

Join our Team



# JOB PACK

Safe and Secure Care, Treatment and Recovery

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# 1. Welcome from The Chief Executive

Dear Applicant

Many thanks for taking an interest in joining the State Hospital.

The State Hospitals Board is very much an integral part of NHS Scotland and one of eight National Boards providing specialist services. It has a unique function in Scotland of providing high quality forensic mental health assessment, care, treatment and rehabilitation for male patients who require a high secure environment. The Hospital has 140 beds and admits patients from Scotland and Northern Ireland. It is based in South Lanarkshire and has an annual revenue budget of approximately £35m.

The Hospital was completely rebuilt in 2011 and provides modern person centred facilities which are fit-for-purpose. The Board is committed to fostering a forward-looking and “can do” organisational culture. We ensure that a focus on continuous improvement underpins all of our activities and that our working environment is one which values and supports educational and staff development opportunities.

Our employees will adopt and demonstrate our values, will lead a successful team as it tackles new challenges and will be responsible for the continued development of the State Hospital’s reputation as an employer of choice through success and progress in Staff Governance, Engagement, Employee Wellbeing, Workforce Planning and Staff Development.

Enclosed with this job pack you will find a range of information which I hope you will find interesting and clear. However, if this does not answer all the questions which you might have and you would like to find out more, please contact the Human Resources team or informal contact within the advert.

I do hope that you will feel able to apply and look forward to receiving your application.

With best wishes



Gary Jenkins  
Chief Executive  
The State Hospitals Board for Scotland



## 2. Our Vision and NHS Scotland Values

### Our vision:

“To excel in the provision of high secure forensic mental health services, to develop and support the work of the Forensic Network, and to strive at being an exemplar employer.”

### Our values are:

- Care and compassion.
- Dignity and respect.
- Openness, honesty and responsibility.
- Quality and teamwork.

Embedding these values in everything we do will help to make our vision a reality. In practice, we need to:

- Demonstrate our values in the way we work and treat each other.
- Use our values to guide the decisions we take.
- Identify and deal with behaviours that don't live up to our expectations.
- Be responsible for the way we work and not just the work we do.



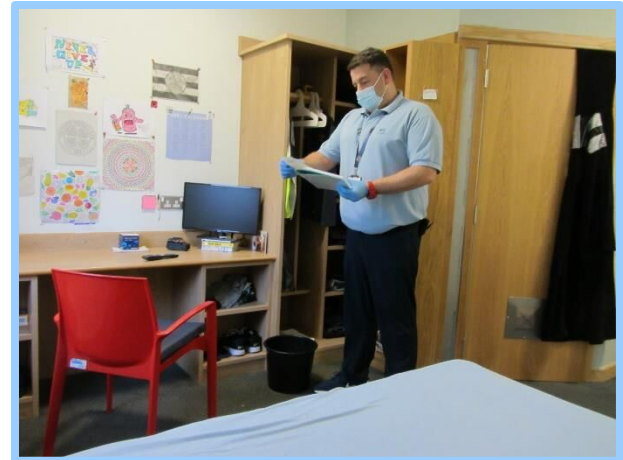
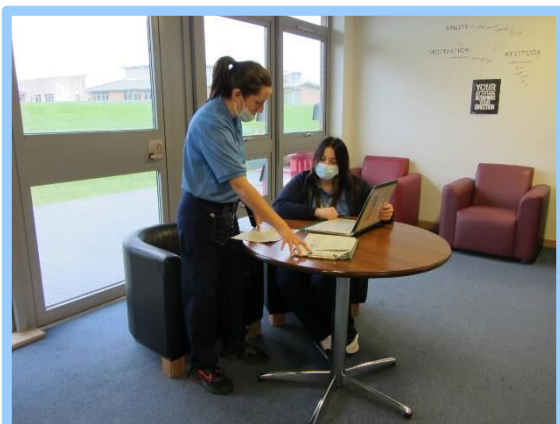
### 3. About the State Hospital and Working with Us

The State Hospital is the only special security psychiatric hospital covering Scotland and Northern Ireland. Employing around 650 staff, the hospital is located in Lanarkshire in Central Scotland, midway between the cities of Edinburgh and Glasgow.

Patients are treated in accommodation appropriate to their needs and in an environment that supports rehabilitation. There are 140 high-secure beds for male patients requiring maximum secure care: 12 beds specifically for patients with a learning disability. Wards take the form of four units (hubs and clusters) with each unit comprising three 12-bedded areas (i.e. 36 beds per hub).

The State Hospital provides assessment, treatment and care in conditions of special security for individuals with mental disorder who, because of their dangerous, violent or criminal propensities, cannot be cared for in any other setting.

The main aim is to rehabilitate patients, ensuring safe transfer to appropriate lower levels of security. The Forensic Mental Health Services Managed Care Network (Forensic Network) is hosted by the State Hospital, and good partnership working is in place across the Forensic Network to ensure patients are transferred as required.



The State Hospital maintains a safe and secure environment that enables effective patient care and treatment, and support to staff. The most important and effective measure in ensuring the long term safety and health of the patient is relational security (achieved through therapeutic engagement) in combination with both physical security (knowledge of patient and aggregated patient risk) and procedural security (policies and procedures).

The State Hospital has four strategic aims: improving physical health; effective use of resources; pathways for access, treatment and transfer; and improving the quality of patient care. The aims drive forward the quality improvement agenda in line with the Hospital's Clinical Model, Clinical Quality Strategy and Service Strategy as well as the national NHS Scotland Healthcare Quality Strategy (i.e. care and treatment is person-centred, safe and effective).

We are committed to transparency and accountability.

Each member of staff at the State Hospital shows high levels of dedication and hard work in a very challenging environment. Staff care for a group of very ill patients who are sometimes misunderstood by society, and they do it with great compassion.

## Core Benefits

### Staff Pay & Benefits

- Minimum of 202.5 hours paid annual leave per year (for full timers) which rises after five and 10 years' NHS service, plus bank holidays.
- Pay enhancements for unsocial hours.
- Environmental and clinical allowances.
- Automatic membership to the NHS Pension Scheme, one of the most generous pension schemes in the UK.
- Security of employment, with a policy of no compulsory redundancy.

### Health & Wellbeing

- Onsite gym.
- Staff Wellbeing Centre.
- Dedicated in house Occupational Health and Wellbeing team to support your health at work.
- Fast track Physiotherapy sessions.
- Access to counselling services.



### Family Friendly

- Family friendly working policies.
- Paid and unpaid parental leave to support staff in bringing up their families.
- Wide range of flexible working options to support parents and carers.

### Career Development

- Learning and Development Opportunities to support your career progression.
- Excellent training and development opportunities to support career development.



## 4. The Recruitment Process

Selecting the correct person for each role is important to our patients, staff, carers, volunteers, and members of the public who rely on the services of the NHS. In NHSScotland, the recruitment process is made up of four key stages. Together, they help us to review your application and make decisions about your overall suitability for the advertised role.



### 1. Your application

To apply for a vacancy, you need to complete an online application form. It includes a set of questions to guarantee consistency and fairness for everyone. This ensures we get specific answers to the questions we've asked, which we may not otherwise get from your CV.

The job description, person specification and the questions on the application form will tell you exactly what information we're looking for. This makes it easy for you to match your skills, experience, and qualifications to the role.

### Top five tips for completing your NHS Scotland job application

Once you've found a vacancy you'd like to apply for, follow these simple tips to guide you through the application process:

- Read the job application pack - this includes the job description and person specification. What skills and experience are required? What examples can you provide to demonstrate them?
- Take time to prepare your information - if you have a CV, refer to it for important dates, examples of work experience, your skills, abilities and qualifications.
- Follow the instructions on the application form - complete all the required information.
- Don't rush - you can easily make mistakes, forget important information and give the impression that you're not really interested in the job.
- Make a note of the closing date - When does the application need to be Submitted? Make sure you leave yourself enough time to complete the form. The recruiting Health Board may close the vacancy early if there is a high number of applications, so please complete your application as soon as you can. Applications received after the closing date cannot be accepted.





## 2. Application shortlisting

As soon as the vacancy closing date has passed, applications are shortlisted by a recruitment panel. They review applications against the criteria for the post, outlined in the job description and person specification. All applications are reviewed using the same criteria.



## 3. Interviews

If you are successful after shortlisting you will be invited to an interview. Now you need to start thinking about preparing for your interview, the kind of questions you could be asked and how to impress the interviewers on the day.

At an NHS Scotland interview, it is essential to show:

- Why you want to work for NHS Scotland.
- Why a role in healthcare is suitable for you.
- Why you are interested in the job.
- What kind of person you are.
- The skills and strengths you already have.
- The skills you are developing.

For some roles, it may be appropriate for you to complete a practical activity, such as a short assessment or to deliver a presentation. If you need to do this, full details will be provided when you are invited to interview.

## 4. After your interview

Once all interviews have been completed, the person selected as the preferred candidate will receive a provisional offer of employment, subject to satisfactory pre-employment checks.



## Verification of identity

Before you start work with NHSScotland, we must confirm that your identity is genuine, relates to a real person and is being used legally. This check is carried out on every potential new employee, regardless of nationality.

## Occupational health

Pre-employment medical screening is required. You will receive a paper form to complete, which must be signed and returned as instructed.

## References

We need to check at least 3 years of previous employment or training history. We also require a minimum of 2 references, including your current or most recent manager. We will also require you to provide contact details for each person so that references can be obtained. Please make sure your referees have agreed to provide a reference.

## Confirmation of your right to work in the UK

You must confirm you are eligible to work in the UK.

## Qualifications and professional registration

Original relevant educational certificates and verification of registration are required.

## Background checks

Depending on the nature of the post, we will carry out a criminal record check. You may also need to join the Protecting Vulnerable Groups (PVG) scheme.

It is important to return the occupational health questionnaire and reference information as quickly as possible to avoid any delays in your employment with NHS Scotland.

If any of these pre-employment checks provide an unsatisfactory result, the provisional offer of employment may be deferred or withdrawn.



## 5. How to Apply

All applications should be submitted via our online recruitment system 'JobTrain'.

If this is the first time you have applied for a State Hospital vacancy via our online system, you will be asked to create an account. You can do this via an email address or social media account. Please make sure the email address submitted is correct as this will be our primary method of contact. You will receive automated emails throughout the process, you can reply to these and they will be re-routed to the Recruitment Administrator who is managing the vacancy.

If you are registering as a new candidate you will be able to upload your CV. This is used to help pre-populate some of our application form only. NHS Scotland does not accept CVs in addition to / instead of a completed application form. Your CV will not be visible to the panel at any stage.

If you are a returning candidate, you will be asked if you wish to copy your application from a previous post. Simply select the application you wish to copy from and then you can go through and edit / update the information.



## 6. Post Details

**If you have any queries or require assistance regarding the application form or recruitment process, please contact the HR Team on [tsh.jobs@nhs.scot](mailto:tsh.jobs@nhs.scot) to discuss your requirements.**

|                          |                                                                                                                     |
|--------------------------|---------------------------------------------------------------------------------------------------------------------|
| Vacancy Reference Number | 161330                                                                                                              |
| Job Title                | Risk and Resilience Support Officer                                                                                 |
| Grade                    | Band 4                                                                                                              |
| Salary                   | £27,598 to £30,019 per annum (pro rata) plus High Secure Environmental Allowance of £1,591.56 per annum (pro rata). |
| Hours                    | 30 hours per week                                                                                                   |
| Contract Duration        | Permanent                                                                                                           |

|              |                   |
|--------------|-------------------|
| Closing Date | 22 September 2023 |
|--------------|-------------------|

The email address you supply on your online application will be used for correspondence relating to this vacancy, therefore please ensure you check your Junk / Spam folders on a regular basis.

We anticipate a high level of interest in this position, therefore we may close the vacancy prior to the closing date once a sufficient amount of applications are received. Please ensure you complete and submit your online application at an early stage to avoid disappointment.

## 7. Job Description

### 1. JOB IDENTIFICATION

Job Title: **Risk and Resilience Support Officer**

Responsible to: **Head of Risk and Resilience / Risk Manager**

Department(s): **Risk and Resilience Team**

Directorate: **Security, Estates and Facilities**

Operating Division: **The State Hospital**

Job Reference: **SCO23/Sco23/NEW/ADMIN/19a**

No of Job Holders: **1**

Last Update: **August 2023**

### 2. Job Purpose

As a member of the Risk and Resilience Team the post holder will provide business and administrative support to Risk Manager and Head of Risk and Resilience.

The postholder will support the delivery and achievement and Risk Management Strategy.

To support enhanced incident reviews and other hospital investigations.

To support the effective reporting and recording of incidents using the Datix system and assure the quality of data entry and production of reports from this database.

### 3. DIMENSIONS

The post holder will provide support to the Risk and Resilience Team and work to assist with the implementation of the Risk Management Strategy and all associated frameworks, strategies, policies and procedures. The Risk and Resilience Team has particular responsibility for resilience planning, risk management, health and safety and incident investigation. The post holder will take ownership of allocated tasks; prioritise their work and use initiative in the delivery of their workload.

#### 4. ORGANISATIONAL POSITION



#### 5. ROLE OF DEPARTMENT

The Risk and Resilience team have responsibility to manage and maintain Risk and Resilience across the organisation. The service coordinates business support functions, which underpin the delivery of risk management, resilience planning, and quality assurance and improvement strategies.

The Risk and Resilience Team maintains, administers and leads the development of associated functions: risk management; support for resilience planning and training, support for the delivery of security training, Health, and Safety. The remit of this team includes comprehensive reporting, support, advice and training in these areas.

The Risk and Resilience Team works closely with external specialist advisors, partner agencies and other Hospital departments in order to lead development of systems & processes as part of the Risk and Resilience Strategy. Including :

- Monitoring and Analysis of incidents highlighting areas of concern and reporting on current risks coming from incidents
- The monitoring and review of the Corporate Risk Register and local departmental Risk Registers
- Provide fact based data to allow accurate analysis and understanding of risk across the organisation

- Identify gaps in learning across the hospital that require input and support to reduce risk.
- Support of administration to all aspects of Risk and Resilience Team including Category 1 and 2 Incident Reviews, Data collection, Datix administration, report writing and supporting systems like SSTS and PECOS.

## 6. KEY RESULT AREAS

### **Risk Management**

Assist the Risk Manager and Head of Risk and Resilience in:

- The continuing development and maintenance of corporate and local risk registers,
- Communicate effectively across the hospital to support risk management. This would include connecting with a range of departments to gather performance information by e-mail; phone or face to face meetings when required
- Provide project administrative support and coordinate delegated aspects of complex projects such as review of complex departmental projects that will support the management of the Boards risk control measures.
- Provide administrative support to the Risk Manager and Head of Risk and Resilience
- Carry out redaction of reports when required
- Contribute to the development and implementation of organisational policies and procedures related to Risk Management.
- Manage, maintain and develop databases to compile risk management information.
- Collate risk management information on a range of key performance indicators.
- Analysis of risk management information on a range of key performance indicators
- Collate, analyse and report on risk management information including key performance indicators as required to leadership and governance groups
- Support the coordination and monitoring of risk management information by delivering performance statistics across the hospital.
- Support the Risk and Resilience Team to develop a positive risk culture within the organisation.
- Produce reports as required for delivery to leadership and governance groups

### **Resilience**

- Help gather data and prepare reports for resilience committees
- Monitor Resilience plans ensuring they are in date
- Assist with the planning and organising of resilience related exercises and participating where required.
- Contribute to the wider agenda of the Risk and Resilience Strategy for example administration support for training events and exercises.

### **Health and Safety**

- Collect and record information to ensure compliance with health and safety audit requirements.
- Assist with Control Book auditing
- Assist with gathering information when there is a RIDDOR incident

### **Datix**

Undertake the role of joint Systems Administrator for the Datix risk management information system, this will include:

- Co-ordination and administration of all modules of database
- Development of training programme to support the system and users
- Working with Datix and eHealth to support the development and maintenance of the system
- Monitoring data quality and use
- Preparation of reports using Datix information

### **7a. EQUIPMENT AND MACHINERY**

The post holder is required to use a wide range of Information Technology equipment including telephones, fax machines, PC's, laptops, printers, scanners, photocopiers and laminators.

The post holder is required support the delivery of presentations through setting up equipment. e.g. overhead projector etc.

### **7b. SYSTEMS**

The post holder will act as joint systems administrator for the Datix risk management information system.

The post holder will develop, maintain and update information databases to support organisational objectives on quality and performance.

The post holder will also be familiar with Microsoft Office packages including Word, Excel, Access, PowerPoint, and Outlook. They may also require to update the internal departmental intranet site.

### **8. ASSIGNMENT AND REVIEW OF WORK**

The post holder will have responsibility for organising their workload which is agreed and assessed at regular intervals with the Head of Risk and Resilience and Risk Manager

Project and development work is assigned by the Risk Manager and the Head of Risk and Resilience. and the post holder is expected to work collaboratively as part of the Risk and Resilience Team.

The post holder will use own initiative, have the ability to act independently within agreed thresholds within the context of risk management and corporate planning

### **9. DECISIONS AND JUDGEMENTS**

The post holder will be required to make some decisions however, they will be supported through regular update meetings to agree tasks and update actions for the areas of work being progressed. They will have discretion to make decisions on diary and project management timeframes within the framework of the Risk and Resilience Team.

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

To balance competing demands and prioritise effectively. Some work can be time sensitive so it is important to be able to manage time.

Some information the post holder will come across may be upsetting or distressing.

### **11. COMMUNICATIONS AND RELATIONSHIPS**

Internal  
Executive Directors  
Managers  
All other Staff Groups  
Patients/Carers  
Unions

External

Scottish Government

Mental Welfare Commission

Police Scotland

Scottish Ambulance Service

South Lanarkshire Council

Other Health care professionals

Other Special Hospitals

Risk Management Colleagues

Healthcare Improvement Scotland

As well as communicating via correspondence, telephone calls and emails, the post holder can expect to have weekly face to face meetings with staff and patients to take notes at meetings. The post holder will also attend relevant committee and group meetings as required.

## **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB**

### ***Physical***

Daily, use of PC for several hours at a time, and the requirement for accurate well-developed keyboard skills to meet challenging deadlines

Movement around site at regular intervals.

Travelling to and from meetings across Scotland.

### ***Mental***

High level of concentration required when processing complex data such as reviewing Datix files, redacting documents and using spreadsheets. This requires that the post holder frequently undertakes periods intense concentration which may last for several hours and which is often interrupted (by telephone or visits into the office).

### ***Emotional***

Frequent and prolonged exposure to highly distressing or highly emotional circumstances due to the sensitivity of many investigations and in particular where allegations of sexual or physical abuse are made. The involvement in this type of information may be weekly due to the numbers of reviews and incidents reported. The role in incident reviews will be to set up meetings and support with preparation of papers.

Frequent exposure to patients, carers and staff who require support, advice and guidance during and after the investigation process. The post holder will be involved in setting up meetings and may have e-mail, face to face and telephone contact with staff, patients and carers to support reviews and investigations, on a weekly basis. Frequent reading of sensitive, confidential and disturbing reports relating to patients or staff.

### ***Environmental***

High secure Mental Health environment that cares for mentally disordered offenders who are assessed as posing a grave and immediate danger to themselves and the public. This involves being the subject of searching and security procedures, responsibility for keys and personal alarm and working in a restrictive, locked environment.

### **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

*Essential:*

- Educated to Higher National Diploma level with specialist knowledge of project and risk management or equivalent.
- Well developed planning and organisational skills,
- Well developed report writing and analytical skills.
- Well developed interpersonal skills.
- Ability to exercise tact and diplomacy.
- Demonstrable experience of problem solving.
- Ability to use a range of software to collate information

*Desirable:*

- Use of management information system.
- Previous NHS risk management experience, Use of Datix

## 8. Person Specification

| STATE HOSPITAL'S BOARD FOR SCOTLAND                       |                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                |
|-----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| PERSON SPECIFICATION: Risk and Resilience Support Officer |                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                |
|                                                           | Essential                                                                                                                                                                                                                                                 | Desirable                                                                                                                                                                                                      |
| <b>Qualifications</b>                                     | Educated to HND level or equivalent relevant experience                                                                                                                                                                                                   |                                                                                                                                                                                                                |
| <b>Experience</b>                                         | Experience/understanding of risk management practice and/or similar associated discipline                                                                                                                                                                 | Previous NHS risk management and or/health and safety/ security administrative experience                                                                                                                      |
| <b>Skills</b>                                             | <ul style="list-style-type: none"> <li>• Well developed planning and organisational skills</li> <li>• Well developed report writing and analytical skills</li> <li>• Demonstrable experience of problem solving</li> <li>• Attention to detail</li> </ul> |                                                                                                                                                                                                                |
| <b>Knowledge</b>                                          | <ul style="list-style-type: none"> <li>• Ability to use a range of software to collate information (Full MS package)</li> <li>• Robust management of databases</li> </ul>                                                                                 | <ul style="list-style-type: none"> <li>• Understanding of Datix</li> <li>• Understanding of health and safety arrangements</li> <li>• Data extraction and basic understanding of statistical trends</li> </ul> |
| <b>Special Aptitudes</b>                                  | <ul style="list-style-type: none"> <li>• Ability to exercise tact and diplomacy</li> <li>• Well-developed interpersonal skills</li> <li>• Self-motivated</li> <li>• Confidentiality</li> </ul>                                                            |                                                                                                                                                                                                                |

**Thank you for your interest in this post.  
We very much look forward to receiving your application.**

The State Hospitals Board for Scotland  
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Safe and Secure Care Treatment and Recovery