



Job profile

Job title:	Inspector
Location:	Local / nearest office base
Responsible to:	Team manager
Responsible for:	Success of the role

Principal Working Contacts

Executive director of scrutiny & assurance
 Chief inspector
 Service manager
 Team manager
 Inspectors
 Care Inspectorate colleagues
 Service providers and their staff, service users, members of the public and stakeholders

Job Purpose

Provide assurance and protection for people who use services and their carers by delivering efficient and effective, risk-based and intelligence led regulation and scrutiny activities. Meaningfully involve people who use care services and their carers to promote positive individual outcomes. Support improvement and innovation and signpost good practice.

Work in partnership with people who use services and their carers, together with scrutiny, delivery and policy partners to act as a catalyst for change and innovation.

Key Responsibilities

- Work to relevant professional codes of practice and ensure national occupational standards are achieved.
- Support continuous improvement through a range of scrutiny and improvement responses including legal proceedings.
- Develop specialist knowledge, skills and expertise to be an authoritative and credible voice.
- Possess excellent written communication skills with which to prepare accessible reports, with clear evidence based outcomes that direct and contribute to improvements in the care and protection of service users.
- Demonstrate commitment to improving outcomes for people using care services.

- Support the principles of the Public Services Reform Act and be committed to influencing and driving improvement.

Inspection, Improvement & Enforcement:

- Gather, analyse, assess and share information and intelligence on care services and service providers to help target scrutiny and improvement activities effectively and efficiently.
- Plan and carry out announced and unannounced scrutiny activities of registered services allocated to you, both within and outwith normal office working hours.
- Support the strategic scrutiny activities of adult or children's services or shared scrutiny activities with other scrutiny bodies as required.
- Provide feedback to service users and service providers, or their representatives, on the findings of scrutiny activities, both verbally and in well written, evidenced, accessible reports.
- Communicate effectively with service providers and their staff, service users, members of the public and other stakeholders, including staff in partner scrutiny bodies.
- Signpost good practice to support continuous improvement within services to ensure every service user will receive high quality, safe and compassionate care.
- Carry out duties relating to enforcement action against registered services.
- Provide advice and guidance to service providers and their staff to support continuous improvement and invoking the quality of care they deliver.
- Undertake other scrutiny activities as required by the organisation.
- Carry out your duties in accordance with our Health and Safety policies, procedures, guidance, practices and legislative requirements, taking reasonable care for your safety and that of others who may be affected by what you do or fail to do while at work.

Relationship Management:

- Participate in supervision arrangements, team meetings, appraisal and learning and development as required.
- Meet performance management indicators and performance management expectations.
- Give professional advice, guidance and support to service providers in order to support improvement and innovation and facilitate and encourage the development of innovative, high quality care.
- Prepare and maintain accurate records of all registered services and to provide statistics in accordance with the requirements and procedures of the Care Inspectorate.
- Attend legal hearings or other types of constituted hearings to give evidence or advice.
- Establish good professional relationships with service providers and promote the role and function of the Care Inspectorate and the Health and Social Care Standards.

- Work collaboratively and effectively with a range of stakeholders, including partner scrutiny bodies and Scottish Government staff and officials.

Operational Management:

- Observe codes of conduct at all times.
- Keep abreast of current developments in the fields of early years, care and health, relevant to the focus of your field of work in the Care Inspectorate.
- Maintain registration with the relevant professional body, for example, Scottish Social Services Council (SSSC), Nursing and Midwifery Council (NMC), General Teaching Council (GTC), etc.
- Use the Care Inspectorate's information technology systems in accordance with the Care Inspectorate's ICT policies, procedures and protocols.
- Support the induction of other new start inspectors and learning and development of others within your team and directorate.
- Undertake such other duties as may be required by the team manager, service manager or chief inspector.

Other duties:

As the Inspector role is part of a specialist team, travelling long distances and working away from a home base will be required on a regular basis.

Therefore, due to the nature of the role unsocial hours and overnight stays will be required.

This job profile 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.