

1. JOB IDENTIFICATION	
Job Title:	Professional Advisor & Governance Lead
Responsible To:	Head of Operations (Health & Social Care)
Department(s):	Health & Social Care Operations
Grade	C2
Job Reference number (coded):	TBC
2. JOB PURPOSE	
<p>As a member of Health & Social Care Operations of Social Security Scotland, the post holder will report to the Head of Operations (Health & Social Care), providing support to the Chief Officer (Health & Social Care Operations) and other team members on all professional matters. The Professional Advisor & Governance Lead will provide expert professional leadership, ensure effective health & social care governance and advise on all aspects of practice including children, adult, mental health, learning disability and older people.</p> <p>The principle objective of the post is to lead, inspire, direct and promote systemic improvements in the delivery of a range of high quality, safe and effective services in compliance with the objectives of Social Security Scotland.</p> <p>This leadership role consolidates professional accountability from frontline practitioners, to the Chief Officer. This allows issues specific to Practitioners to be taken forward collectively, ensuring meaningful and productive partnership working with other professions and agencies.</p> <p>The post holder will affirm and reinforce professional accountability for the provision of high quality advice and services, and will actively support the development of existing and aspiring senior registered practitioners within Social Security Scotland. The purpose of the job includes supporting the development of practitioner services and delivering policy and strategy. Working within a team context where strong and visible leadership aims to maximise the quality of advice, guidance and client interaction provided and ensure best use of resources.</p> <p>The post holder will provide a framework within Social Security Scotland to create a governance structure for health & social care operations. They will provide an influential and credible voice, advising and informing on professional practice and where appropriate, cross professional service issues impacting on Practitioners and their practice.</p> <p>The post holder will:</p> <ul style="list-style-type: none"> • Ensure the application and implementation of strategy to support the development of all practitioners. • Ensure a professional contribution to the development of strategic policy/ standards and guidance. • Ensure governance of regulatory standards and requirements. • Lead and support practice development/implementation. • Lead and support service redesign, ensuring a professional contribution in any change agenda. • Ensure practitioner practice competence. • Contribute to workforce & workload planning. • Provide a professional advisory role to the senior Management Team(s) in respect of professional standards, practice and governance. 	

The post holder will influence and affect change at Chief Officer (Health & Social Care Operations), Head of Operations, service delivery, learning & development and administrative levels within the organisation ensuring that national and local requirements are delivered timeously and to the highest agreed quality standards.

3. DIMENSIONS, SCOPE AND RANGE OF THE POST

The post holder will support the establishment of Social Security Scotland's health & social care services in the delivery of Disability Benefits across Scotland, in Glasgow, Dundee, and other Scottish locations, and contribute to the creation of a team culture that values, inspires and empowers people to play an active role in the development and delivery of an excellent service.

The post holder provides professional leadership, contributing to the broader service agenda and development of the health & social care work plan. The post requires the ability to request, receive, analyse and interpret complex data; develop and appraise a range of options; present, report on and make recommendations to a diverse range of stakeholders as well as communicate relevant service related information to senior managers.

This role contributes to the maintenance of health & social care system wide responsibilities and fulfils relevant organisational objectives. This role functions in and across complex organisational structures within a context of continuous quality improvement and service redesign.

The post holder is required to influence and work alongside a number of management teams involving both health and social care personnel including service managers, disability assistance managers, non-health & social care team leaders, senior practitioners, social work, social care and other professional leads.

The role of Professional Advisor & Governance Lead requires the post holder to line manage the Education & Development Leads within Health & Social Care Operations with direct budgetary responsibilities for these posts.

In addition, the post holder will establish and maintain close links with NHS Education for Scotland, Higher Education Institutes and other relevant education providers as well as Learning & Development within Social Security Scotland.

The post holder will be involved in the recruitment of staff in line with Civil Service Commission guidance.

The main functions of the role are:

- Fulfilling specific aspects of the professional (nursing, allied health professionals (AHP), social workers and social care workers) contribution to system wide responsibilities and developing a corporate work plan.
- Operating autonomously, managing competing priorities, ensuring adherence with professional codes of practice.
- Providing professional advice including safeguarding issues.
- Providing expert professional support to disciplinary processes specifically to panel hearings.
- Participation as a member of Significant Incident reviews and involvement in local action planning as required.
- Accountable for professional nursing, AHP, social work and social care practice; managing and leading on quality improvement.
- Providing expert advice to a range of stakeholders at all levels to ensure practitioner staffing levels/ skill mix are appropriate for safe, effective, client centred service provision.

- Ensuring quality professional supervision/ mentorship and learning environments
- Providing expert professional advice and guidance to social security managers/senior colleagues who may not have awareness of health & social care system wide governance structures.

The post holder reports to and directly supports the Heads of Operations (Health & Social Care) by leading on specific aspects of professional policy and education as well as implementation of national/ board/ service policy within the designated areas of responsibility. The post holder is responsible for enhancing collaborative working / collegiate approaches to health & social care across Social Security Scotland.

The post holder will establish and develop strong links with an NHS Board Director of Nursing & AHPs (or equivalent) and a Chief Social Worker (or equivalent) to ensure compliance with professional standards and ongoing professional developments.

4. ROLE OF DEPARTMENT

Health & Social Care Operations plays a pivotal role as part of Social Security Scotland by providing professional advice and guidance to Case Managers and Client Experience staff to support them in their decision making process concerning client applications for Disability Benefits. The Division plays a role in defining the strategy of Social Security Scotland and works closely with colleagues in the Social Security Directorate of Scottish Government.

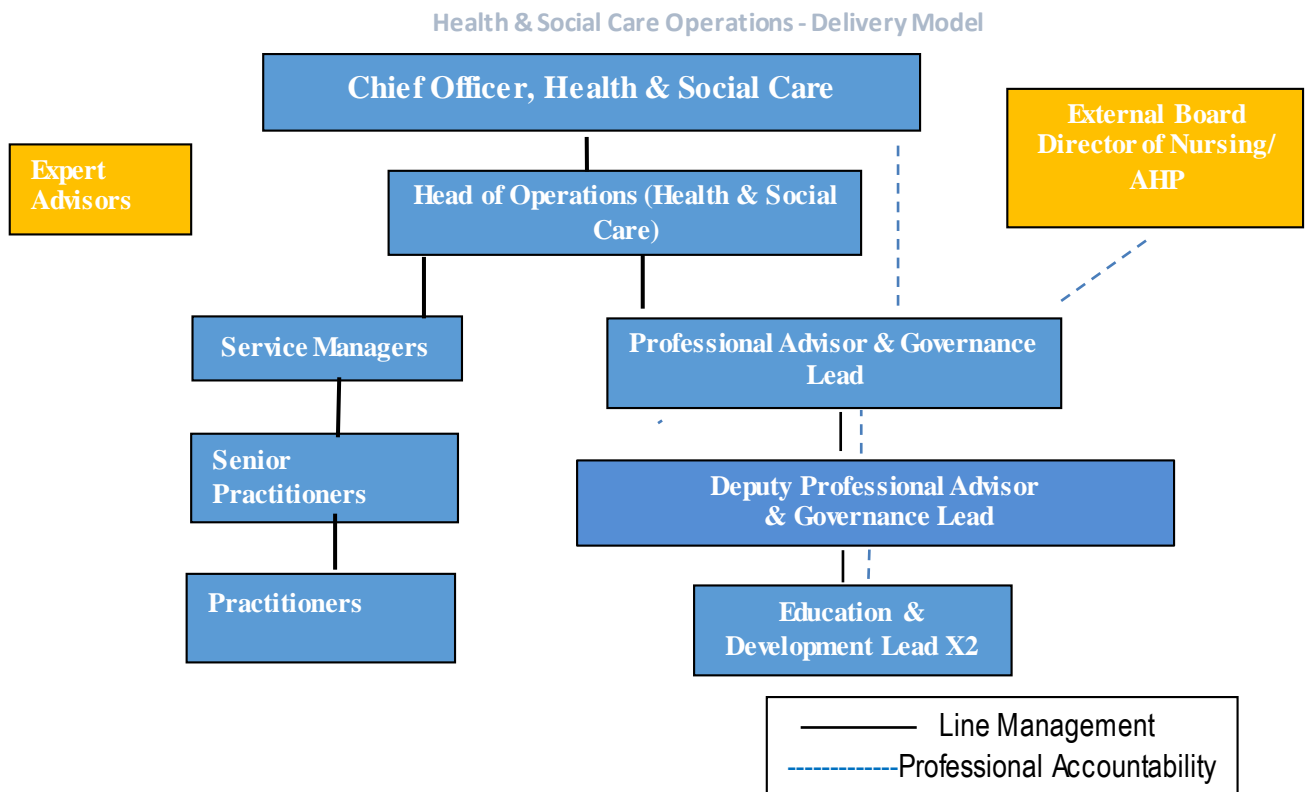
The post holder is required to work closely with, and influence senior professional, management and partner agency colleagues in relation to all aspects of leading and influencing the ongoing development of nursing, AHPs, social work and social care services within the health & social care Division of Social Security Scotland.

As an integral member of Health & Social Care Operations the post holder will work in partnership closely with the Head of Operations (Health & Social Care), Service Managers, Disability Assistance Managers, Education & Development Leads and other professional leads to support professional practice.

Responsibilities will include:

- Leading on health & social care governance as this relates to the health & social care workforce and professional practice
- Influencing service redesign and leading on local developments in practice which underpin service modernisation and improvement
- Professional regulation/revalidation
- Achieving the aspirations of NHS Scotland's Quality Strategy

5. ORGANISATIONAL POSITION



6. MAIN DUTIES AND RESPONSIBILITIES

Professional Leadership

Within Social Security Scotland:

- Lead the delivery of professional practice ensuring delivery of care which is consistent and optimises safe, effective and person centred care.
- Lead, support and professionally develop the workforce.
- Ensure professional supervision is implemented for all clinical, social work & social care staff in Social Security Scotland.
- Establish and chair a Professional Forum to ensure the communication and realisation of Health & Social Care priorities, educational requirements and professional governance on a regular basis.
- Provide professional leadership for all aspects of the Health & Social Care workforce including professional direction in line with national policy and Social Security Scotland objectives to include service redesign, workforce planning, recruitment and retention, performance issues, client complaints and disciplinary matters. This will require the ability to both respond quickly to urgent requests, and also work at a strategic level, inputting to a range of objectives on an annual, ongoing basis.
- Provide professional clinical, social work & social care advice to senior management teams and staff on matters requiring specific knowledge and expertise. This will require the post holder to establish and develop effective working relationships with colleagues out with Social Security Scotland where knowledge gaps exist for the post holder who will be registered with one of the professional regulators e.g. Nursing & Midwifery Council, Health

& Care Professions Council, Scottish Social Services Council, and will at times require professional advice for other staff groups.

Within the Health & Social Care Operations area:

- Provide leadership and expert advice to the designated senior management team on the implications of National and professional regulators policy and priorities.
- Ensure the Senior Management Team understand professional regulation to ensure safe competent professional practice and to ensure any service redesign involving clinicians, social work and social care workers is in line with regulatory requirements.
- Provide direct support to senior managers with regards to service redesign specifically risk assessment where change to Health & Social Care roles/posts are suggested.
- Provide a range of reports on a regular basis to the Management Team for example, complaints and performance against professional standards.
- Contribute to the corporate working of Social Security Scotland by ensuring there is an agreed strategy for service delivery and all educational milestones for Health & Social Care staff are achieved.

Education and Training

- Work in partnership with Social Security Scotland Learning and Development staff in order to develop and implement induction and education programmes.
- Through line management of clinical education provision ensure that staff are current in their practice and receive professional development as required.
- Lead on the implementation and evaluation of training that has been developed specifically to meet the professional development needs of the Health & Social Care workforce, including supervision and as outlined in the work plan.
- Develop training/ education programmes to meet specific professional needs of the Health & Social Care workforce.
- Lead and support Education & Development Leads to develop, deliver and evaluate training/ education programme(s).
- Provide professional supervision to senior practitioners as required.

Health & Social Care Governance

Within the designated area:

- Develop, implement and continuously review professional assurance and monitoring frameworks and set targets for improvement for senior practitioners and learning & development leads.
- Ensure that professional practice and the service is delivered in line with principles underpinning public involvement and NHS Scotland national strategy, social work and social care national strategies, contemporary legislative frameworks, evidence based and values based practice underpinned by ethical principles outlined in the professional codes.
- Co-ordinate, enable and implement research and development activity.
- Lead on the review, development and implementation of professional policies and guidelines as they relate to professional activity, identifying and acting on areas for policy development as required.
- Actively support continuous professional and practice development to implement quality improvement.
- Lead on the implementation of clinical/social work/social care standards/developments in line with emerging National priorities and good practice statements.

- Ensure that arrangements are in place to improve / modify professional practice in light of recommendations arising from complaints, critical incident reviews and national inquiries.
- Lead Significant Critical Incident (SCI) reviews and as directed by the Deputy Director where an expert professional contribution is indicated.
- Provide professional advice on issues such as complex complaints and matters of a disciplinary nature.
- Lead on and ensure that all practitioners and managers are aware of and compliant with regulatory requirements of all professional revalidation processes.
- Collate and submit a quarterly report on all professional related issues (i.e. regulation/ investigations/ complaints) to the Head of Operations.

Research and Development

- Lead on research and support the development of policy, protocol and professional practice across practitioner teams as appropriate.
- Ensure that practitioners practice is informed by research, recognises best practice and is evidenced by aligning with guidelines and good practice statements, providing advice and guidance where there may be differing opinions or conflicting views.
- Develop, undertake and monitor audit systems on a regular basis reporting outcomes to Senior Management Teams to inform corporate performance plans

Workforce Planning & Workload Management

- Provide critical professional input to workforce planning forum and workforce plan including the recruitment and retention of practitioners.
- Provide professional expert advice to Senior Managers related to practitioner staffing levels, skill mix required to ensure that safe, effective and high quality client interaction is provided.
- Support implementation of the workforce plan which includes assurance for the application of appropriate policy and standards; ongoing review of workforce demographic and appropriate process for practitioner recruitment and retention.

Finance and HR

Direct line management and accountability for the Deputy Professional Advisor & Governance Lead and Education & Development Leads x2.

7. ASSIGNMENT AND REVIEW OF WORK

- The post holder will be managerially accountable for all aspects of professional practice to the Head of Operations (Health & Social Care).
- The post holder will provide a high level of visible leadership for all professionally registered staff within health & social care.
- The post holder will be able to link out with the organisation with a suitably qualified senior practitioner as required by the needs of their regulator for supervision of practice.
- The post holder has corporate and governance accountabilities in ensuring safe, efficient and effective health & social care compatible with professional, legal, organisational and national standards within the designated area(s) of responsibility.

- The post holder is therefore accountable for both professional leadership and health & social care governance of practice and this extends to developing, leading delivery, planning and development of Health & Social Care services that are aligned with national/Social Security Scotland/civil service policy.
- The post holder will provide professional leadership to all clinicians and social workers within the service offering the provision of expert professional advice/guidance to non-health managers regarding professional regulatory requirements, revalidation process and confirmation of line manager roles and responsibilities.
- The post holder will be expected to manage their own workload and practice autonomously on a day to day basis.
- The post holder will establish and develop strong links with an appropriately registered senior practitioner as required by the needs of their regulator for supervision of practice.
- The post holder will set and work to meet annual performance objectives reviewed in accordance with the performance management systems and as part of a formal Knowledge & Skills Framework / Personal Development Plans and appraisal system.

DECISIONS AND JUDGEMENTS

- The Professional Advisor & Governance Lead is required to provide expert advice and guidance on a wide range of professional issues. This aspect of the role requires the ability to critically assess an array of information and evidence from a range of sources and, on occasion, to resolve professional differences of opinion.
- There will also be a requirement to make decisions where no precedent has been set and professional judgment and expertise must be applied.
- The post holder will provide professional health & social care advice/ guidance influencing Social security Scotland decision making/ discussions regarding service redesign.

8. COMMUNICATIONS AND RELATIONSHIPS

- The post holder will be required to establish and maintain a complex array of working relationships, with a range of other post holders.
- Providing senior professional representation at different forums such as Social Security Scotland Executive team as required.
- The post holder is also required to communicate and maintain effective working relationships with a wide range of internal and external contacts and forums. This communication will take a variety of forms, including formal papers, presentations and discussion and dissemination of difficult and contentious information to a variety of areas, which will include:

Membership of Internal Forums

The post holder will be a critical member of the:

- Health & Social Care Operations Management Team.
- Professional Advisory Group.

Internal Critical Relationships

- Chief Officer (Health & Social Care).
- Head of Operations (Health & Social Care).
- Disability Assistance Managers.
- Service Managers.
- Senior Practitioners
- Education & Development Leads.
- Staff Side Colleagues.

External Critical Relationships

- NHS Education for Scotland.
- Higher Education Institutes.
- Nursing & Midwifery Council.
- Health and Care Professions Council.
- Scottish Social Services Council.
- Designated Board Nurse / Allied Health Professional Director.
- Designated Chief Social Worker.

9. MOST CHALLENGING ASPECTS OF THE JOB

- Distilling high volume, highly complex information, including National strategic plans and directives, into coherent and achievable professional and service objectives which support the delivery of National targets and commitments.
- Delivering professional practice developments in the context of an integrated service model.
- Providing guidance and direction to, and influencing, Senior Managers who have operational responsibility for services and multiple competing priorities, to ensure that professional practice dimensions are effectively addressed across and throughout a complex service development agenda
- Balancing multiple priorities without compromising professional standards
- Conveying difficult or contentious information to individuals or to a wider audience which may comprise a range of professional interests.

10. SYSTEMS AND EQUIPMENT

The post-holder will be required to have a sound working knowledge of a wide range of local systems which will include: -

- Social Security Scotland IT systems.
- Fire and emergency procedures.
- Health and safety policy and all local / organisational policies relevant to the area.
- Staff appraisal and professional development systems.

The post holder:

- Complies with current Data Protection legislation; Freedom of Information; Caldicott Guidelines and local policies regarding confidentiality and legal access to records.

- Assists the senior management team to quality assure the generation, maintenance and security of electronic and manual (hard) records utilised by nursing/social work/social care staff and students.
- Requires to be competent in the use of all basic Microsoft Office applications
- Requires to use computer software regularly to receive and circulate information as well as produce reports, letters and optimise timely communication.
- Requires to be competent in the use of information management systems to maintain accurate staff records; evidence performance management (eKSF/PDP).

11. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB

Physical Demands

- Operates in a standard office based environment but may require to work from home for periods of time.
- Requirement to travel nationally to attend meetings across a range of sites.
- Required to travel across Scotland (monthly).
- Daily use of PC.
- Keyboard skills required.
- Direct input to service delivery (a requirement of the role is visible leadership, in order to fulfil this the post holder will work a minimum of 1 day per month in a team assessing clients. In the course of this they will undertake full duties as a professional registrant.
- Ensure mandatory and statutory training is undertaken and updated as required.

Mental

- Requirement to operate within a challenging environment that features a strong emphasis on delivery against performance targets whilst maintaining professional standards (ongoing).
- Requirement to react to swiftly changing priorities and to change planned activities (frequent).
- High levels of concentration required to analyse and interpret complex information (frequent).
- Requirement to regularly collate and analyse data and formulate reports (frequent).
- Concentration required when attending meetings, listening to points raised and contributing advice and the views to the discussion (frequent).

Emotional Demands

- Emotional demands related to the provision of professional input to resolving complex performance or conduct situations.
- Leading complex reviews into critical incidents and dealing with very sensitive and distressing information (monthly).

12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO FULFIL THE ROLE

Essential Criteria

Professional Education

- First Level Registered Nurse or Registered Allied Health Professional.
- Educated to Post Graduate level.
- Demonstrable evidence of CPD with direct relevance to the responsibilities of the post.

Professional Experience

- Strong evidence of senior service/professional management experience and record of achievement in developing innovative and creative professional practice solutions to achieve organisational objectives.
- Experience of effectively managing service modernisation and redesign related initiatives and integrating professional perspectives with service strategy.
- Demonstrable in-depth understanding of health & social care governance principles and the development of systems and frameworks to establish clear accountabilities based on Professional Codes of Practice.

Core Competencies

- Ability to lead/critically contribute to and influence the strategic agenda and translate complex strategy into deliverable operational objectives.
- Ability to align processes and systems to support and deliver strategic priorities.
- Ability to synthesise complex information and produce written reports.
- Ability to challenge the status quo at Senior Manager/ Manager level and develop and promote innovative solutions and new alternative methods of service delivery.
- Thorough in-depth awareness and understanding of relevant National and local policy and factors influencing service modernisation.
- Robust project management and change management skills.
- Ability to influence and shape the views of key stakeholder and partner organisations.
- Excellent inter-agency and team working skills at Senior Management level.
- Excellent relationship-building skills.
- Operational management of staff and services.
- Financial management and governance awareness and experience.