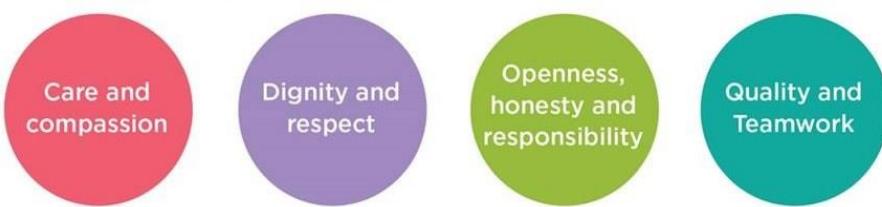


# Head of Quality and Care 237572

L I V I N G   O U R   V A L U E S



## A Career 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 around 2000 staff across six main contact centres in Scotland.

Careers here are all about care and compassion. Our work uses digital and telephone-based technology to help people reach the right care, in the right place for them. We support people with both their physical and mental health needs, providing self-care advice when appropriate, offering mental health counselling support and connecting people with their local healthcare services if they need onward care.

Packed full of variety and accompanied by excellent benefits, we've made it our mission to give our people everything they need to thrive.

***Are you?***

- Resilient
- Committed to personal development
- Up for a challenging but rewarding career

If this sounds like you, then you sound like our kind of person.

NHS 24 is an equal opportunities employer committed to advancing equality and particularly welcomes applications from groups of people currently underrepresented within the workforce. We are a committed participant in the Disability Confident Leader Scheme and guarantee to interview all disabled applicants who meet the minimum essential criteria for our vacancies.

You can find more information about NHS 24 at <https://www.nhs24.scot/>

Please visit our NHS 24 career website: [Careers | NHS 24](#)

## Organisation Structure



## Our Values



### Care and Compassion

A commitment to creating a supportive and inclusive environment, where everyone is valued and treated with respect. Care and Compassion guide our interactions with colleagues, patients, and partners, and serve as a foundation for building meaningful relationships

### Dignity and Respect

Treating everyone with fairness, courtesy, and kindness, regardless of differences in background, belief, or opinion. Building trust and credibility in our interactions with others. Creating a positive work environment which is inclusive, respectful, and empowering

### **Openness, Honesty and Responsibility**

Fostering clarity, trust, and accountability in all of our interactions, whether they be with colleagues, patients or partners. The value of openness, honesty, and responsibility is the commitment to be truthful, transparent, ethical, and accountable in work

### **Quality and Teamwork**

Striving for quality and excellence in all our endeavours and setting a high standard for ourselves and demonstrating our dedication to our patients across Scotland. This is coupled with working collaboratively to achieve our common goals, and leverage individual strengths and expertise, resulting in better outcomes and improved efficiency

## **Nursing & Care**



Dignity and Respect

Openness, Honesty and Responsibility

Quality and Teamwork

Care and Compassion

The role of the Nursing & Care Directorate is to develop and support staff to prevent, detect and mitigate risks to the delivery of safe, effective and person-centred care. To work with other directorates on the development, implementation, monitoring and evaluation of healthcare quality frameworks for service improvements.

A key role of the Directorate is to develop, deliver, monitor and support organisational Clinical and Care Governance and Patient Safety systems, policies, processes, reporting to the Board and the Executive Team, and provide assurance that relevant legal and corporate governance requirements are met.

The Directorate works across the Organisation to influence and support continuous quality improvement in the delivery of health care, by providing expert professional advice relating to General Nursing and AHPs, Mental Health & Learning Disabilities, Public Protection, Excellence in Care, Safe Staffing legislation, Realistic Medicine, Advanced and Specialist Practice, Dementia, Patient Experience and Clinical Governance.

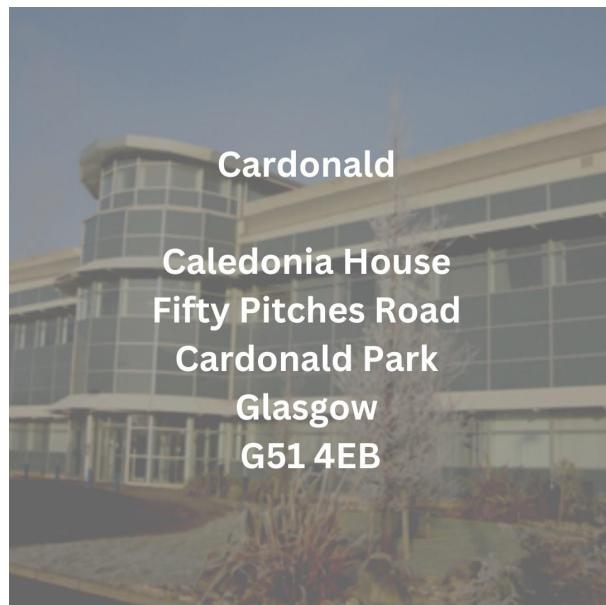
The Directorate supports systemic improvements in Clinical Care and Healthcare Quality through strategic professional leadership and clinical development and innovation, to improve the quality of the patient's therapeutic experience and care outcomes.

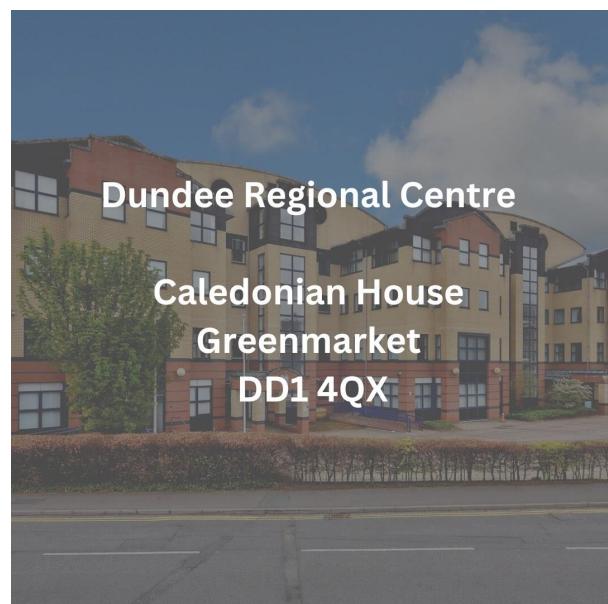
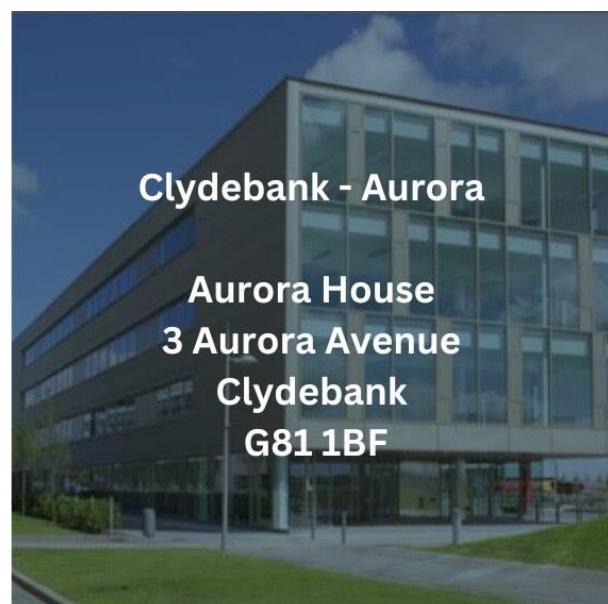
The emphasis is on delivering continuous improvement in patient care, minimising risk and unavoidable harm to the public through strategic vision, defined professional and healthcare standards and quality assurance. The Directorate influences innovation in care delivery models and role redesign as well as providing an assurance mechanism for evidencing national legislative and local requirements are delivered timeously and to the highest quality standard.

## Our Centres



We have five regional centres Aberdeen, Cardonald, Clydebank, Dundee, and South Queensferry. Vacancies may not be available in all centres therefore please check the current advert for further detail on availability.







## Benefits



Dignity and Respect

Openness, Honesty and Responsibility

Quality and Teamwork

Care and Compassion

NHS 24 offers a complete benefits package, with a permanent contract on Band 8B £74,003 - £79,164 (pro rata for part-time hours).

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 during out of hours period
- enrolment into the Scottish Public Pensions Agency (SPPA) pension scheme
- NHS discounts on goods and services
- HELP, employee support and assistance

**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.**

# Job Description



**Job Title: Head of Quality and Care**

**Reporting To: Associate Director of Nursing & Care**

**Department(s)/Location: Nursing & Care**

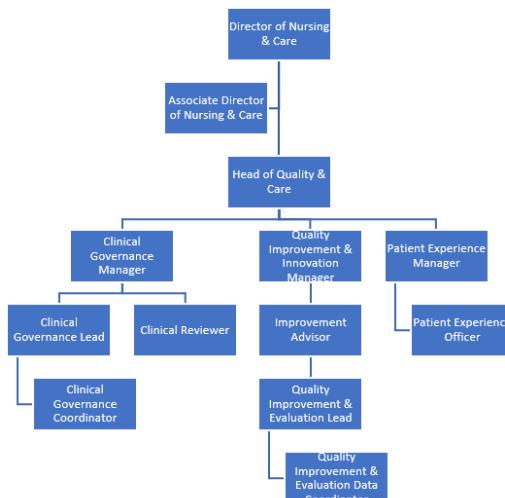
## 1. JOB PURPOSE

The post holder will lead and support services to work within a quality management framework, promoting a culture of quality performance, assurance, and improvement across NHS 24.

Responsible for strategic direction and operational management of the Clinical Governance, Quality Improvement & Evaluation and Patient Experience teams promoting an innovative approach to reducing harm and improving outcomes for patients within all healthcare settings. Ensuring we listen to those who experience and deliver our care.

The post holder will influence and affect change at executive, senior management clinical and service levels across the organisation ensuring that national and local requirements are delivered timeously and to the highest agreed quality standard. The post holder will support the whole system in the creation of a culture of continuous improvement in the safety and quality of care.

## 2. ORGANISATIONAL POSITION



## 3. SCOPE & 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 care.

The Board currently employs circa 2100 staff across its regional contact centres and local contact centres.

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 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 Nursing and Care Directorate manages the Practice Education function which develops and delivers initial and continued clinical education and training programmes for multi-disciplinary staff. Nursing and Care 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: Allied Health Professions, Public Protection, Clinical Education, 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 has managerial responsibility for the budget and staff of the teams under the Quality and Care remit. The post holder monitors and controls a budget of approximately 800k. The total number of staff managed by the post holder is circa 21 WTE.

#### **4. MAIN DUTIES/RESPONSIBILITIES**

##### **Policy and Service Improvement**

- The post holder is responsible for ensuring appropriate policies, procedures, processes and systems are in place for the management of clinical risks facing the organisation.
- Develop, implement and evaluate 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. Provide expert Clinical governance and Healthcare Quality advice and expertise to senior clinicians/managers and other relevant stakeholders.
- Ensure a whole system integrated approach to clinical governance through effective leadership of the areas of responsibility, developing a learning culture, which supports the effective identification and application of best practice within the Board.
- Continuously drive the understanding of clinical governance and quality improvement within the Board. Undertaking a sustained campaign to raise the profile, awareness and impact of pro-active clinical governance across the organisation.
- 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.
- 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.
- Be responsible for the nursing and care contribution to the NHS Quality Management Framework within NHS 24 and in partnership with clinical and managerial colleagues ensure that effective quality management systems, processes and standards are developed and implemented to improve the quality and consistency of approach across NHS 24, eliminate or reduce potential variation/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.

- Take an active role in the development of sector/national wide policies and strategies through regular liaison with senior staff both internally and externally and through involvement with Senior Clinical Governance professionals in other Boards and NHS HIS.
- The post holder is responsible for the process and application of national guidelines/standards and the subsequent development of associated plans/work programmes where relevant to NHS 24.
- Provide expert knowledge/advice on matters relating to clinical governance, risk and incident related claims within the Board, ensuring that these issues remain a priority for Directors and Senior Managers. Ensuring that best practice and areas of concern are reported systematically into the annual service, business and financial planning cycle. Ensure the Board complies with relevant legislation and accreditation requirements within the areas of accountability related to Clinical Governance & Healthcare Quality and Information Governance.
- Contribute to the development of NHSScotland Clinical Governance, Quality Improvement and Patient Safety statutory and mandatory standards and advise the Executive Team regarding necessary actions to implement compliance or change in practice.
- Take an active role in the development of sector/national wide policies and strategies through regular liaison with senior staff both internally and externally and through involvement with Senior Clinical Governance professionals in others Boards and NHS HIS.

### **Line Management**

- To line manage key directorate functions including the Clinical Governance Team (including clinical litigation), Patient Experience Team, Quality Improvement and Evaluation Team.
- The post holder has overall responsibility for the recruitment, training, objective setting and disciplinary procedures for the Clinical Governance Team (including clinical litigation), Patient Experience Team, Quality Improvement and Evaluation Team and will manage the staff appraisal, personal development plan, attendance management and return to work interviews as required.
- Manage, motivate and develop staff within the team to ensure that they are able to deliver the responsibilities of the NHS.

- The post holder will ensure organisational succession planning across Nursing and Care and will develop staff within a specialist area and build capacity across NHS 24.

### **Portfolio Management**

- The post holder will manage a portfolio of programmes of work that aims to improve health outcomes.
- Discuss, negotiate, and agree programmes of work in collaboration with Senior Clinicians and Managers across NHS 24. This will include designing improvement projects with experts in the field including academics and clinical service teams.
- To blend experience of quality management expertise with information systems to establish a framework or integrated processes, supported and augmented by appropriate technology, to provide robust data and evidence on which to base decisions and to identify improvement areas. This will include data analytics, improvement support, finance and programme support to clinical teams.
- Analyse highly complex data and evidence working closely with colleagues in the health intelligence function and also external parties to establish timely accurate information to understand priorities and organisational variation in patient outcomes in order to support NHS 24 to minimise unnecessary variation by exploring available data and evidence. Identifying areas of work where quality planning and improvement will have most impact/outcome and fit with NHS 24 strategic aims and goals.
- Develop and embed a system to assess requests for programmes of work from the wider organisation.
- Design and develop methods to gather patient/client/staff voices and feedback into pre-design and implementation all programmes of work.
- Build an improvement infrastructure to support frontline teams to manage quality. This will include building capacity and capability for improvement, knowledge management, accessible information to support improvement and consistent information approaches.
- Establish a process of ongoing evaluation of the effectiveness of the improvement support provided and adapt the improvement approach as required in line with emerging best practice in the improvement science.

### **Research and Development**

- Working with the R&D organisational lead, support 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. E.g. commission research, identify

opportunities for research partnerships with higher education institutes, identify research projects to be undertaken as part of student placements

### **Strategic Planning**

- The post holder will provide expert advice, direction, long term strategic planning and leadership for NHS 24 to progress improvements in the quality of services and provision of assurance to stakeholders, including aspects of quality and safety of care.
- Take the Lead on the development of the organisations strategic approach to building Quality Improvement and evaluation capacity and capability.
- Lead and support the Associate Director of Operations and Nursing, Heads of Clinical Service and Clinical service managers in the planning, development and continuous improvement of organisational systems for 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.
- 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.

### **Financial Management**

- Responsibility for multiple budgets for the functions within the remit of the post (Clinical Governance, Quality Improvement & Evaluation, Patient Experience) ensuring achieving financial balance within budget constraints and deliver against annual cost targets.
- The post holder will contribute to the clinical, financial and staff governance arrangements ensuring compatibility and compliance with national and professional standards. Act in a way that is compliant with Standing Orders and Standing Financial Instructions in the discharge of this responsibility.
- The post-holder is responsible as an authorised signatory of staff timesheets and staff expenses as per national policy, accurately entering onto the SSTS, payroll system and authorising unsociable and extra hours payments.

### **5. SYSTEMS & EQUIPMENT**

- The post holder is responsible for managing the clinical governance business processes within the 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:
- **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**

## 6. DECISIONS & JUDGEMENTS

The post holder is directly accountable to the Associate Director of Nursing and Care for the leadership and management of clinical governance, patient experience, quality improvement and evaluation services required by NHS 24. Performance objectives are agreed annually with the Associate Director of Nursing & Care. He/she is responsible for providing leadership in the development of these services.

The post holder is expected to fulfil these roles within the parameters of established national and organisational priorities, policies and procedures. The post holder 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 innovative 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 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 Associate and Executive Directors of Nursing and care. When acting as deputy for the Associate Director of Nursing the post holder is responsible for the operational delivery of Nursing and Care Directorate functions, making decisions impacting on service issues, during normal working hours.

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.

## **7. COMMUNICATIONS & RELATIONSHIPS**

The post holder is required to have excellent communication and interpersonal skills, both written and verbal. Strategic thinking and the ability to anticipate and resolve problems before they arise and respond to sudden unexpected demands. E.g. translating government

policy into organisational proposals to be operationalised, clearly articulating risks and benefits, synthesising research evidence and presenting it in a way that it can be easily understood by stakeholders

Anticipate high level challenges, difficulties and resolve and provide resolution where possible. This may include healthy debate with national strategic leads. They must be able to represent the interests of NHS 24 and achieve the best outcome for the organisation and the patients who use our services. The post holder is accountable for providing specialist recommendations to the executive management team, which at times may appear sensitive or controversial – as a clinical expert the post holder will justify this.

Excluding the Associate/Executive Directors 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 Digital 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 Nursing and Operations lead on the development and delivery of safe systems of clinical governance and quality management.

#### **External**

- With clinical governance leads and Senior Managers of Health Boards, to develop joint approaches to key issues and to develop local NHS 24 services in ways that reflect their needs.
- 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, Healthcare Improvement Scotland and NSS Services.
- With the Nursing and Midwifery Council, HCPC and other relevant regulatory bodies.
- With professional organisations e.g., RCN,.
- With the media to respond to media questions about matters pertaining to Quality of care and Clinical Management of NHS 24.
- With Staff Side colleagues to ensure effective partnership working.

## **8. PHYSICAL DEMANDS OF THE JOB**

### **Mental Effort**

Frequent requirement for long 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 an elevated 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 Associate or Executive Directors 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.

The post holder is required to use VDU equipment daily and for prolonged periods.

Occasionally have to deal with verbal aggression (in particular when patients do not agree with NHS 24 assessment of risk)

## **9. MOST CHALLENGING/DIFFICULT PARTS 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 supportive responses addressing barriers to understanding, communicating to staff and patients extremely delicate information, which, can sometimes be within a 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 & EXPERIENCE REQUIRED TO DO THE JOB**

- Registered Nurse or Allied Health Professional 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 nursing or other allied health profession, together with a broad knowledge of practice.

- 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.
- Understanding of the principles and practice and the legal frameworks relating to risk management, investigations and mitigation in the context of governance and complaints within the NHS
- Knowledge/ experience in quality improvement or quality management
- 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.

# Person Specification



**Job Title: Head of Quality and Care**

**Directorate: Nursing and Care**

**Level of Disclosure check required: N/A**

Qualifications:	Essential	Desirable
Registered Nurse or Allied Health Professional with current valid registration and with experience of working within the NHS.	X	
Educated to SCQF level 11 or equivalent experience	X	
Experience:	Essential	Desirable
Evidence of advanced knowledge, expertise and experience in the field of professional nursing or other allied health profession, together with a broad knowledge of practice.	X	
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.	X	
Experience of working at national level.		X
Understanding of the principles and practice and the legal frameworks relating to risk management, investigations and mitigation in the context of governance and complaints within the NHS	X	
Knowledge/ experience in quality improvement or quality management	X	
Experience of planning/delivering service change through multidisciplinary team working.	X	
Experience of planning, monitoring and forecasting significant budgets		X
Expertise in policy interpretation and development of strategy	X	
Expertise in developing and utilising extensive and complex networks of contacts and relationships with a range of high-level stakeholders.	X	
Expertise in managing, developing and supporting high performing staff/teams.	X	
Knowledge and experience of collaboration with social services and third sectors in the interest of workforce development for health.		X
Developed programme and project planning skills and expertise		X
Behavioural Competencies:	Essential	Desirable
Leadership and management skills are required, with evidence of effectiveness in a multi-disciplinary context.	X	
Evidence of success in strategic and operational planning to deliver positive change is essential.	X	
Commitment to inter-professional working and education is essential	X	
The post holder is expected to uphold and promote the values integral to NHS 24 and NHS Scotland.	X	
Comfortable in negotiating situations and influencing others.	X	
Other:	Essential	Desirable
Knowledge and experience of Scottish NHS.		X
High level facilitation change management and, consultancy skills.		X
Track record in innovation.		X

# Recruitment Process



Dignity and Respect

Openness, Honesty and Responsibility

Quality and Teamwork

Care and Compassion

NHS Scotland vacancies will close at midnight on the closing date. You will not be able to apply for a vacancy after the closing date has passed.

- Applications must be submitted using our recruitment system – Jobtrain. Candidates submitted via Recruitment Agencies will not be considered for this post. Please refer to the advert for support with completing your application.
- **Application Shortlisting** – applications forms received are reviewed and those meeting the role requirements will be invited to a competency-based interview.
- **Interview / Assessment** – Our 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. Interviews will be held online.

\*Start dates will be dependent on all pre-employment checks being completed and availability on our induction training programme.

For more information on the recruitment process and for support and guidance with your application please visit our Recruitment site at [Our process - NHS 24 Employer](#)

To work in the United Kingdom, there is a legal requirement for an individual to demonstrate that they have the relevant permission to work in the country. This permission is, without exception, granted by the UK Visa and Immigrations Service.

As part of the pre-employment checks for a preferred candidate, NHS Scotland Boards **will** check your entitlement to work in the UK. It can be evidenced through a number of routes including specific types of visa as well as EU settled and pre-settled status. To find out more about these routes of permission, please refer to the GOV.UK website [here](#).

Please note that NHS 24 is NOT licensed to issue certificates of sponsorship under current UK Visas and Immigration (UKVI) regulations. Applicants must have the right to work in the UK without requiring sponsorship to work with us.

It is ESSENTIAL that you have checked that you already have the appropriate right to work in the UK BEFORE submitting your application form.

## Contact information



For further information please contact the NHS 24 Recruitment team:

Email: [recruitment24@nhs24.scot.nhs.uk](mailto:recruitment24@nhs24.scot.nhs.uk)

**Please Note:** If you experience difficulties with accessing or using Jobtrain, please contact:  
[nhsscotland@helpmeapply.co.uk](mailto:nhsscotland@helpmeapply.co.uk)

