**Healthcare Improvement Scotland**

**Job Description Reference: JD535**

**Title of Post: Programme Advisor**

**Band: Band 7**

**Reporting to: Senior Programme Advisor Healthcare Staffing Programme**

**Location: As detailed in conditions of service**

1. **Job Purpose**

To provide education and training to healthcare staff, senior professional leaders and managers across all NHS Scotland Boards to ensure there is an understanding of workload tools and methodology, in preparation for the Health and Care (Staffing) (Scotland) Act 2019.

To provide professional advice and support to professional and operational leaders in NHS Boards on application of workload tools, analysis of output, analysis of wider workforce information, risk assessment, analysis, mitigation and prioritisation as incorporated within the Common Staffing Method on an NHS Board wide basis.

To support the Senior Programme Advisor in the development and maintenance of a suite of Healthcare Staffing Programme workload methodologies for use across NHS Scotland. These methods are an essential element of the Health and Care (Staffing) (Scotland) Act 2019.

To engage with and provide expertise to NHS Education Scotland in the preparation of national educational resources that support practitioners, professional leaders and managers.

1. **Job Dimensions**

The post holder will work within the Healthcare Staffing Programme (HSP) where they will:

* Report to the Senior Programme Advisor
* Liaise closely with other Programme Advisors, the Senior Programme Advisors, Data Analysts and the project support team on the Healthcare Staffing Programme
* Liaise closely with professional leaders and operational managers in all NHS Boards and

IJBs across Scotland

* Provide professional advice relating to Healthcare Staffing Programme on specialty specific working groups

1. **Organisational Position**

Nursing and Systems Improvement Director

CNOD

Safe Staffing Policy Team

Associate Director HealthCare Staffing and Care Assurance

Senior Programme Advisors

6 wte

Data Analyst - Band 7

2 wte

Data Analyst – Band 6

1 wte

Programme Advisors

4 wte

Project Officer

3 wte

Programme Manager

1 wte

Administrative Assistant

1 wte

Portfolio Lead

2 wte

Information Systems Consultant

1 wte

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1. **Role of Department**

The Healthcare Staffing Programme is managed by the Nursing and Systems Improvement Directorate of Healthcare Improvement Scotland and is responsible for the development and maintenance of existing nursing and midwifery workload tools and to consider the development of Multi-professional staffing methodologies and the development of digitally enabled workload tools. To provide support and education to NHS Boards developing capacity and capability to enable Boards to meet their legislative requirements; to apply the Common Staffing Method to inform decisions relating to healthcare staffing requirements, on governance and escalation processes are in place. To monitor the discharge by every Health Board, relevant Special Health Board and Common Staffing Agency, of their duties under all parts of the Health & Care (Staffing) (Scotland) Act 2019. Provide expert advice to the Quality Assurance Directorate and participate in announced and unannounced Quality of Care Reviews.

In addition the programme supports and advises the performance management team in Scottish Government on healthcare staffing issues identified during the performance support programme.

1. **Key Result Areas, or Main Tasks, Duties and Responsibilities**
   1. Lead on the provision of education and training to healthcare staff, senior professional leaders and managers across all NHS Boards to ensure there is an understanding of the Common Staffing method across Scotland, in preparation for NHS Boards discharging their duties under the Health and Care (Staffing) (Scotland) Act 2019. This involves planning, delivering, implementing, evaluating, and adjusting training programmes
   2. Identify and plan current and future needs by communicating with individual NHS Boards in order to understand the specific requirements for training in each Board and to adapt training materials and approaches to meet the needs of the organisation to support them meet level of knowledge required to embed healthcare staffing workload methodologies/ common staffing method in NHS Boards
   3. Provide professional specialist advice and support to operational leaders in NHS Boards on the application of the Common Staffing Method. This involves understanding the specific needs within each organisation and to tailor input accordingly
   4. Support the programme advisor in the development, review and maintenance of Healthcare Staffing Programme workload methods. This requires interacting with a large group of senior professional leaders, clinicians, data analysts and statisticians to ensure that the development of tools is clinically led and has the robust evidence and statistical rigor necessary
   5. Undertake analysis of local NHS Board information on the application of the Common Staffing Method, in order to assess training need, to develop bespoke packages of education where required and to prioritise input based on current performance within the NHS Board
   6. Provide professional clinical advice to the twice annual technical review of electronic platform from which the workload tools are delivered. The purpose of this is to ensure that feedback from users, developments required to enhance user acceptance and all opportunities for reducing data burden on clinicians when entering information on to the platform are maximised
   7. Provide support on the development and review of appropriate policies, guidance and procedures required for the on-going development of the Healthcare Staffing Programme as well as proposing changes, ensuring best practice is shared across NHS Scotland. This involves clinical expertise, engaging with stakeholders including senior professional leaders, partnership representatives, ISD, software developers and Scottish Government
   8. Provide professional input as part of a national education working group by facilitating and at times leading aspects of educational development work and materials to support the development of national educational resources. that support practitioners, professional leaders and managers
   9. Provide specialist advice and guidance to other professionals within NHS Boards in the delivery of the Learning Resource and contribute to the delivery of programmes in local NHS Boards as required
   10. Contribute to the development of academic evidence and research relating to the programme by contributing to and supporting partners with the development of academic papers relating to Healthcare Staffing Programme. Support academic partners in undertaking research and on the development of academic papers relating to Healthcare Staffing Programme
2. **Equipment and Machinery**

The post will be office/home based with frequent travel to NHS sites across Scotland.

Requirement to use VDU equipment more or less continuously most days in analysing data, writing reports, checking documents etc.

The post will involve travel within the UK.

**7. Systems**

* Provide professional advice to software developers and data analysts at the twice annual technical review of electronic platform from which the workload tools are delivered. The purpose of this is to ensure that feedback from users, developments required to enhance user acceptance and all opportunities for reducing data burden on clinicians when entering information on to the platform are maximised
* In addition to office based systems (such as Word, Excel, etc.) the post holder is responsible for the utilisation of several types of information systems employed in the Healthcare Staffing Programme such as SSTS roster system, SSTS workload tools platform, BOXI reports, statistical analysis packages

1. **Decisions and Judgements**
2. The post holder requires a level of independent working requiring no direct day-to-day supervision.
3. A degree of self-directed independence and expertise is required in relation to managing the workload and demands of the post, with the post holder being expected to use independent judgement, to anticipate and respond to the fluctuating and diverse demands inherent to the post.
4. Priority work areas will be determined by the Healthcare Staffing Programme, Programme Advisor through objectives set annually. Review of progress and reprioritisation will be through regular contact with the Programme Advisor
5. Formal review of performance will be in accordance with local and national policy. The post holder will participate in annual appraisal and PDP with formal review of performance by the Programme Advisor.
6. The post holder is part of a team, but has individual responsibility for provision of education and training to meet the specific requirements of the NHS Boards in which they are working. This requires ability to adapt and develop bespoke approaches and materials as required.
7. The post holder is required to work autonomously within the parameters of the priorities set by the Programme Advisor.
8. The post involves frequent autonomous judgements that involve analysis of complex data and information to ensure a bespoke approach to training education and advice on application of tools and approach meets the needs of individual organisations.
9. The post holder will provide professional advice and opinion, on matters relating to healthcare staff planning. This can involve sensitive conversations with professional leaders and operational managers.
10. The post-holder is expected to deliver agreed work streams, working under own initiative making necessary decisions and judgments as required in order that objectives, goals & outcomes are successfully achieved.
11. The post holder will be required to provide written reports and guidance relating to healthcare staffing planning tools and application of the common staffing method.
12. Interprets, advises and proposes changes to policies, procedures, and professional and managerial matters by providing support on the development and review of appropriate policies, guidance and procedures required for the on-going development of the Healthcare Staffing Programme.
13. **Communications and Working Relationships**

There will be significant interactions with professional leaders and operational managers across all NHS Boards and IJBs across NHS Scotland

Effective written, verbal and presentation skills an essential component of the post

The post holder is required to provide information from a number of sources, interpret and analyse it and communicate it in a way that is easily understood. On occasion, the post holder will have to engage in difficult conversations with leaders and managers regarding performance in relation to workload and workforce planning.

The post holder will be expected to give formal presentations and present information and training and education on a regular basis and is therefore required to have well developed presentation skills.

Training and information solutions must be provided in a format and content which is compatible with audience requirements requiring the post holder to be reactive adaptable in communication style. Communicating complex and sensitive information where there is a requirement to use tact, persuasion, diplomacy and re-assurance skills when there may be barriers to understanding.

Work collaboratively with other Programme Advisors, Senior Programme Advisors and data analysts in Healthcare Staffing Programme team to ensure a consistent approach to education and training across NHS Scotland

Regular and frequent contact will occur with:

**Internal**

* + Director of Nursing and Systems Improvement
  + Head of Healthcare Staffing Programme
  + Healthcare Staffing Programme Team
  + HIS Data Analysts
  + Excellence in Care Programme Team
  + Healthcare Improvement Scotland
  + Excellence in Care Programme Team

**External**

* Workforce Analysts
* Senior Professional leaders in NHS Boards and IJBs
* Workforce leads in NHS Boards and IJBs
* Regional Groups and Committees
* Specialty specific national professional groups
* Partnership organisations regionally and at Board level
* National Support Committee
* Professional Organisations
* Legislation Policy Team CNOD
* NES
* ATOS

**10. Physical, Mental and Emotional Demands of the Job**

**Physical**

1. The post holder will be office/home based with frequent travel to NHS sites across Scotland
2. The posts requires onerous physical effort to ensuring coverage of all appropriate stakeholders, involving frequent driving between NHS sites across Scotland and potentially the UK, at times necessitating overnight stays and flexible working hours.
3. Movement of lap top computer and files between sites will also be required. Long periods of VDU working will also be a key component of the job.

**Mental**

1. The post requires frequent autonomous judgements that involve complex and sometimes sensitive factors. This often involves analysis and interpretation to allow appropriate advice to be given. Prioritisation of workload within complex competing demands necessitates frequent re prioritisation.
2. High levels of concentration required to accurately undertake statistical and analytical work, problem solving and attention to detail for preparation of reports.
3. Prolonged concentration is required for attending and contributing to operational meetings and local/national project groups.
4. The post holder is required to provide written and other materials in accordance with targeted timescales and deadlines.
5. The post involves intense periods of concentration to analyse data required for tool development and more general healthcare staffing data to provide expert advice to local NHS Boards.
6. The post holder must be able to balance priorities in order to best meet demands, and is required to analyse complex information, using personal knowledge, expertise and judgement skills.

**Emotional**

1. The mental demands of the post are challenging, as the position requires a skilful balancing of competing priorities to achieve agreed goals within given timescales.
2. This post challenges long held beliefs and traditional hierarchies and as such will demand very significant emotional stamina from the post holder. The post holder will often have to deal with sensitive staffing issues, which may be contentious or unwelcome.
3. Managing the challenges of agile working, and developing skills to actively participate in and on occasions chair meetings using WebEx, Skype

**11. Most Challenging/Difficult Parts of the Job**

Working across designated NHS Boards and IJBs across Scotland with different groups with differing priorities and agendas to achieve NHS Scotland workforce priorities.

Competing priorities across the work programme and across NHS Boards and IJBs.

Developing education and training and advice to NHS Boards that meet local need and maintain consistency in approach across NHS Scotland.

**12. Knowledge, Training and Experience required to do the Job**

1. Healthcare Professional with senior leadership /management experience in the NHS. Registration with NMC or HCPC desirable.
2. Educated to degree level (Masters) or able to demonstrate equivalent level knowledge and skills
3. High level of clinical expertise developed through Post registration qualification or through professional development and expertise
4. Specialist knowledge of healthcare staffing workload and workforce planning tools and methodology and associated integration with wider workforce planning
5. Excellent teaching and facilitation skills essential
6. Effective decision making and problem solving skills essential
7. Skills in the use and analysis of data.
8. Ability to prioritise and work to competing demands.
9. Skills in written, oral and presentation communication skills.
10. Excellent interpersonal, influencing and persuasive skills
11. A good understanding of the framework of local and national policies, requirements and directions.