**NHS 24 JOB DESCRIPTION**

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| **Job Title** | | | **Associate Director of Nursing and Care** | | |
| **Location** | | | HQ |  |  |
| **Line Manager** | | | Executive Director of Nursing & Care | | |
| **1** | **JOB PURPOSE**  To provide professional clinical leadership to all NHS 24 NMAHPS and frontline staff providing care to the public, and to assure the highest standards of clinical practice and care are enabled by robust systems of education, training, professional development and support.  To deliver continuous improvement in patient care and minimising risk and harm to the public through strategic vision, defined professional and healthcare standards, and robust systems of quality assurance. In addition, the post holder will provide professional leadership and expert resource to the Associate Directors of Operations and Nursing/Heads of Clinical Service, contributing to the education, training and development of staff, undertaking and contributing to practice and service development, research and evaluation.  To operationally manage services in the Nursing & Care Directorate, including -, Practice Education, Advance Practice, Public Protection and Lead Professional Nurses.  The post holder will influence and affect change at executive, clinical, service development and administrative levels within the organisation ensuring that national and local requirements are delivered timeously and to the highest agreed quality standard. | | | | |
| **2** | | **ORGANISATIONAL CHART** | | | |

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| **3 SCOPE AND RANGE**  NHS 24 is the national contact centre organisation for NHS Scotland and is responsible for providing a range of telehealth services to people across Scotland. NHS 24 also supports and facilitates developments in telehealth and telecare to improve the health and wellbeing of the population. 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. Our strategy is aligned with the Scottish Government's 2020 vision for health and social careNHS 24 is a National Health Board, serving the whole of Scotland. It is Scotland's provider of national telehealth services, providing a wide and developing range of services, via a range of channels, for people across Scotland.  NHS 24 provides a 24 hour telephone unscheduled care clinical assessment and triage service, which handles approximately 1.5m patient contacts per annum. The range of clinical health and care services provided by NHS 24 is expanding, and includes services using telephony (for example the Scottish Emergency Dental Service, Breathing Space), web (for example NHS inform, nhs24.com), video conferencing, Digital TV, and services using media such as web cam and social networking.  The Board currently employs circa 2000 staff across its regional contact centres and local contact centres.  The role of the Nursing and Care Directorate is to provide professional clinical leadership into the design, development and delivery of NHS 24 telehealth and telecare services, and into the underpinning governance, management and planning processes.  A key role of the Nursing and Care Directorate is to develop, deliver, monitor and support robust organisational Clinical and Care Governance and Patient Safety systems, policies, processes and reporting for the Board and the Executive Team, ensuring that legal and corporate governance requirements in relation to these aspects are met. The Directorate supports the work of the Clinical Governance Committee.  The Directorate leads the development and delivery of clinical education and training programmes for multi-disciplinary staff. It is responsible for ensuring that all frontline clinical and care staff providing services directly to the public, have the necessary competence to provide world class telehealth and telecare clinical assessment, referral and advice services to Scotland. This includes ensuring that NHS 24 has in place a strong professional governance framework and processes to safeguard the public and the quality and the effectiveness of clinical and care services.  In addition, the Nursing Directorate provides specialist clinical leadership, subject matter expertise and support in the following areas: Clinical Education, Allied Health Professions, Public Protection, Midwifery, Clinical Decision Making, Mental Health & Learning Disabilities, Clinical Systems Development, Clinical Supervision, Continuing Professional Development, Clinical Audit, Research & Development and Health and Social Care Integration.  The post holder monitors and controls a budget of approximately £1.2 million per annum. The total number of staff managed by the post holder is circa 25 wte. However, as the new Executive Management structure evolves, both the budget and responsibility for staff management may change in line with changing requirements. |

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| **4** | **MAIN ROLES AND RESPONSIBILITIES**   1. Responsibility to ensure appropriate policies, procedures, processes and systems are in place for the appropriate management of all clinical risks facing the organisation. Operate a robust framework for Clinical Governance, ensuring that there are effective systems in place to meet Scottish Government Health Directorates, Healthcare Improvement Scotland standards for Clinical Governance and Risk Management, Professional regulatory bodies, legal and corporate governance requirements, working in partnership with internal services and external bodies to influence, develop and deliver continuous risk reduction, patient safety and quality improvement measures. 2. Regularly review and improve the clinical standards and plans ensuring that they reflect national policy and strategy documents, are in line with effective clinical and people governance, and incorporate leading-edge Telehealth and Telecare clinical practice. 3. Support the Executive Director of Nursing and Care in Ensuring appropriate education and training arrangements and standards are in place so that nursing, other clinical and non-clinical staff within NHS 24 achieve clinical care competence and expertise in Telehealth and Telecare that meets statutory and regulatory requirements. 4. Demonstrate and exemplify positive behaviours and attitudes which will support cooperative and partnership working to achieve progress in the redesign and provision of clinical, non-clinical and telecare services and deliver NHS 24's vision for high quality, modern, integrated services. 5. Be responsible for the N&AHP contribution to the NHS Quality Strategy within NHS 24 and in partnership with clinical and managerial colleagues ensure that effective patient safety and clinical risk management processes are developed and implemented to manage risks, eliminate or reduce potential hazards and safeguard patients and the public. Ensure relevant policies and processes for the management of complaints, concerns and feedback which enables learning and continuous improvement. 6. To provide managerial leadership to the key areas of Public Protection, establishing key relationships between NHS 24, NHS Partners, The Care Inspectorate and Social Work Departments. 7. Lead a strong research and development approach to provide Governance systems within NHS 24 which ensures effective evidence-based practice and directly contributes to quality assured practice and high standards of clinical excellence. 8. Participate in and influence local and national (Scottish development of related Telehealth and Telecare services e.g. NHS Direct, and develop new clinical networks, particularly in relation to out-of-hours/unscheduled care/care in the community, nurse and AHP Telehealth assessment and consultation. 9. Contribute to national and regional working groups and initiatives to ensure high-level Nursing and Care management input, to represent the interests of NHS 24 and to be well informed to reflect regional and national policy. 10. To participate in and influence the national nursing, midwifery and AHP agenda in NHS Scotland, SGHD and Higher Education Institutions, by ensuring that NHS 24 is represented appropriately and deputise for the Executive Director of Nursing & Care on national committees and in consultation exercises. Present the views of the organisation and influence local and national policy, developments and decision-making. 11. Lead and operationally manage staff within the Nursing and Care Directorate to create an open, supportive and positive culture to maximise the potential of individuals and ensure efficiency, effectiveness and high standards of professionalism and contribution to the work of NHS 24. 12. Lead and support the Associate Directors of Operations and Nursing/General Managers and Associate Medical Directors in the planning, development and continuous improvement of organisational systems for Clinical Development, Quality and Patient Safety Clinical Governance, Quality Improvement and Patient Safety, adjusting and implementing objectives, policies and procedures to provide the highest level of protection from harm for the public. 13. Analyse and interpret highly complex professional, clinical governance and healthcare quality data recommending a range of options for managers, executives and lead clinicians to protect the staff and public and achieve compliance with national statute i.e. Analysing corporate wide Patient Safety Incidents developing trends analysis reports and recommending changes in practice. 14. Responsibility for budget for Business support, Practice Education, Public Protection, Advance Practice and Professional Nursing teams operate within budget constraints and deliver against annual cost targets. |

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| **5 SYSTEMS AND EQUIPMENT**   * The post holder is responsible for Incident Management System that supports the delivery, monitoring and evaluation and improvement of clinical care within NHS 24. * The post holder requires a good working knowledge and awareness of systems to inform, present and communicate across the organisation. * The post holder requires to effectively communicate complex issues to groups and individuals of differing professional background using appropriate equipment and technology**.** * The post holder is responsible for the managements of all systems within span of control. * The post holder requires to undertake robust interpretation and analysis of data using appropriate software/IT solutions.   The post holder is required to be a proficient user in the following IT systems as follows:   * **Microsoft Word** – for the provision of committee papers, reports, communication. * **Microsoft Excel** – to enable the generation, manipulation and analysis of complex Clinical Governance and Quality Improvement information into agreed formats, not restricted to pivot tables or graphical charts. * **Microsoft PowerPoint** – for producing presentations to update stakeholders. * **Microsoft Outlook** – for effective and efficient communication with everyone in the organisation and external stakeholders as well as diary management. * **Internet Explorer** – research purposes to enable advice to be up to date and evidence based. * **HR Management Information System –** for recording and managing team members absence history. * **Audio visual equipment** including video conferencing, laptop projectors during presentations. * **e-Expenses** * **SSTS** * **PECOS** |

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| **6** | **COMMUNICATIONS AND RELATIONSHIPS**  Excluding the Executive Director of Nursing & Care and the post holder’s immediate direct reports, the following are key working relationships, with examples of the purposes of these contacts:  **Internal**   * With the Clinical Governance Committee, Executive Management Team, Senior Managers, and all clinical staff to develop NHS 24 strategy, review organisation performance, provide expert advice and to review, analyse, develop and continuously improve clinical governance systems, quality, and clinical practice. * With staff at all levels, and their representatives, to establish, review and develop NHS 24 Telehealth and Telecare practice, quality patient safety and clinical effectiveness. * With the Associate Medical Directors, work closely and in partnership to ensure all clinical activities are safe, effective and evidence based, securing the engagement and commitment of the wider clinical community in the development and delivery activities of the organisation ensuring professional and clinical requirements are translated effectively into NHS 24 delivery environment. * With the Associate Director of Operations lead on the development and delivery of clinical and non-clinical training and education and on patient/public involvement.   **External**   * With Deputy Nurse Directors and Senior Managers of Health Boards, to develop joint approaches to key issues (clinical practice and education strategies) and to develop local NHS 24 services in ways that reflect their needs. * With NHS Board Deputy Nurse Director and key staff across national and Territorial Boards to ensure their needs are understood and to influence their perception of NHS 24 ensuring effective partnership relationships are in place. * With patients and the public to ensure that a person centred approach is taken in relation to the design, development and delivery of services. * With officers of professional and staff organisations, to ensure a partnership approach to developing working clinical and operational practices and procedures unique to NHS 24. * With Central Legal Office and NSS Services * With the Nursing and Midwifery Council * With professional organisations e.g. RCN, HCPC * With the media in order to respond to media questions about matters pertaining to Nursing, Care, AHP and Clinical Management of NHS 24. * With Staff Side colleagues to ensure effective partnership working. |

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| **7 DECISIONS AND JUDGEMENTS**  The postholder is directly accountable to the Executive Director of Nursing & Care for the leadership and management of clinical governance, quality clinical strategies, patient safety and patient affairs services required by NHS 24. Performance objectives are agreed annually with the Executive Director of Nursing & Care. He/she is responsible for providing leadership in the development of these services.  The postholder is expected to fulfill these roles within the parameters of established national and organisational priorities, policies and procedures. The postholder must also take account of national regulatory requirements such as legal and professional frameworks relating to the various professions, clinical and corporate governance.  The Post holder is required to exercise high level initiative, judgement and discretion in deciding the appropriate actions to be undertaken.  The post holder will have autonomy and be to generate and evaluate new ideas and to incorporate such ideas into day to day service in line with governance arrangements.  The post holder will have autonomy and be encouraged to adapt strategies to meet local needs provided relevant governance arrangements are followed.  The post holder will utilise clinical knowledge to facilitate the development of robust, patient centred clinical pathways/ flows within NHS 24 and NHS Boards  The post holder is required to make judgements about the delivery of complex and difficult information where there is potential resistance to change or re design.  The post holder is required to make critical decisions based on 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  The post holder will deputise for the Executive Director of Nursing and care. When acting as deputy for the Executive Director of Nursing the post holder is responsible for the Nursing Directorate making decisions impacting on service issues, during normal working hours and in the out of hours period.  The post holder will be expected to function autonomously at all times and is expected to fulfil the role within the parameters of established national and organisational priorities, policies and procedures. The post holder operates within NHS 24’s own strategic framework to which the post holder contributes.  The post holder is required to make judgements and interpretations across a wide range of issues including legislation, policies and guidance which have frequent conflicting priorities, assessing possible courses of action and making recommendations on implementation. This includes but is not limited to areas of professional competence, staff capacity, disciplinary and grievance. |
| **8 PHYSICAL DEMANDS OF THE JOB**  **Mental Effort**  Frequent requirement for long and intense periods of concentration and decision making ability and report writing during is also required, of which interruptions are frequent due to the nature of the role and organisation.  The post holder requires a high level of concentration to be exhibited whilst participating in meetings to ensure that appropriate strategic input is made. Committee meetings for example requiring high-level focus and concentration whilst actively participating in the meetings.  When acting as deputy for the Executive Director of Nursing and Care, taking sole responsibility for making critical decisions on behalf of NHS 24.  **Emotional Effort**  Exposure to highly pressurised situations, emotional and sensitive material or circumstances in respect of patient safety investigations and critical NHS 24 service impacting decisions in the out of hour’s period.  The direct line management of the team requires emotional effort when applying Human Resource policies and procedures i.e. addressing and managing sickness, disciplinary and performance management issues. This may involve delivering or investigating uncomfortable and disputed issues.  **Working Conditions**  Due to the national remit of this post and geographic spread of the post holder’s team, there will be a frequent requirement for the post holder to travel between NHS 24 sites. |

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| **9** | **MOST CHALLENGING PART OF THE JOB**   * To analyse, judge and take action in relation to highly complex clinical governance, quality improvement and patient safety information providing interpretation and comparison of a range of improvement strategies for services. * Provide a supportive response addressing barriers to understanding, communicating to staff and patients extremely delicate information, which, can sometimes be within a hostile antagonistic and highly emotive atmosphere. * Develop a contemporary culture of health care quality improvement across the organisation ensuring that clinical care governance is at the heart of the organisation in both strategic and operational planning and activity. * Anticipate, react and respond to changes in service needs and utilise resources appropriately. * Influencing and contributing to the external national agenda to ensure that the challenges of NHS 24 are considered and addressed. * Achieving strategic and operational objectives whilst operating flexibly in an environment of change and prioritising activities accordingly to meet the demands of the organisation. * The direct line management of staff requires emotional effort when applying Human Resource policies and procedures i.e. addressing/feeding back on sickness/absence and disciplinary and performance management issues. This may involve delivering or investigating uncomfortable and disputed issues.   Telehealth and Telecare are new and developing professional areas of healthcare and as such requires robust education, training, ongoing professional development and establishment of a robust research approach. The clinical roles in NHS 24 require high levels of critical thinking and decision making skills. Additional issues of complexity include no physical contact with the patient and minimal prior information or follow up on patient progress.  Significant challenge is based on levels of understanding within professional groups of the practice and complexity of Telehealth and Telecare. | |
| **10** | **KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**   * Registered Nurse or Allied Health Profession with current valid registration and with experience of working within the NHS. * Educated to master’s level or equivalent. * Evidence of advanced knowledge, expertise and experience in the field of professional practice, together with a broad knowledge of primary, urgent and unscheduled care systems. * Evidence of significant breadth and depth of clinical and managerial experience in multi-disciplinary services is essential, together with a sound grasp of the Scottish policy context. * Experience of working at national level. * Evidence of success in strategic and operational planning to deliver positive change is essential. * Leadership and management skills are required, with evidence of effectiveness in a multi-disciplinary context. * Commitment to inter-professional working and education is essential. * The post holder is expected to uphold and promote the values integral to NHS 24 and NHS Scotland. * Experience of planning/delivering service change through multidisciplinary team working. * Experience of planning, monitoring and forecasting significant budgets. * Expertise in policy interpretation and development of strategy. * Expertise in developing and utilising extensive and complex networks of contacts and relationships with a range of high-level stakeholders. * Expertise in managing, developing and supporting high performing staff/teams. * Comfortable in negotiating situations and influencing others. * Knowledge and experience of Scottish NHS. * Knowledge and experience of collaboration with social services and third sectors in the interest of workforce development for health. * High level facilitation change management and, consultancy skills. * Developed programme and project planning skills and expertise. * Track record in innovation | |
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| 1. **JOB DESCRIPTION AGREEMENT**   A separate job description will need to be signed off by each jobholder to whom the job description applies.  **Job Holder’s Signature:**  **Head of Department Signature:** | | **Date:**  **Date:** |