



Job title: Senior Improvement Adviser – Safe Staffing Project

Attributes	Essential	Desirable
Experience	<ul style="list-style-type: none"> ▪ Significant strategic experience and demonstrable impact of leading a high-profile quality improvement (QI) project/programmes across health and social care. ▪ Significant experience of designing and delivering QI projects/programmes. ▪ Significant experience of project management. ▪ Experience of working creatively with partners to develop ideas and solutions to deliver change and improvement in a range of areas. 	Experience of working closely with a variety of national bodies.
Education, Qualifications & Training	<ul style="list-style-type: none"> ▪ Educated to degree level in health or social care or equivalent degree/experience. ▪ Educated to degree level together with the NES Scottish Improvement Leader (SciL) programme (or working towards), or an equivalent improvement science qualification. ▪ Commitment to own CPD. 	
Skills & Knowledge	<ul style="list-style-type: none"> ▪ The ability to apply excellent QI skills and give direction to a diverse range of professional staff. ▪ Excellent negotiating, facilitating, influencing and coaching skills. Extensive knowledge and understanding of QI theory and its practical application in health and social care settings. ▪ Ability to set up systems to monitor improvement, analyse data and develop improvement solutions. ▪ Understanding of, and ability to demonstrate, the management of a complex improvement project/programme. ▪ Ability to use continuous QI methodologies to support implementation, spread and sustainability of specific improvements. ▪ Ability to develop and maintain extensive internal and external communication systems. ▪ Ability to work autonomously in partnership and collaborate with key stakeholders including Scottish Government, HSCPs, LAs, Health Boards and service providers in the statutory, independent and voluntary sector. ▪ Ability to respectfully challenge and influence at all levels. ▪ Excellent communicator with the ability to translate plans into actions. ▪ Excellent negotiating, facilitating, influencing and coaching skills. ▪ Politically astute. ▪ IT literate, using the most effective methods to communicate and manage information. 	Knowledge and understanding of health/social care practice, theory, policy and research.

Key Performance Outcomes	Essential	Desirable
Leading Others	<ul style="list-style-type: none"> ▪ Significant experience of leading teams/groups with positive outcomes ▪ Line management experience ▪ Ability to provide leadership, a clear sense of purpose and direction to a professional team and meet the targets of the programme. ▪ Ability to deploy staff and other resources effectively to achieve performance objectives and sustainable improvement. ▪ Ensure that the team conducts itself in accordance with the highest standards of integrity, probity and openness. ▪ Demonstrates experience of delivering cultural change. 	
Management of Resources	<ul style="list-style-type: none"> ▪ Ability to bring together the overall work of a team of staff, including staff and budget responsibilities. ▪ Ability to manage resources and budgets in achievement of the Care Inspectorate. ▪ Ability to drive continuous improvement and manage planning and performance processes. 	
Effective Communication	<ul style="list-style-type: none"> ▪ Articulate and positive communicator both in verbal and written communication skills. ▪ Ability to engage, influence and lead the development of a wide range of key stakeholder relationships, both internally and externally. ▪ The ability to build and guide key stakeholder strategies and manage relationships to secure delivery of the programme and sustain improvements. 	
Impact & Influence	<ul style="list-style-type: none"> ▪ Demonstrates ability to influence at all levels. ▪ Ability to promote, lead and implement QI strategies and change programmes to improve the development and quality of services. ▪ Evidence of building positive relationships, engaging and collaborating effectively with others internally and externally and at all levels. ▪ Demonstrates personal resilience, being able to work flexibly under pressure with stamina and tenacity to deliver results. 	Ability to take account of wider political and organisational sensitivities to deliver strategic objectives.
Objective Decision Making	<ul style="list-style-type: none"> ▪ The ability to assist senior/executive management to set, in consultation with others, the overall strategic agenda objectives and performance standards for the programme. ▪ Demonstrates analytical and systematic approach to problem solving. ▪ Ability to make appropriate and realistic judgments, based on relevant, up to date and verifiable information. ▪ The ability to take responsibility for difficult decisions and to remain resilient against possible criticism. 	

Please note – these are key performance outcomes to be used to recruit into the role.