

Senior Charge Nurse 258510

L I V I N G O U R V A L U E S



A Career with NHS 24



Now is a great time to join NHS 24 as we continue to grow and deliver safe, responsive, person-centred services to the people of Scotland. We are proud to employ around 2,000 staff across five main contact centres throughout Scotland.

Careers here are all about care and compassion. Using digital and telephone-based technology, we help people access the right care, in the right place, at the right time. We support people with both their physical and mental health needs by providing self-care advice when appropriate, offering mental health counselling support, and connecting people with local healthcare services when onward care is required.

Packed with variety and supported by excellent benefits, we've made it our mission to give our people everything they need to thrive.

Are you?

- Resilient
- Committed to personal development
- Up for a challenging but rewarding career

If this sounds like you, then you sound like our kind of person.

NHS 24 is an equal opportunities employer committed to advancing equality and particularly welcomes applications from groups currently underrepresented within the workforce. We are a committed participant in the Disability Confident Leader Scheme and guarantee an interview to all disabled applicants who meet the minimum essential criteria for our vacancies.

You can find more information about NHS 24 on the <https://www.nhs24.scot/>

Please visit our [NHS 24 Careers website](#).

Our Values



L I V I N G O U R V A L U E S



Care and compassion

When we talk about care and compassion, we mean completing your work in a way that shows care for what you do. For example, trying your best to help others, whether they're colleagues, patients or people from our partner organisations.

Dignity and respect

Practising dignity and respect means making sure that you interact with everyone in a professional manner. Keep the feelings, wishes and rights of others in mind.

The value of openness, honesty, and responsibility is the commitment to be truthful, transparent, ethical, and accountable in work.

Quality and teamwork

A commitment to quality means delivering quality work and encouraging others to maintain the quality of their work. We want to know that you can contribute to a culture of continuous improvement.

Teamwork is about making sure your group can work to the best of their ability, nurturing and developing professionalism so that you can all do excellent work.

Openness, honesty and responsibility

Fostering clarity, trust, and accountability in all of our interactions, whether they be with colleagues, patients or partners. The value of openness, honesty, and responsibility is the commitment to be truthful, transparent, ethical, and accountable in work

Dignity and Respect

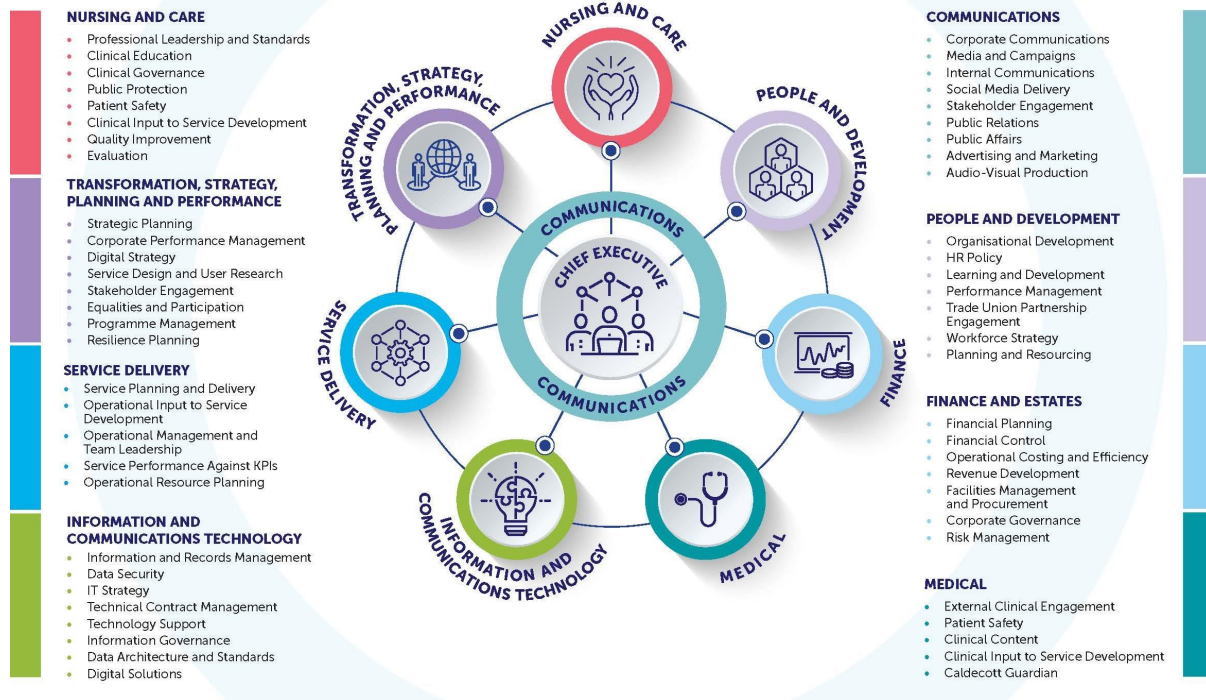
Openness, Honesty and
Responsibility

Quality and Teamwork

Care and Compassion

Organisation Structure

Organisation Structure



Service Delivery

Service Delivery is the patient-facing directorate of NHS 24 that covers the full range of services offered to Scotland, such as NHS 24 Unscheduled Care Service, Scottish Emergency Dental Service, NHS 24 Health Information Services, Breathing Space and Living Life Services.

NHS 24 has been providing a national Unscheduled Care service since 2004. This service handles approximately 1.5 million calls per annum. During the out-of-hours period, patients who require urgent medical attention are triaged and directed to the most appropriate point of onward care within their own area. In 2014 we successfully moved to the new free phone telephone number 111, hence why the service is also branded as the 111 Service.

We increasingly operate a multi-disciplinary team approach, involving a range of clinical and non-clinical skills to ensure the public get access to the best health care professional to manage their care efficiently and effectively.

Whilst operating 24hrs a day 7 days a week, the 111 Service is a predominately Out of Hours Service, which means that 90% of calls to the service are received between the hours of 6pm and 8am. Weekends continue to be our busiest time of the week.

A national service available to all in Scotland, the location, age, health concern and content of the calls are wide ranging and no two calls are the same. Working in collaboration with

our partner Health Boards, all calls to service are assessed and where appropriate directed to the appropriate health care professional for treatment. This includes calls which are immediately life threatening and require to be transferred to the Scottish Ambulance Service.

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Our Centres



We have five regional centres Aberdeen, Cardonald, Clydebank, Dundee and South Queensferry. Vacancies may not be available in all centres therefore please check the current advert for further detail on availability.



North Regional Centre

Forest Grove House, Foresterhill Road,
Aberdeen, AB25 2ZP



West Regional Centre

Aurora House, 3 Aurora Avenue, Clydebank,
Glasgow G81 1BF



West Regional Centre

Caledonia House, Fifty Pitches Road,
Cardonald Park, Glasgow G51 4EB



East Regional Centre

Norseman House, 2 Ferrymuir,
South Queensferry, EH30 9QZ



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Who are you ?



As a Senior Charge Nurse, you will work as part of a multi-disciplinary team. Working autonomously, you will use your clinical knowledge and expertise in conjunction with listening, questioning and probing skills to triage patients in your care to ensure safe clinically appropriate outcomes.

You will be registered as an Adult nurse on Part 1 of the NMC register and you will possess excellent clinical decision-making skills, with the ability to provide clinical supervision and leadership

TRAINING

For successful internal candidates the training programme will differ to consider current experience.

The training programme for external candidates will consist of 36 hours a week for the first four weeks. All candidates are expected to pass the Induction Training programme in the first instance.

Following completion of your training, your line manager will discuss how best to support your ongoing Clinical Development.

BENEFITS

NHS 24 offers a complete benefits package, with a **permanent contract on Band 7 £52,845 - £61,466 (pro rata)**. Placement on salary scale and annual leave entitlement is dependent on confirmation of previous relevant NHS service.

We also offer you many supportive policies to enhance your employee journey and have a comprehensive Employee Assistance Programme Provider, Cycle to Work Scheme, bursary scheme and a range of learning and development. As an NHS Scotland employee you will be entitled to:

- 35 days annual leave (rising to 41) pro-rata
- development opportunities including study bursaries, e-learning and classroom-based courses
- enhanced pay for working during out of hours period
- enrolment into the Scottish Public Pensions Agency (SPPA) pension scheme
- NHS discounts on goods and services
- HELP, employee support and assistance

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Life as a Nurse at NHS 24

The NHS 24 logo, featuring the text 'NHS' in a bold, blue, sans-serif font above the number '24' in a similar font, with a stylized blue wave graphic between them.



“I loved working as a nurse on the Neuro ward, but sadly I slipped a disk 11 years ago. I thought my nursing career might be over until I found NHS 24. I’d never really been interested in tele-health, but I have to say, I love my job. I’ve been here 11 years now and this job has given me a new career perspective and reignited my passion for nursing. It sounds cheesy, but I came here for a job and found a career. Now I help to coach and mentor less experienced nurses, and I even helped develop a support system for nurses to take breaks and unload, helping with the stress/anxiety that often comes with the job title of ‘nurse’. There’s much more job variety here than people think.”

“I previously worked in cardiac intensive care, but always as a part-time nurse because I also teach music. I really felt there was little career progression available to part-time nurses, which is why I joined NHS 24. I can still keep my part-time hours but there’s more training and progression available to me here. When I joined I was a band 6 nurse, I then progressed to a coach and I’m now a clinical supervisor. The job is also more varied and challenging than I’d previously thought, there are never two days the same and it’s less repetitive than working on a ward.”

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Shift Working at NHS 24

NHS
24

NHS 24 can be described as a predominately “Out of Hours” Service which means our busiest times of the day are from 6pm to 8am and our busiest days of the week are Saturday and Sunday, across the full weekend. As a result, all staff rotas are designed around these times which means anyone working for NHS 24 will find their working pattern is heavily weighted to working at these times.

National Public Holidays are the busiest times, when other services across the Health Service are reduced.

Rota Information

- When joining the organisation successful candidates are issued with an 8-week rota, however these are subject to the following changes
- Rotas offered are fixed (and aligned to the call arrival patterns and volumes) therefore NHS 24 is unable to amend days off or shift start/end times
- If NHS 24 do require staff to alter their rota, NHS 24 will aim to provide 8 weeks’ notice of any change to the rota

Over the busy Christmas and New Year period a ‘festive rota’ will be issued which will differ from the core rota, and may involve working different days, different shift times etc. during this period.



Example Rotas



Below is are samples of NHS 24 Senior Charge Nurse rotas available, which may be subject to change as service demands require. Successful candidates will be provided with their actual rota at the point of offer.

Rota Name			Contracted Hours													
SCN 30-A			30:00													
Week	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday		Total Hrs	Paid Hours
	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End		
1	16:00	01:00							16:00	00:30	15:30	00:00	15:30	00:00	34:30	32:30
2			07:30	16:00	07:30	16:00	07:30	16:00	07:30	16:00					34:00	32:00
3					16:00	00:30					07:30	16:00	07:30	16:00	25:30	24:00
4	23:30	08:00	23:30	08:00	23:30	08:00									25:30	24:00
5							23:30	08:00	23:30	08:00	23:30	08:00	23:30	08:00	34:00	32:00
6					16:00	00:30		16:00	00:30		15:30	00:00	15:30	00:00	34:00	32:00
7	16:00	00:30					16:00	00:30	16:00	00:00					25:00	23:30
8	07:30	16:00	16:00	00:30	16:00	00:30					07:30	16:00	07:30	16:00	42:30	40:00
															255:00	240:00

CPD	Slot 1	Slot 2
	Week	Day
		Time

Shift Count	Total	Mid week	Weekend
ES	9	5	4
LS	14	10	4
NS	7	5	2

Rota Name				Contracted Hours										
30-6.8 ELN				30:00										
Week	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End
1	07:30	16:30							15:30	23:30	15:00	00:00	15:00	00:00
2									07:30	16:00	07:30	16:00	07:30	16:00
3			07:30	16:30	07:30	16:30					07:30	16:00	07:30	16:00
4	23:30	08:00	23:30	08:00	23:30	08:00								
5							23:30	08:00	23:30	08:00	23:30	08:00	23:30	08:00
6					15:30	23:30	15:30	23:30			15:00	23:30	15:00	23:30
7	15:30	23:30	15:30	23:30							07:30	16:00	07:30	16:00
8	07:30	16:30	15:30	23:30			07:30	16:30	15:30	23:30				

Total Hrs	Paid Hours
35:00	33:00
25:30	24:00
35:00	33:00
25:30	24:00
34:00	32:00
33:00	31:00
33:00	31:00
34:00	32:00
255:00	240:00

CPD	Week Day Time				Shift Count			
	Slot 1	6	Wed	22:00		Total	Mid week	Weekend
	Slot 2	8	Tue	22:00				
					ES	12	6	6
					LS	11	7	4
					NS	7	5	2

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Recruitment Process



NHS Scotland vacancies will close at midnight on the closing date. You will not be able to apply for a vacancy after the closing date has passed.

- Applications must be submitted using our recruitment system – Jobtrain. Candidates submitted via Recruitment Agencies will not be considered for this post. Please refer to the advert for support with completing your application.
- **Application Shortlisting** – applications forms received are reviewed and those meeting the role requirements will be invited to a competency-based interview.
- **Interview / Assessment** – Our competency-based interviews have a focus on NHS 24 values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic. Interviews will be held in person.

*Start dates will be dependent on all pre-employment checks being completed and availability on our induction training programme.

For more information on the recruitment process and for support and guidance with your application please visit our Recruitment site at

To work in the United Kingdom, there is a legal requirement for an individual to demonstrate that they have the relevant permission to work in the country. This permission is, without exception, granted by the UK Visa and Immigrations Service.

As part of the pre-employment checks for a preferred candidate, NHS Scotland Boards **will** check your entitlement to work in the UK. It can be evidenced through a number of routes including specific types of visa as well as EU settled and pre-settled status. To find out more about these routes of permission, please refer to the GOV.UK website [here](#).

Please note that NHS 24 is NOT licensed to issue certificates of sponsorship under current UK Visas and Immigration (UKVI) regulations. Applicants must have the right to work in the UK without requiring sponsorship to work with us.

It is ESSENTIAL that you have checked that you have an appropriate right to work in the UK BEFORE submitting your application form.

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Job Description

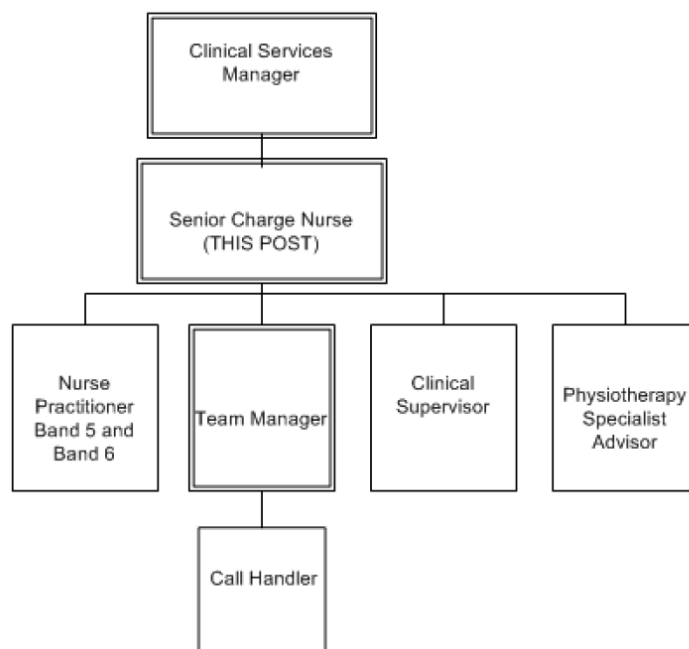


1. JOB PURPOSE

- Provide clinical and professional leadership to the multi-disciplinary team
- Operationally manage the multi-disciplinary team
- Ensure clinical governance processes are implemented in accordance with NHS 24 policy.
- Effective leadership and management to the multidisciplinary team to support delivery against NHS 24 organisational performance indicators
- Assume delegated responsibility for the management of the virtual NHS 24 service and monitoring of the operational environment in the absence of a Clinical Services Manager (CSM), taking advice from the on-call CSM where required

- Responsible for the delivery of safe, effective and person-centred care, providing clinical and managerial leadership to facilitate the delivery of the Leading Better Care (LBC) ambitions:
- Ensure safe and effective clinical practice
- Enhance the patients' experience of care
- Manage and develop the performance of the team
- Contribute to the delivery of the organisation's objectives

2. ORGANISATIONAL POSITION



3. SCOPE AND RANGE

The post holder will:

- Manage and provide clinical leadership and direction to the multi-disciplinary team
- Be accountable for the effective implementation of individual performance management, mentorship, preceptorship, clinical supervision, and coaching
- Participate in the recruitment of front-line staff
- Be a knowledgeable and effective expert clinical resource for front line staff
- Participate in quality improvement initiatives and redesign work which will enhance and develop the service
- Participate in research and development projects as appropriate

On a rotational basis the post holder will be responsible:

- The operational management of NHS 24 at a designated site
- The management of the national NHS 24 virtual resource, ensuring clinical safety is always maintained, utilising resources appropriately, considering information derived from partner agencies, and technology systems.

The post holder will:

- Build and maintain relationships with colleagues to ensure effective communication across NHS 24 sites and externally with Partner Agencies (e.g. Out of Hours (OOH) Services, Ambulance Services, and Accident & Emergency (A&E) Units, GPs, Social Services)

The post holder will be visible, identifiable, accessible, approachable and authoritative and responsible for:

- Ensuring standards of practice are maintained, reviewed and continuously developed
- Ensuring staff deliver safe, effective, patient-centred, efficient, timely and equitable care within their scope of practice and as part of the healthcare team
- The effective use of physical, human and financial resource
- The professional development and line management of the multi-disciplinary team
- Creating an environment in which effective learning can take place
- Co-ordinating the activities of the multidisciplinary team
- Providing a link between the organisation, patients and families
- Ensuring staff governance standards underpin all actions in supporting and managing team members.

4. Main Duties / Responsibilities

Within the governance framework of the organisation (clinical, staff and financial) the post holder will focus and lead on the following key result areas:

Clinical Leadership and Team Working

As a clinical leader, the Senior Charge Nurse will promote teamwork within a multi-professional environment, demonstrating critical analysis and decision-making skills, leading the delivery of a clinically excellent, high quality service, influencing and facilitating quality improvement by:

- Providing clinical support and professional leadership to the multi-disciplinary team, to ensure the ongoing development of the service and the individual practitioner

- Providing first line management of comments, compliments and complaints from service users, partner agencies in line with NHS 24 policies and guidelines
- Providing assurance regarding the promotion and maintenance of clinical governance standards through the provision of professional advice and clinical guidance within area of responsibility
- Ensuring NHS 24's Key Performance Indicator's (KPI) are met
- Maintaining clinical competence in telephone consultations
- Planning, implementing and monitoring systems and processes ensuring clinical integrity, patient safety and efficient use of resources

Evidence Based Clinically Effective Practice

- Act as a change agent, developing clinically effective practice through the effective utilisation and integration of evidence; setting, implementing and monitoring evidence-based policies, procedures and protocols

Continuous Quality Improvement

- Ensure a culture of continuous quality improvement using audit, patient feedback and reflective practice
- Ensure maximum efficiencies in patient flow and utilisation of available resource
- Investigate patient complaints, patient feedback and clinical incidents
- Review compliments
- Ensure implementation of learning, and where appropriate any lessons learned are incorporated into process and or changes to working procedures.
- Monitor effectiveness of implemented learning in order to support continuous improvement
- Investigate calls from partner organisations regarding quality issues, feedback decisions to quality leads in each centre.
- Support Clinical Services Manager(s) in the maintenance of a quality assured service

Patient Safety

- Promote a clean and safe environment for staff and, ensuring compliance with legislation, policies and protocols e.g. health and safety, risk management, adverse event reporting and analysis
- Assess and manage actual and potential risks to health and well-being

- Ensure a high standard of record keeping in accordance with Nursing and Midwifery Council national legislation and local standards
- Facilitate effective communication with the multi-professional team regarding patient care

Enhance The Patients' Experience

- Co-ordination of the patients' journey, ensuring the smooth transition to the appropriate setting
- Promote effective communication with inter-disciplinary and inter-agency teams as required

Clinical Expertise

- Co-ordinate nursing interventions and assessments
- Influence clinical decisions and monitor the quality of patient care using expert clinical knowledge, underpinned by theory and experience

Promote a Culture of Person-Centred Care

- Develop a culture of person-centred care by being highly visible, communicating regularly with staff, patients, relatives and/or carers
- Promote a caring and compassionate environment where equality and diversity issues are respected, and patients are enabled to be partners in their care
- Identify opportunities to develop care and services by ensuring there are effective systems to ascertain patient and carer experience/feedback
- Ensure complaints are managed in line with organisational policy including the dissemination of learning points

Manage and Develop the performance of the team

Role Model

- Act as a role model, creating a supportive ethos to empower staff to contribute to the delivery of high-quality person-centre care

Learning and Development

- Support the learning and development of all staff, creating an environment that ensures effective learning opportunities
- Ensure there are appropriate orientation and induction programmes in whilst participating in the delivery of these.

- Ensure there is a range of clinical support strategies (mentoring, coaching, clinical supervision and action learning)• Plan for statutory and mandatory training, relevant education/development opportunities
- Support the career pathway of individual team members by ensuring all staff have individual performance reviews and personal development plans
- Ensure the team maintains an up to date knowledge of current clinical and professional issues and legalities

Managing the Practise setting

- Manage the practice setting, ensuring effective use of resource and workforce planning
- Monitor workload
- Maintain appropriate staffing levels taking account of role and competence of staff when delegating work
- Ensure compliance with professional standards, legislation, national and organisational policies

HR Responsibilities

- Lead on recruitment and selection, attendance management, ensuring grievance, capability and disciplinary matters are identified, actioned and reported appropriately
- Promote effective multi-disciplinary team working by creating the environment and resources which will enable the team to identify issues and create innovative solutions
- Support a healthy and safe working environment in which staff well-being is promoted and improved
- Financial Responsibilities
- The post-holder is responsible as an authorised signatory of staff timesheets and staff expenses as per national policy, accurately entering onto the SSTS, payroll system and authorising unsociable and extra hours payments

Performance Management

- Support the implementation of the organisation's model of performance review and personal development planning, to ensure continuous learning and improvement of patient care, emphasising the value placed on the workforce
- Undertake the prescribed level of call consultation review and 'one to one' meetings for each team member. Plan, provide and evaluate individual development needs, utilising appropriate coaching and mentoring skills
- Identify, develop and deliver training on clinical issues to ensure team members maintain clinical competence working in conjunction with the Nursing Directorate

Resource Management

- Adjust rotas, when required, to optimise front line resource. Manage planning, including managing shrinkage, real time work planning including co-ordination and allocation of tasks.
- Use clinical decision-making skills to identify and direct calls to the most appropriate professional for action

Contribute to the delivery of the organisation's objectives:

Networking

- Network with peers across professional groups promoting the exchange of knowledge, skills and resources

Service Development

- Work in partnership with a range of clinicians, managers and partnership in the planning or development of the service, promoting the involvement of patients/public

Political and Strategic Awareness

- Develop and maintain a working knowledge of local, national and professional strategy and policy, ensuring organisational goals are reflected in personal objectives
- Demonstrate the ability to contribute to policy and strategy development at a departmental and organisational level, and where appropriate, national level

Building Relationships

- Establish and maintain relationships with key partners to develop and sustain high quality clinical services ensuring the needs of service users are met
- Maintain close contact with peers across the centres to ensure effective communication across the national NHS 24 service
- Attend and chair meetings relating to team, service matters and areas of clinical expertise

Personal Development

- Maintain clinical standards and Continuing Professional Development
- Maintain and develop professional and clinical knowledge, skills and competencies in line with the requirements of the post and the Nursing and Midwifery Council Code of Professional Conduct

5. EQUIPMENT AND MACHINERY

- The post holder will have the knowledge and skills necessary to use all equipment safely. Ensure systems/policies/procedures are communicated to staff to ensure safe use, maintenance and storage of equipment

6. Systems

Clinical/Patient Access Reports analyse and interpret data in order to ensure patient safety and effectiveness

- Computer literate
- Call recording and retrieval
- Frontline caller system for triage
- Decision support tools
- Monitoring progress of patient calls
- Resource allocation support
- Adverse event recording
- Business continuity
- Disaster recovery

Managerial

- Monitor staff information
- Staff rostering
- Performance management
- Payroll

7. DECISIONS AND JUDGEMENTS

The post holder will:

- Be responsible to the CSM for guidance and professional management, work review and formal appraisal of performance
- Have continuing responsibility for setting and monitoring standards and quality of clinical practice and ongoing management of the team
- Have responsibility for supporting the multi-disciplinary team to reflect upon and review decisions in relation to assessing, monitoring, evaluating and interpreting patients' conditions and appropriate outcomes
- Be accountable for decisions relating to the management of physical, human and financial resources including recruitment and workforce planning
- Deputise in the absence of the CSM

- Clinically analyse calls referred upwards, providing advice and support decisions, taking over responsibility for calls when required
- Analyse management information to identify appropriate deployment of resources and escalate issues when appropriate
- Analyse patient call back list making clinical decisions, based on minimal information, to set prioritisation to deal with call

On a rotational basis be responsible for :

- The "Lead Senior Charge Nurse" role, coordinating Senior Charge Nurses in all three sites
- Providing real time management for the team and support to front line staff
- Undertaking project work as required for quality improvement and redesign
- Managing business continuity or failure of some or all-electronic systems, escalating to the CSM if required
- Liaising with appropriate service providers during the recovery of systems function
- Ensuring appropriate action is commenced on receipt of telephone complaints or comments from service users or partner agencies

8. COMMUNICATIONS AND RELATIONSHIPS

- The post holder will work cohesively with the multi-disciplinary team and ensure the establishment of a positive and effective working relationship with members of the team and other front line staff, Clinical Services Manager(s), Associate Directors of Operations and Nursing, General Managers, Contact Centre Specialists, Medical and Nursing Directorates, Human Resources and Training Team, IT Department. Central Resource Team and Service Support
- Professionally accountability through the CSM and ADON to the Director of Nursing
- Communication with peers is essential
- The post holder will be responsible for establishing systems and standards of communication for routine, complex and potentially stressful matters with the multi-disciplinary team, patients and families
- The post holder will be required to use specialist knowledge to provide highly complex, sensitive information so it is understood by patients/carers where there might be barriers to understanding. The Post holder will be versatile in methods of communication and explanation.

- A range of media will be used to communicate such as telephone, verbal and written. Appropriate actions will be identified and negotiated to reach agreed outcomes, which demonstrate sensitivity and empathy.
- Relationships must be established and maintained based on dignity and respect, communicating appropriately with the patient/relatives/multi-disciplinary team and external agencies in the provision of care and services
- The post holder will assist in building and maintaining good relationships with the NHS community, general public and partner agencies.
- The post holder will effectively handle calls escalated to them and as such be versatile in methods of communication and explanation.
- The post holder will participate in the Adverse Incident Reporting system, taking reports from front line staff, containing the incident and preparing Incident Reports for Service Support or CSM

9. DEMANDS OF THE JOB (Physical, Mental, Emotional)

Physical Skills

- The ability to operate machinery and equipment as detailed in 7a

Physical Demands

- Moving equipment – occasionally•

Frequently intense concentration is required when dealing with call from patients, which may include complex and sensitive information

- Restricted in movement, sitting at a PC when dealing with patient calls, complaints, national virtual service and performance reviews
- When ‘floor walking’ for the team, the post holder will frequently be required to stand for long periods
- Multi-tasking when dealing with patient calls, listening, recording detail and making a clinical decision

Mental Demands

- Concentration required when providing and checking documents/patients’ notes whilst subject to frequent interruptions from team members for instance when managing the National Clinical Queue. Balancing competing demands of the role while maintaining a high level of visibility to staff

- Maintaining high level and consistent professional behaviour in unpredictable and stressful situations
- Ability to react swiftly and appropriately to sudden changes in patient clinical conditions and service demand
- Meeting the needs of all stakeholders with finite resources
- Balancing the demands of staff and service
- Keeping abreast of national and local policy and evidence-based practice
- Monitoring quality data, developing action plans for improvement
- Continuously motivate, enthuse and maintain morale of staff within an ever-changing environment
- Working as clinical leader with multi-professional team
- Critical thinking to make clinical decisions from telephone consultations, often with minimal information
- Frequent interruptions

Emotional Demands

- Communicating with distressed/anxious/worried patients/relatives/staff
- Support to patients who are terminally ill, which can be highly emotional, sensitive or challenging in nature.
- Dealing with challenging behaviours.
- Supporting team members with personal and professional issues
- Accountable for and leading performance/investigatory/disciplinary procedures

Working Conditions

- Exposure to verbal aggression Abusive or aggressive calls
- Requirement to work flexibly in accordance with service demand.
- Requirement to occasionally travel between sites

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Maximise the workforce's contribution and establish / support a modern evidence-based Telehealth/Telecare patient centred flow

- Effective management and prioritisation of competing demands within an environment, which can be unpredictable
- Balancing the demands of all stakeholders to provide a safe, effective, efficient, patient-centred, timely and equitable service
- Complex role, which presents conflicting priorities e.g. responding and managing in a live and continually changing environment, balancing conflicting demands
- Required to appropriately prioritise challenging situations on a frequent basis
- Deals with calls escalated by front line staff, which is generally more demanding
- Required to support front line staff with their decision-making or take over the call
- Work autonomously with support from CSM as required
- Management of partner expectations, which may mean dealing with situations in a distressing and emotive atmosphere

11. QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST

- First level nursing qualification (appropriate part of NMC Register relevant to area) with first degree or evidence of continuing professional development.
- Post registration qualification desirable
- Extensive post registration experience preferably within two health care settings, experience of unscheduled care would be an advantage
- Skills and competencies associated with post registration experience and/or demonstrate expert clinical and professional practice developed through experience and theoretical knowledge
- Knowledge of relevant NHS/Healthcare national and local standards / drivers / challenges impacting on area of work
- Ability to maintain professional and personal credibility across all staff group
- Ability to lead teams, lead practice, inspire others and with evidence of continuous professional development drive through change and new ways of working
- Personal motivation and enthusiasm for the development of nursing, patient care and the enhancement of the patients' experience of care and journey
- Experience of analysing and interpreting data to plan resources effectively
- Evidence of leadership qualities and people management skills

- Evidence of effective communication and influencing skills
- Ability to demonstrate strategic awareness
- Computer and information literacy
- A level of English language competency and communication skills necessary to perform this role safely and effectively

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Quality and Teamwork

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Person Specification



Job Title: Senior Charge Nurse

Directorate: Service Delivery

Level of Disclosure check required: Protection of Vulnerable Groups (PVG – Adults and children)

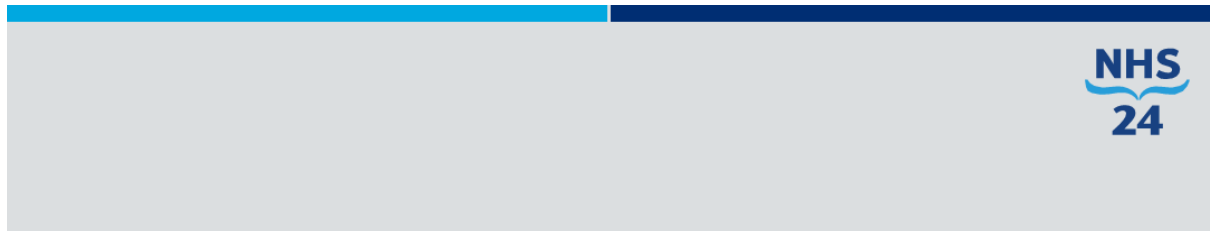
Qualifications:	Essential	Desirable
Currently registered as a Nurse – Adult with the Nursing & Midwifery Council (NMC)	Y	
Educated to SCQF level 10 or equivalent experience	Y	
Post registration qualification desirable as is a management qualification		Y

Experience:	Essential	Desirable
Extensive post registration experience preferably within two health care settings, experience of unscheduled care would be an advantage	Y	
Evidence of leadership qualities and people management skills	Y	
Previous management experience, either in the clinical area or managing a team and evidence of good team working skills	Y	

Behavioural Competencies:	Essential	Desirable
A high level of interpersonal and communication skills necessary to perform this role safely	Y	
Ability to maintain professional and personal credibility across all staff groups	Y	
Critical thinking & analytical Skills	Y	
Ability to work independently and without direct supervision	Y	

Other:	Essential	Desirable
Computer literate	Y	
Strong written and verbal communication skills with report writing		Y
Evidence of active engagement in performance management e.g., coaching	Y	
Evidence of continuous professional development	Y	

Contact information



For further information please contact the NHS 24 Recruitment team:

Email: recruitment24@nhs24.scot.nhs.uk

Please Note: If you experience difficulties with accessing or using JobTrain, please contact:

nhsscotland@helpmeapply.co.uk

