



Job title: Senior Improvement Adviser – Safe Staffing Project

Reporting to: Chief Nurse

Principal working contacts

Internal

Safe Staffing Project Lead

Safe Staffing Project team members

Chief Nurse

- Members of the Improvement section Executive Directors,
- Scrutiny and Assurance Directorate
- Intelligence team
- Policy analysts
- External / Internal Communication Teams
- OWD team

External

- Scottish Government policy leads
- Care providers and care service staff
- Other regulatory, scrutiny and improvement bodies
- NHS boards, staff and agencies, local authorities, Health and Social Care partnerships, and integrated joint boards
- Members of the public and other stakeholders

Job purpose

Working alongside the Safe staffing project lead and team members as part of the Quality Improvement Support Team (QIST), the post holder will directly support the chief nurse scope out and plan an expanded programme of quality improvement work to support the Care Inspectorate and care services for children and adults in readiness for the implementation of the Health and Care (Staffing)(Scotland) Act 2019. You will also embed quality improvement (QI) methodology and develop the organisation's improvement support role in line with the Improvement Strategy, which supports improved outcomes for people experiencing care services and services commissioned by community planning partnerships.

The post holder will:

- Support the safe staffing project lead to provide line management support and direction to the project team members

- Support the safe staffing project lead and Provide internal professional leadership, direction, support, and expert consultancy on all aspects of QI methodology relating to the safe staffing project wider Improvement support section and other to Care Inspectorate colleagues.
- Further develop and maintaining networks of specialist QI advice, skills and knowledge.
- Provide QI advice (related to the safe staffing project), support and training to IST colleagues and the wider Care Inspectorate.
- Ensure QI support relating to the safe staffing project to external care providers is robust, and that improvement in care services is developed, implemented, scaled up and sustained resulting in better outcomes for people experiencing care.
- Build and develop strategic partnerships across the health and social care landscape to support the delivery of quality improvement advice and support.

Key responsibilities

Working alongside the safe staffing project lead and under the leadership of the Chief Nurse the post holder will:

Leading quality improvement

- Support implementation of the Care Inspectorate's improvement Strategy and lead and advise on QI methodology and tools, design, and delivery of quality improvement projects/programmes.
- Further expand opportunities for providing ongoing training and development on QI methodology to Care Inspectorate staff and continue to build the capacity and capability of the Care Inspectorate workforce through a strategic approach.
- Provide leadership, direction and support on developing QI and communication tools that will support better improvement pathways between the Care Inspectorate and all care service types.
- Provide leadership, direction, and support to develop QI support resources for use by Scrutiny and Assurance colleagues, and care services supporting further development and implementation of these as appropriate.
- Advising on supporting internal/external stakeholders with data collection, analysis, and interpretation to ensure a measurement framework is in place to support successful implementation and demonstrate reliable, sustainable improvements.
- Sharing good and effective practice across health and social care and establish mechanisms to spread and sustain improvement as a result.
- Develop and maintain collaborative relationships with other improvement bodies to co-create QI initiatives relevant to social care, spreading effective practice and improving pathways, processes, and experiences for people.
- Provide expert advice and guidance to internal and external stakeholders on QI including leading or participating in expert groups related to the work of the Care Inspectorate.

Relationship management

- Coaching and mentoring QI across the organisation.
- Ensure that internal and external QI advice and support is sector specific.
- Advise, support and work alongside the safe staffing project lead and Chief nurse to identify and commission specialist advice to support readiness for the implementation of the Health and Care (staffing)(Scotland) Act 2019 in care services in line with intelligence from scrutiny or public health priorities.
- Advise and support the Improvement Support section and other colleagues to improve practice directly with providers and partnerships, through sharing evidence from research, QI methods and expert advice to update practice and improve care.
- Lead on data analysis to identify themes and trends and provide evaluation reports with recommendations that will direct future programme of work on Safe staffing and Care Inspectorate quality improvement activity
- Contribute to delivering on and implementing the Care Inspectorate's corporate plan and improvement strategy.
- Carry out any other reasonable tasks necessary to support the Care Inspectorate's business.
- Deputise for the Safe staffing project lead and take on team and line management responsibilities, as appropriate.
- Monitor, evaluate and report on all key areas and tasks advising on progress and challenges regularly.
- Work with the Safe staffing project Lead, Chief nurse and project team members to develop and facilitate a comprehensive approach to relationship management between the Care Inspectorate and various parts of the health and social care sector.
- Demonstrate a commitment to the Care Inspectorate's aims, vision and values and to the Care Inspectorate's overall objective of improving care in Scotland.

Other duties

This job may require extensive travel and involve overnight stays. 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 can change working in line with the current restrictions 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.

The post holder will be expected to work with the project lead and team members, with agreed priorities and objectives. Objectives for this post will be agreed jointly with the relevant line manager and Director and will be reviewed on a regular basis.