



## Job Advert



### COMPLAINTS INSPECTOR

#### **Join us and make a difference – for you, for everyone**

It's our job to ensure care for everyone, everywhere in Scotland is as good as it can be. If you are as passionate about high-quality care as we are, and you're experienced in your field, we'd love to hear from you. We are looking for talented people to join us in making a difference.

#### **About you**

You'll have considerable experience in health or social work/ care as well as significant knowledge of current policy drivers and challenges within the sector. You will have a successful track record in working with people, assessing standards of care, managing conflict and promoting the rights of people who use care services.

We're currently recruiting for vacancies in our complaints team. We welcome applications from candidates across mainland Scotland. We are particularly looking for rounded experience, where possible someone who can do both children and young people and adults and transfer learning.

**We are different because** of our great benefits, our investment in learning and development, and above all, giving you the opportunity to help shape care in Scotland.

#### **What you will be doing as an Inspector**

Making a difference through working in the complaints teams to ensure people receive good care and resolving complaints across children's and adult services. You'll work with people experiencing care, care service providers, managers and staff and be confident in supporting and advising on improvement.

#### **The skills you need**

If you think this job is where you can make a real difference to people's lives, there are a few things you need. Whilst it's important to have the basics, we will support you in developing your skillset throughout your journey with us.

You'll be confident about what good-quality care looks like and how to deliver it across children and adult services with a focus on complaints. You'll be resilient and adaptable, able to work on your own initiative or as part of a team, manage competing priorities, build effective networks with partners, and have strong communication skills. Equally, you'll be good at analysing information and evidence, and you'll have excellent writing skills to produce reports that are clear, concise, and focused on outcomes.

We need you to have a relevant qualification (minimum SCQF Level 9) and be registered or eligible to register with a professional body like the Scottish Social Services Council (SSSC), Nursing and Midwifery Council (NMC) or General Teaching Council (GTC).

**All new entrants will start on the grade minimum for the role however we have a generous benefits package which is highlighted below.**

### Salary & benefits

- Salary: £40,239 - £47,505 plus excellent benefits.
- Network of offices across Scotland, and opportunities to work from home through our hybrid working pilot.
- Flexible Hours: 140 hours to be worked over a 4-week period.
- Up to 37 days annual leave (after 5 years' service) + 6 fixed public holidays.
- Contract: Permanent, two-year secondment or locum.

In addition to our excellent benefits package, we also pride ourselves on the values we hold, person-centred; fairness; respect; efficiency and integrity - all supported with a culture of care and kindness. We're proud to be a progressive, supportive employer, and equality, diversity and inclusion are important to us.

This is an exciting time to join the Care Inspectorate, with an opportunity to be at the heart of change as we consider the impact of the independent care review. We've recently changed our recruitment process and how we assess new people. We're looking to attract inspectors from a broader range of professional backgrounds and now is the perfect time to come and join us.

### What next?

Click [here](#) to find out more about how we recruit inspectors. You can also contact the HR team at [recruitment@careinspectorate.gov.scot](mailto:recruitment@careinspectorate.gov.scot) for further information or to speak to a Complaints team member about the role.

If you're ready to apply now, please click below to access the application form.

### [Apply now](#)

Your application should be submitted no later than **Monday 5 September 2022 at 8.00.**

At the end of the application form, please complete our equalities monitoring form to assist in the effectiveness of our recruitment practice and ensure reasonable adjustments are made where required. On completion, please send it to [Recruitment@careinspectorate.gov.scot](mailto:Recruitment@careinspectorate.gov.scot)

This form together with your online application form comprise the application method for this role.

We anticipate holding stage 1 of our assessment process in week commencing **Monday 3 October 2022** and stage 2 no earlier than **Wednesday 19 October** over a 2 week period.

We accept applications for inspectors throughout the year and recruit three times a year. If you successfully complete our selection process, we'll either confirm you're the preferred candidate for a suitable vacancy (based on your specialism and location) or you'll be invited to join our talent pool for future vacancies that would be suitable for you.