non-clinical, internally and externally, individually and collectively. These include:

Internally

Associate Director of Nursing and Operations/Associate Director of Operations
 Head of Clinical Services
 Associate Nurse Director
 Nurse Consultant for Tele-Health and Tele-Care
 Head of Clinical Governance/Clinical Governance Regional Leads
 Head of Clinical Practice Education
 Head of Clinical Development
 Head of Integrated Services
 Forecast and Planning Specialists
 Service Delivery Analysts
 Service Support Team
 Communication Team
 ICT
 Human Resources/Recruitment Team
 Senior Charge Nurses
 Team Managers

Externally

Patients/Callers
 Complainants
 BT
 Capita
 Clinical Directors and Service Managers of Fourteen National NHS Boards
 NHS Boards Out of Hours Hubs
 NHS Boards COVID Assessment Centres
 NHS Boards Flow Navigation Centres
 Police Scotland.
 Safe Space meetings
 External Mental Health Practitioners
 CTHL Consultants

The above list is not exhaustive

- The CSM will promote a participative management style with excellent communication that encourages partnership working with all colleagues, partners and stakeholders in a manner consistent with NHS Scotland values.

8. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF JOB

Physical Effort/Working Conditions

- Mainly working in a contact centre environment, which is air-conditioned and comfortable although there are frequent long periods of standing and walking around the clinical environment of the contact centre.
- This role has a requirement to use a PC/laptop for prolonged periods in an open plan office environment.
- Sleep disturbance can occur whilst on-call as the post holder will undertake the role of the national Duty CSM on a rotational basis. There is an expectation to be called / disturbed in the overnight period.
- The post holder will be required to regularly attend meetings across all NHS 24 sites and Health Board partners and, as such, requires journey to undertake the duties effectively.

Mental Effort

- The post holder will require to work under pressure on a regular and frequent basis in order to meet changing priorities and deadlines.
- A high level of prolonged concentration is required when participating in meetings, performing investigations or preparing reports. This can be challenged by regular interruptions to deal with operational and management issues.

Emotional Effort

- The direct line management of the team requires emotional effort when applying Human Resource policies and procedures e.g. attendance management, disciplinary, and performance management issues. This may involve delivering or investigating challenging and disputed issues.
- Dealing with patient complaints, Adverse Events that can be highly sensitive and complex by nature.
- The post holder may be exposed to emotional behaviour when meeting with individuals or groups where the subject matter is contentious, highly sensitive or when dealing with complainants.

9. MOST CHALLENGING / DIFFICULT PARTS OF THE JOB

- Maintain high visibility during times of high patient demand.
- Integral part of the role is operational responsibility for the management of the virtual NHS 24 service ensuring service delivery meets demands and client expectations and achieving the quality standards required.
- Managing a range of services and staff across a number of NHS24 sites from a virtual position.

- Balance long term strategic planning for the organisation with the real time management role to ensure a robust safe service is delivered. Service performance whilst managing competing organisational objectives.
- As the duty CSM will be the single point of contact for 14 Health Boards across Scotland.
- In times of technical malfunction the post holder will be required to make significant decisions about status of service in conjunction with service delivery on call. The CSM will be required to swiftly process information and implement corrective actions to ensure the delivery of a safe and effective national service.
- Ensure the safe, effective continuation of clinical services whilst the organisation undertakes organisational improvement initiatives.
- Having the knowledge, skills and confidence to deal with all situations which develop as part of the role.

10. QUALIFICATIONS

- Formal registration with a professional body i.e. NMC
- First degree essential with postgraduate management qualification / or relevant experience.

Experience

- Extensive clinical experience.
- Extensive operational management experience.
- Experience of managing multi-disciplinary teams.
- Evidence of service improvement.
- Knowledge and/or experience of Quality Improvement.
- Knowledge and/or experience of Change Management.
- Evidence of successful partnership working.
- Experience of and ability to influence and motivate staff.
- Proven ability to work under pressure.

Skills

- The Clinical Services Manager will have well developed interpersonal, organisational and technical skills, underpinned by a supportive, motivational, compassionate, inclusive and visible leadership style.
- The post holder will be expected to deal with highly sensitive and complex issues.
- Ability to analyse complex information in order to make professional and operational decisions.
- The post holder is continually required to promote a facilitative; solution focused inclusive leadership style that encourages partnership working with all staff groups.
- Proven track record in multidisciplinary team and partnership working.
- Autonomous working and time management skills.
- Negotiation skills, able to influence and persuade others.
- Demonstrate commitment to clinical and operational service delivery.
- The key responsibilities outlined above are not intended to be exhaustive. The post holder is required to be adaptive and flexible as the service continues to develop.

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.

Psychometric Testing – candidates whose application passes shortlisting will be invited to complete a psychometric test via an external resource.

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 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/>

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 **Thursday 7th July, 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.