



<b>Job Title:</b>	<b>CHIEF INSPECTOR</b>
<b>Job Location:</b>	Flexible – Any Care Inspectorate office
<b>Responsible to:</b>	Executive Director of Scrutiny & Assurance
<b>Responsible for:</b>	Line management of Service Manager Strategic Scrutiny – Adults Services Line management of Service Manager Strategic Scrutiny - Justice Line management of Service Manager Strategic Scrutiny – Protection

### Principal Working Contacts

Executive Director of Scrutiny & Assurance  
 Service Managers – Strategic and Regulated Care  
 Strategic Leadership Team  
 Operational Leadership Team  
 Strategic Inspectors  
 Team Managers  
 Regulated Care Inspectors  
 Care Inspectorate colleagues  
 Scottish Government Officials including Sponsor Branch  
 Integrated Joint Boards, Local Authorities, Community Planning Partnerships, NHS,  
 Police Scotland Agencies and Other Scrutiny Bodies  
 Chief Social Work Officers  
 External Stakeholders including people who use children and young peoples services

### Job Purpose

Lead on the planning, development and delivery of strategic inspection activity in respect of adults services, including adult support and protection and justice services to ensure that the Care Inspectorate performs effectively and efficiently as an independent, scrutiny body.

Provide professional social work advice to the Chief Executive, Executive Directors and the Board.

Support the Executive Director of Scrutiny and Assurance in ensuring that the Care Inspectorate meets its responsibilities as defined by the Public Services Reform (Scotland) Act 2010 and other relevant legislation, to inspect and improve the quality of care and social work services in Scotland in a collaborative way.

As a member of the Operational Leadership Team, work with the Chief Executive and Executive Directors to support significant cultural change; consolidate excellence in the Care Inspectorate's activities and; continue to invest in our competent, confident workforce in a way that puts collaboration at the core of our work.

## **Key Responsibilities:**

### **Strategic Management**

- As the strategic lead for strategic inspection of adults including adult support and protection and justice services, develop, deliver, monitor and review the strategic inspection practices, processes and procedures to deliver robust, outcome focussed scrutiny and assurance and other activities which support continuous improvement in care and social work services.
- Provide professional leadership and direction to all managers and staff working within the Directorate in particular strategic inspection of adults, justice and adult protection services.
- Lead on the planning of the strategic inspections for adults, justice and protection services and ensure effective performance reporting on all scrutiny, assurance and improvement activity.
- Lead in the implementation of strategic scrutiny and assurance activity for adults, justice and protection services and contribute to its direction, ensuring that all legislative requirements are met.
- Formulate objectives, strategies, action plans and targets for all strategic inspection activity in respect of adults, justice and protection services and ensure that these are achieved.
- Along with other Chief Inspectors, build the diverse strands of strategic and regulated care service scrutiny and assurance activity into a cohesive, integrated and productive approach, aligned to the achievement of the Care Inspectorate's corporate aims and objectives, focusing on consolidating excellence in all aspects of the Care Inspectorate's work.

### **Operational Management**

- Overall responsibility for the efficient and effective operational delivery of strategic inspection including Justice inspections, adult support and protection inspections, Significant Case Reviews for adults, Serious Incident Reviews (justice) and Appropriate Adult provision.
- Lead on developing innovative approaches to support the continuous improvement of the Care Inspectorate's scrutiny and assurance work, including the development of quality systems, designed around creative problem-solving and bringing new thinking, delivery mechanisms and solutions to the Care Inspectorate.
- Manage any allocated budget for strategic inspection for community justice and adult services including adult support and protection ensuring both operational activities are met efficiently and adherence to the principles of best value.
- Prepare and present reports to the Strategic Leadership Team, Senior Management Team, Board and Committees of the Care Inspectorate that are both timely, and informed.
- Where required, deputise for the Executive Director of Scrutiny and Assurance and undertake such other duties as may be required by the Chief Executive or Executive Directors.

### **People Management**

- Lead and direct staff involved in all strategic inspection activity in respect adults, justice and protection services to ensure that their work is carried out in an effective, efficient and consistent manner and meets the standards, targets and requirements of the Care Inspectorate.
- Support, develop and mentor direct reports through regular one to one supervision, performance development reviews and personal development plans to help build a competent and confident workforce where individuals are developed and supported to reach their potential.

- Promote consistent, high quality practice amongst staff encouraging them to give of their best and continually strive to improve performance and consolidate excellence. Manage the performance and monitor standards and consistency of practice of all employees delivering inspection activity within the adults, justice and protection services.
- Lead on the recruitment and development of all employees, and the implementation of HR policies, within the function, ensuring that Care Inspectorate objectives are translated into meaningful and realistic personal objectives for staff and team plans.
- Promote the health, safety and welfare of employees, with responsibility for ensuring that Care Inspectorate health and safety policies, procedures and practice, and legislative requirements, are followed across all areas of service delivery.
- Promote diversity and equality of opportunity, ensuring that these principles are upheld across all areas of service delivery.

### **Relationship Management**

- Work with the Executive Director of Scrutiny and Assurance and other Chief Inspectors to lead in the implementation of the strategic and regulated care service scrutiny and assurance activity for the Care Inspectorate.
- Ensure productive and smooth working arrangements and protocols between staff delivering all strategic inspection activity in respect of adults, justice and protection services and all other Care Inspectorate employees.
- Provide advice to the Executive Director of Scrutiny and Assurance, Senior Management Team, Care Inspectorate Board and Scottish Government, as necessary.
- In collaboration with others promote customer focus internally and externally, supporting staff to work collaboratively with colleagues across the Care Inspectorate, as well as with people who use services and their carers, the Partnership Forum, scrutiny and delivery partners, service providers, government, health and other bodies.
- Develop effective working relationships with Board Members, Executive Directors and the Operational Leadership Team to ensure effective collaborative working and strong customer focus.
- Promote the principles of partnership working throughout the organisation and in all working practices in accordance with the Care Inspectorate's Partnership Agreement.
- Develop and maintain productive and effective working relationships with a range of appropriate external stakeholders and relevant key policy contacts within national bodies, including Scottish Government, local authorities, integrated joint boards and health boards, together with relevant, designated regulatory and quality assurance bodies and other statutory agencies with responsibilities for service delivery and commissioning. Use these relationships to continually improve service delivery, strengthen collaborative working, and promote the work of the Care Inspectorate.
- Provide leadership, contribute to and promote, the continuous development of the Care Inspectorate, managing change effectively and creatively.
- Ensure the deployment of appropriate mechanisms to consult with all relevant stakeholders concerned in the delivery of care, ensuring we fulfill our duty of user focus and that this informs continuous improvement in our work.
- Support, promote and encourage public, care user and carer participation in, and consultation about, the work of the Care Inspectorate.
- At all interfaces be proactive in raising public awareness of the work of the Care Inspectorate in a positive manner.
- Provide leadership and direction through scrutiny and assurance with regard to the duty of user focus and cooperation.

**Other Duties**

This job requires significant travel and involves overnight stays and unsocial hours.

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently the post holder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job, and to respond positively to changing business needs.