OPERATIONAL MANAGER - INTEGRATED HEALTH AND SOCIAL CARE

Job Reference: 0000050463G
Closing Date: 16 February 2018

www.nhsggc.org.uk
Dear applicant,

Thank you for your interest in this post and for taking the time to read this information pack. We hope this exciting and rewarding role catches your imagination and that you are encouraged to apply.

As the largest Health Board in Scotland, NHS Greater Glasgow and Clyde plays a vital role in the education and training of doctors, nurses and other health professionals, working closely with local universities and colleges. It also provides the full range of community hospital services. The Board has an annual turnover of £3.337 billion per year. It serves a population of 1.14 million people and employs 39,286 staff.

The following is included in this information pack to help you with your application:

- Job description
- Person specification
- A summary of the terms and conditions for the post
- Agenda for Change pay bands and points
- The application process
- Guidance for completing your application form
- Working for NHS Greater Glasgow and Clyde

If you have a disability or long-term health problem, the Board is committed to offering reasonable adjustments throughout the recruitment process and employment. If you require further information or support, please contact Recruitment Services.

We very much look forward to receiving your application.

Recruitment Services
1. JOB IDENTIFICATION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>OPERATIONAL MANAGER (Community)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department(s):</td>
<td>Community Alcohol &amp; Drug Recovery Team</td>
</tr>
</tbody>
</table>

2. JOB PURPOSE

This is a post with responsibility to both Glasgow City Council, NHS Greater Glasgow & Clyde organisations. The post holder will manage the effective deployment of the nursing and Social Care resource within the team and supporting functions such as absence management. They will implement effective communication systems internally and externally to the team and also promote integration between health and social care. Responsibility for leading on specific clinical/care governance activity will lie with the post holder, which will include the setting and monitoring of standards, responding to complaints, staff support, learning, development, supervision, and the implementation of policy and clinical guidelines. The post holder will also actively contribute to multi-professional/agency governance activity and may become involved in agreed pieces to develop service provision.

The post holder will also link into both Glasgow City Council and other local authority areas and develop relationships across the Glasgow Health & Social Care Partnership (HSCP).

A key function of this post will be the locality/city coordination and delivery of the significant change agenda for addiction services resulting from the recommendations from the Community Addiction Team and Clinical Services Reviews. This will involve the rollout of the recommended Alcohol/Drug Recovery Team structure for the city in respect of the implementation of the revised eligibility criteria, the setting up of sector based access, shared care and core service team functions and structures. Ensuring that this delivers recovery orientated systems of care and treatment for Glasgow’s population.

3. Role of Service

The Integrated Addiction provision is a partnership between Primary and Secondary Health Care and Social Work Services responsible for the provision of integrated adult addiction services to the people of Greater Glasgow.

In operational terms the Service will be responsible to existing senior management structures within Glasgow City HSCP.

The Service is responsible for the delivery of all directly provided addiction services
ranging from primary care support provided through the HSCP structure through to inpatient care.

4. ORGANISATIONAL POSITION

5. SCOPE AND RANGE

Human Resources

There are 480 WTE employees within the Addiction Services from a range of health and social work disciplines. The post holder will have a line management responsibility for approximately 80 of these across HSCP Sector Area.

Financial Resources

The Addiction Service has a budget of 46million per annum.

The Operations Manager (Community) will be directly responsible for line management and professional supervision of Social Care and Nurse Team Leader.
The post-holder will ensure effective utilisation of resources. This includes the nursing and social care staff resource, as well as the effective management of supplies.

The post holder is operationally responsible for the overall Community Alcohol/Drug Recovery Team. The Post holder will be required to perform within the Glasgow Addiction Service appraisal system and provide appraisal for staff directly under their management.

This post is operationally responsible to the Addiction Service Manager.

### 6. MAIN DUTIES/RESPONSIBILITIES

**Managerial**

1. Responsible for managing the area based services within joint addictions service planning and financial frameworks, and ensuring that city wide health and social work service strategies are implemented and service plan objectives are achieved.

2. Monitoring, reviewing and evaluating the service provided by the Addiction Team under their responsibility and ensuring Best Value and continuous improvement in service provision and standards.

3. Contribute to both local and city wide strategic development of addiction services.

4. Manage, direct and purchase Social Work and Health Board services as assigned to Area Level.

5. Work in collaboration with others to meet key Health and Social Work objectives both locally and city wide.

6. With the help of a Social Care Team Leader and Nurse Team Leader, manage a team of health and social work staff at locality level.

7. To be responsible for liaison with voluntary sector providers.

8. To ensure that services purchased from external providers are delivered in accordance with the terms of relevant contracts and agency agreements.

9. To create and oversee the development and implementation of procedures and processes for commissioning, contracting and contract management across the department, in line with the principles of best value, and to ensure that adequate staff training programmes are in place.

10. To oversee development of new model contracts and to review existing models in conjunction with legal services.

11. To manage overall service budget including authorisation of staff expenses, ongoing staff training, and suppliers’ budgets.

12. Will implement, monitor, and provide supervision and appraisal systems for all staff within the local team.
Clinical

1. To be responsible for the assessment, care planning, review and discharge protocols for the team.

2. To implement internal and external systems of referrals from GPs, other NHS staff, consultants, and other statutory bodies.

3. To provide a regular caseload management and clinical/care supervisory function to the Social Care Team Leader and Nurse Team Leader within sphere of responsibility and ensure that this system is in place for all grades of nursing and social care staff within their area.

4. To be responsible for day to day operational management of the nursing and social care component of the Community Alcohol/Drug Recovery Team e.g. complaints, sickness/absence management, statutory training, appraisal, personal development planning and managing employee capability.

5. To provide a leadership/developmental function to nursing and Social Care staff within defined sphere of responsibility with particular regard to career long learning, implementation of evidence based practice and innovation. This includes activity associated with continuous quality improvement such as the setting and monitoring of standards of practice.

6. To be familiar with and ensure dissemination of all local, regional, and national policies, procedures and guidelines pertinent to all staff and students within area of responsibility and comply with the standards contained therein through development and delivery of monitoring systems.

7. Lead on the development of local initiatives and also participate in the development of clinical policy, procedures and guidelines, which may have an organisational or multi-professional focus.

8. To practice and ensure that the practice of others is in with the principles of Patient Focus Public Involvement, Fair for all and the underpinning principles of the Mental Health (Care & Treatment) Act, Glasgow Alcohol and Drug Recovery Services, Glasgow City Council, HSCP, Scottish Government Targets and policies relevant to service delivery.

9. Lead on the development of local protocols, ensuring that these are regularly reviewed to ensure their applicability to practice.

10. To liaise with Higher Education Institutions, to ensure that the quality of practice placement standards are being met for Health and Social Care Staff ensuring that the local area is equipped to support students in practice.

11. To manage overall service budget including care packages (including service providers), authorisation of staff expenses, ongoing staff training and suppliers budgets.
12. Overall responsibility to monitor appropriate risk assessment and to identify actual and potential risks.

13. Will implement and monitor engagement with and influence local planning for addictions.

14. Will deputise for the Sector Service Manager as required.

The post holder will be expected to have the following competencies and to use Personal Development Planning to achieve these

**Teambuilding**
- Will lead and demonstrate a complete understanding of the dynamics of teamwork.
- Will be responsible for establishing and sustaining effective multi-disciplinary teams that reflects diversity and flexibility.
- Will lead and advocate the principles of equal participation and active involvement of team members.
- Will establish and lead the team’s goals and objectives. Must work actively within the team to accomplish the expected outcomes.
- Will lead collaborative work with other relevant agencies to achieve optimum care for the benefits of service users.

**Effective communication**
- Will lead, implement, monitor and maintain clear lines of communication, both oral and written between all members of the Alcohol/Drug Recovery teams involving service users, family, carers and all relevant agencies.
- Will be responsible for implementing NHS and Glasgow City Council’s complaint system and guidelines for dealing with clients and communication responses

**Service user involvement**
- Will lead, implement and monitor service to facilitate education, support and advice to service users and their carers.
- Will develop effective service users’ feedback systems.
- Will encourage service users’ forums in the local community.

**Public health promotion**
- Will identify the need for early intervention, health promotion and prevention of ill health.
- Will always be up to date with local and national health plans and strategies.
- Will encourage and oversee the implementation and evaluation of teaching plans and ensure the utilisation of appropriate resources / references for teaching client/family about health problems and health practices.

**Professional development of self and others**
- Will be responsible for personal professional development including the development of both nursing and social care staff within the team and significant others.
- Will identify own learning needs including that of the nursing and social care team in relation to client care and evaluate own and others nursing/social care skills.
- Will participate in continuing professional educational activities and must be able to contribute to the improvement of nursing practice through contact with health and social care education institutes.

**Research skills**
- Will be able to demonstrate in-depth knowledge of research methodologies.
- Will be able to critically review research studies prior to application in the clinical setting.
- Will reduce the theory/practice gap in addiction nursing.
- Will be able to lead or participate in research studies.
- Will facilitate and encourage others into research.

**Operational Management**
- Will ensure all staff has line management arrangements in place.
- Will manage a changing/developing team.
- Ensure accurate records of referrals and outcomes are maintained.
- Collect data and provide outcome reports on clinical activity.
- Will be involved in the ongoing planning of local services.

**Budgeting**
- Demonstrate an understanding of responsibility for GCC and NHS budgets.
- Demonstrate budget awareness in the planning and implementation of care.

**Finance**
- Ensure and monitor compliance with financial policies and procedures of GCC & NHSGG&C.

**Objective Setting**
- Demonstrate clear understanding of organisational goals.
- Able to set local objectives which reflect organisational targets.

**Problem solving/Decision Making**
- Demonstrate a systematic yet flexible and innovative approach to problem solving.
- Able to define, analyse problems and establish criteria for evaluating solutions.
- Will be able to make decisions and act accordingly.

**Interview/Selection**
- Will lead in the recruitment(selection process of Addiction staff.
- Demonstrate an understanding of equal opportunity policies and organisational recruitment policies.
6a. EQUIPMENT

The equipment and machinery will be used by the post holder in their role includes:

- A computer will be used on a regular basis. The post holder will have a working knowledge of systems such as Microsoft Word, e-mail and internet.
- A telephone and mobile telephone will be used regularly.
- It is likely that car driving will be a regular feature of the role

6b. SYSTEMS

The post holder will regularly use the following systems:

- PIMS and/or EMIS for diary, prescription management.
- Word for managing assessment information and recording.
- Carefirst for allocating work to other Alcohol/Drug Recovery staff within teams and the primary registration system
- Planning and recording of annual leave or other planned and unplanned leave using paper records, Portal (GCC) and SSTS (NHS)
- Ongoing maintenance of paper based and electronic patient records
- Delivery of appraisal and personal development planning systems
- Maintenance of training records
- Use of caseload management systems
- Recording of practice support/supervision sessions
- Use of standardised clinical rating scales

7. DECISIONS AND JUDGEMENTS

- Makes decisions on overall expenditure of ADRS budgets in discussion with Service Manager.
- The post holder interprets and applies NHS Greater Glasgow & Clyde/Glasgow City Council policies within areas of responsibility.
- Work autonomously and act independently guided by national, local and professional guidelines making managerial and professional decisions.
- The post holder has a high degree of autonomy and responsibility for anticipating problems, proposing and implementing solutions.
- Provides leadership and management across all services, delegating appropriate duties as required.
- In the absence of policy initiates required action using professional and managerial judgement.
- Investigates and response to complaints from staff, patients, carers and members of the public and initiates corrective action.
- Oversees and adjusts staffing levels in response to workload required within the
competing priorities of the service, deciding on grades numbers / skill mix required, on a daily basis.

- Prioritise and re-assign team workload and develop caseload management system.
- Deal with staff performance issues.
- Investigate complaints made regarding service.
- Identify staff training needs and develop systems to support this.

8. COMMUNICATIONS AND RELATIONSHIPS

The post holder will regularly be involved in communicating internally and externally with health and social care professionals as well as users and carers, in a variety of different ways.

The role will involve an educational dimension with users, carers and colleagues. The post holder will be required to communicate sensitive information, provide counselling and manage potential interpersonal conflict. This may be feature of the clinical or managerial/leadership dimension of their role. They will also attend a range of meetings that support effective communications, including:

- Clinical meetings
- Allocation meetings
- Staff meetings
- Operational and business meetings
- User/carers forums
- Supervision meetings
- Service development sub groups
- Nurse development meetings
- Professional lead
- Glasgow City Alcohol/Drug Partnership (ADP)
- Service Manager/HSCP

Team working is an integral to taking forward the HSCP/GCC/ADRS agenda. The post-holder will be expected to engage effectively with partner agencies formally and informally.

The post-holder will be required to communicate complex information in a simple and straightforward way to staff and members of the public e.g. the requirements of legislation or policies and strategies in a way which can be readily understood even where there may be resistance to understanding.

9. PHYSICAL DEMANDS OF THE JOB

Examples may include:-

**Physical skills**
Keyboard
Driving
Management of aggression
Manual handling
Physical effort
Combination of walking, sitting, standing

Mental effort

- Acting as an effective change agent at operational and professional level, communicating in potentially hostile, antagonistic or highly emotive atmosphere.
- Leading, developing and motivating a team in a challenging environment.
- Meeting financial targets at times of budget constraints.
- Requirement to think through and assess highly complex situations to analyse alternative courses of action.
- High level of concentration required in all areas of the work where the work pattern is unpredictable and there may be multiple conflicting demands.
- Analysis of complex information and presentation in written form.
- Requirement to think through, analyse and interpret information.
- Requirement to be highly organised and manage time effectively.

Managing multiple priorities
Concentration required when working in group sessions or individual sessions up to 2.5 hour per session
Ability to shift focus between clinical and managerial responsibilities to respond to priorities and unforeseen occurrences.

Emotional effort

- The post-holder has to influence change.
- The post-holder regularly needs to make difficult and at times unwelcome decisions, in response to future plans for the service.
- Requirement to overcome significant barriers to acceptance using the highest level of communication and interpersonal skills

Discuss sensitive issues such as sexual abuse, relationship problems, family conflict, etc, and facilitating helpful/useful supports.
Taking decisions relating to their management of clinical/care risk, sometimes on the basis of incomplete information
Managing conflict stemming from clinical or managerial function
Supporting staff, users and carers post-incident

Environmental factors

- Work in a standard office environment
- Frequent attendance at meetings involving periods of prolonged concentration.
- Computer access on a daily basis requiring above average keyboard skills.
- Travel between locations is required.

Unpredictable, potential dangers in homes/particular geographical areas of concern.
Exposure to verbal and physical aggression.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB
Operating within complex and conflicting organisational requirements.

Effectively managing a team of Addiction Nurse and Social Care staff, co-ordinating inputs to best effect in an area where a number of different, autonomous healthcare professionals are actively involved in care delivery.

Managing interpersonal and interdisciplinary conflict.

Effectively supporting and monitoring the practice of experienced nurses who manage their own caseloads.

Balancing demands of own clinical input while effectively managing the dimension of the wider multi-disciplinary team.

Ensuring availability and uptake of supervision of both clinical and managerial performance.

Promoting and developing the unique role of the Addictions nurse/Social care staff within an integrated health and social care setting.

Effectively managing a demanding change of agenda to deliver recovery orientated systems of care.

11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- Completion of training as a first level registered nurse with a currently valid registration with the Nursing and Midwifery Council, DIPSW, OT, Post Graduate in Addiction.

- Evidence of post basic study that is relevant to role

- Management qualification or completion of a course of study aimed at increasing management expertise and leadership qualities.

- Track record of innovation and practice development

- Excellent interpersonal and organisational skills.

- Educated to degree standard is desirable.
Summary of terms and conditions

The terms and conditions of service are those approved and amended from time to time by the National Agenda for Change Terms and Conditions Agreement.

Job title: Operational Manager - Integrated Health and Social Care

Job reference number: 0000050463G

Closing date: 16 February 2018

Vacancy enquiries to: For information specific to the role, contact: Lynn Macdonald, 0141 420 8100 / 8243

Agenda for Change band: Band 8A

Salary: Please refer to Agenda for Change Payscale on the following page. All values are per annum (pro rata where applicable). Please note candidates new to the NHS should expect to start at the entry point of the payscale shown.

Hours: 37.50 hours per week

Base: Towmax

Contract type: Fixed Term

Annual leave: The basic annual leave entitlement in a full year commencing 1st April to 31st March is 27 Days on appointment, rising to 29 days after five years and 33 days after 10 years. Leave entitlement is pro rata where applicable.

Superannuation: All employees are automatically enrolled in the Scottish Public Pensions Agency.

Healthcare Support Workers: All NHS Scotland postholders that are not governed by a regulatory or professional body are considered to be healthcare support workers. On appointment, you will be expected to comply with the NHS Scotland Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers.

Healthcare Support Workers are expected at all times to practice competencies that demonstrate insight, understanding and mutual respect of patients, their families, carers and work colleagues. Whether in a clinical or non-clinical role the post holder is expected at all times to be an exemplar of person centred care, embracing their Code of Conduct to a high standard as part of an integrated health professional team.

Smokefree policy: NHS Greater Glasgow and Clyde operates a smokefree policy on all premises and grounds.

Equal opportunities: NHS Greater Glasgow and Clyde is as an equal opportunities employer.
# Agenda for Change pay bands and points

<table>
<thead>
<tr>
<th>Point</th>
<th>Band 1</th>
<th>Band 2</th>
<th>Band 3</th>
<th>Band 4</th>
<th>Band 5</th>
<th>Band 6</th>
<th>Band 7</th>
<th>Band 8</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Range</td>
<td>Range</td>
<td>Range</td>
<td>Range</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>3</td>
<td>16,532</td>
<td>16,532</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>4</td>
<td>16,929</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>5</td>
<td>17,344</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>6</td>
<td>17,760</td>
<td>17,760</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>7</td>
<td>18,295</td>
<td>18,295</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>8</td>
<td>18,903</td>
<td>18,903</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>9</td>
<td>19,268</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>10</td>
<td>19,754</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>11</td>
<td>20,302</td>
<td>20,302</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>12</td>
<td>20,727</td>
<td>20,727</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>13</td>
<td>21,400</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>14</td>
<td>22,083</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>15</td>
<td>22,313</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>16</td>
<td>22,440</td>
<td>22,440</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>17</td>
<td>22,910</td>
<td>22,910</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>18</td>
<td>23,832</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>19</td>
<td>24,793</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>20</td>
<td>25,806</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>21</td>
<td>21</td>
<td>26,830</td>
<td>26,830</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>22</td>
<td>22</td>
<td>27,911</td>
<td>27,911</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>23</td>
<td>23</td>
<td>29,034</td>
<td>29,034</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>24</td>
<td>24</td>
<td>29,923</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>25</td>
<td>25</td>
<td>30,967</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>26</td>
<td>26</td>
<td>32,013</td>
<td>32,013</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>27</td>
<td>27</td>
<td>33,058</td>
<td>33,058</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>28</td>
<td>28</td>
<td>34,234</td>
<td>34,234</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>29</td>
<td>29</td>
<td>35,933</td>
<td>35,933</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>30</td>
<td>30</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>31</td>
<td>31</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>32</td>
<td>32</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>33</td>
<td>33</td>
<td>40,833</td>
<td>40,833</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>34</td>
<td>34</td>
<td>42,205</td>
<td>42,205</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>35</td>
<td>35</td>
<td>43,903</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>36</td>
<td>36</td>
<td>45,602</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>37</td>
<td>37</td>
<td>47,562</td>
<td>47,562</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>38</td>
<td>38</td>
<td>49,000</td>
<td>49,000</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>39</td>
<td>39</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>40</td>
<td>40</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>41</td>
<td>41</td>
<td>54,356</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>42</td>
<td>42</td>
<td>57,232</td>
<td>57,232</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>43</td>
<td>43</td>
<td>58,799</td>
<td>58,799</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>44</td>
<td>44</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>45</td>
<td>45</td>
<td>64,287</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>46</td>
<td>46</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>47</td>
<td>47</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>48</td>
<td>48</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>49</td>
<td>49</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>50</td>
<td>50</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>51</td>
<td>51</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>52</td>
<td>52</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>53</td>
<td>53</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>54</td>
<td>54</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The Application Process

Please ensure you read the Job Description and Person Specification along with the guidance notes on completing your application form. The hiring manager will shortlist an application for interview based on its content, therefore it is in your best interests to ensure you submit a fully and appropriately completed application.

You will receive confirmation that your application submission has been received when you submit your online application form. When we begin to process your application, you will receive an email from NHS Greater Glasgow and Clyde confirming receipt. If you have not received a confirmation email within 3 days working days from the closing date, please email nhsggcrecruitment@nhs.net.

Unfortunately, due to the volume of applications NHS Greater Glasgow and Clyde receive, we are unable to write to applicants who are not successfully shortlisted for interview. Accordingly, if you have not received an invitation for interview within six weeks of the closing date please assume on this occasion you have been unsuccessful. We hope this will not deter you from applying again.

We will use several methods of communication to advise you of each stage of the recruitment process this includes: email, letter, SMS text, or telephone. It is essential that you regularly check your email and your phone to see if we have been in contact with you to update you on the progress of your application. Please ensure your email account does not treat NHS Greater Glasgow and Clyde email as spam or junk by adjusting the necessary settings.

Please ensure you retain a copy of the job description and person specification for the post you are applying for – you will need this to help you prepare if you are selected for interview.

Please retain details of the job reference number – you will need this if contacting NHS Greater Glasgow and Clyde Recruitment Services.

Should you require further information or assistance in relation to your application please visit www.nhsggc.org.uk/recruitment or email your enquiry to nhsggcrecruitment@nhs.net. Please ensure you have the job reference number to hand.

For details on what happens once you have submitted your application, please visit the NHS Greater Glasgow and Clyde – recruitment guidance for applicants.
Guidance for completing your application form

Completion of the application form is the first stage in the recruitment process, and if you are successful, will form the basis of your employment record. Complete and accurate information is essential. Please note: If you knowingly withhold or provide false or misleading information, this may result in your application being rejected, or if appointed, may result in dismissal from your post.

Your application form plays a vital role in the recruitment and selection process. The information you provide us with in your application form will be used to decide whether you are shortlisted to attend an interview. Only those applicants who can clearly demonstrate in their application form how they meet the minimum essential requirements for the post as specified in the job description and person specification will be considered for interview selection.

Applicants should read the candidate information pack and job description for the post prior to completing the online application form.

When completing the online application form applicants should read the instructions in each section and note the following:

- the application form has an automatic time out mechanisms, therefore you should click on the "save" button as you go through the application form or copy and paste from another document, to avoid losing content.
- please do not use any special characters (i.e. £, #, &, %) when completing your application. You are permitted to use the '@' symbol.

It is recommended that you complete all relevant sections of the application form. It does not matter how long ago your last employment was, if you have an employment history please list it.

If you have not previously been employed, please use the “Present or Most Recent Post” section to detail what you have been doing (i.e. full time student / parent / carer).
Please note that you can list unpaid work including work placements and volunteer work in your employment history.

NHS Greater Glasgow and Clyde do not accept Curriculum Vitae's (CV), unless a CV has been specifically requested as part of the recruitment process.

By completing and submitting an application for this post you give your consent for NHS Greater Glasgow and Clyde to commence pre-employment checks, including reference checks, once your formal conditional offer of employment is made to you. Click Here for more information. For details on NHS Greater Glasgow and Clyde’s pre-employment check procedures, please visit the NHS Greater Glasgow and Clyde – recruitment guidance for applicants.
Part A (Personal information), Part B (Declarations), Part C (Application Details)

The job description provides information about the main duties and responsibilities of the post being advertised. It also describes the purpose of the post. Please ensure that your application form clearly demonstrates how your skills / knowledge / experience can be utilised in the role.

The job description and person specification also specify the requirements or criteria (knowledge, skills, experience, abilities and qualifications) that are essential or desirable to perform the duties outlined. Please ensure in your application that you demonstrate how you meet the minimum essential criteria and where applicable, the desirable criteria for the role.

Certain posts in NHS Scotland are exempt from the 1974 Rehabilitation of Offenders Act (Exclusions & Exceptions) (Scotland) Order 2003. Click Here for more information. If the advertisement for this position has declared that we require a Disclosure Scotland PVG Scheme Membership / Disclosure Scotland Check, you must declare any previous convictions, classed as either “spent” or “unspent”, including criminal convictions received outside the United Kingdom.

The Asylum and Immigration Act 1996 states that it is a criminal offence to employ a person who is not entitled to work in the United Kingdom (UK). Consequently, before NHS Greater Glasgow and Clyde offers employment, the prospective employee must provide evidence, that he/she is entitled to work in the UK. All applicants regardless of nationality will be asked to provide evidence of eligibility to live and work in the UK.

As a Disability Confident Employer, NHS Greater Glasgow and Clyde operates a Guarantee Interview Scheme for disabled applicants. Candidates who have declared a disability and who meet the minimum essential criteria outlined within the job description / person specification will be guaranteed an interview.

You must provide full and complete employment references including a work email address (personal email address for employment references may not be acceptable) covering a minimum period of the last three years. Employment referees should be listed in chronological order – that is the most recent first. If you have had more than two employers in the last three years we will require additional references. Character referees should only be used in the event that you cannot provide two employer references covering the last three years.

Any gaps in employment history must be detailed within your supporting statement and will be explored carefully with you at the interview stage.

If you have an employment history of less than three years, you should provide full details of an academic referee or other person who is not a friend, is not related to you or involved in any financial arrangement with you to provide a personal reference.
If you have had no previous employment or have been self-employed you should provide details of two personal referees as outlined above and where applicable evidence to confirm your status (i.e. letter from Jobcentre Plus, academic record or evidence from HM Revenue & Customs) if you are shortlisted for interview.

Your application form provides you with an opportunity to provide a supporting statement. This section is one of the most important in the application form as the information that is provided here will be evaluated and used to decide if you are invited to attend interview. This section gives you the opportunity to describe and demonstrate the particular qualifications, skills, abilities, knowledge, relevant experience and other qualities that make you a good candidate for the post.

**Part D (Equal Opportunities)**
This part of the form is optional and the information you provide in this section exercises no part of the selection process. It is treated in confidence and only the Recruitment Service or Human Resources staff can access this information for the purpose of recording and compliance monitoring, to ensure our workforce is balanced and represents the best candidates from all parts of society regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity status, race, religion or belief, sex, sexual orientation and/or socio-economic status.

**Data Protection Act 1998**
The information you provide on your application will be treated in confidence. Only those NHS Greater Glasgow and Clyde staff involved in the selection process and processing your application will see your application form. If you are the successful applicant your application form will be retained and used to create your employee record file. Your application form will be held for 12 months, from the date of your application, within the NHS Greater Glasgow and Clyde recruitment system, after which period it will be deleted from the system.
Working for NHS Greater Glasgow and Clyde

About us
NHS Greater Glasgow and Clyde is the largest health board and provider of healthcare in Scotland and one of the largest health care providers in the UK.

NHS Greater Glasgow and Clyde’s purpose is to:

“Deliver effective and high quality health services, to act to improve the health of our population and to do everything we can to address the wider social determinants of health which cause health inequalities.”

The Board works in close partnership with other NHS organisations, local authorities and other agencies including the third sector to ensure that social work, education, housing, employment and environmental services unite effectively and efficiently with the NHS in tackling inequalities and underlying health problems in local communities.

The future shape of health and social care provision is changing following the move to establish new statutory Partnerships between NHS and Local Authorities, responsible for the planning and delivery of Health and Social care for local populations. This requires the development of very different relationships between primary care, mental health services, community and acute services.

NHS GGC serves a population of 1.2 million (over 1/5 of the population of Scotland) with services provided by 39,000 staff.

The geographical area covered includes: Glasgow City, West Dunbartonshire, Inverclyde, Renfrewshire, East Renfrewshire, East Dunbartonshire and North Glasgow (Stepps-Moodiesburn corridor).

Our services
NHS Greater Glasgow and Clyde provides a full range of Secondary and Tertiary Clinical services, Primary Care, Mental Health and Community services included in which are a number of world-class specialist services.

Find out more about NHS Greater Glasgow and Clyde at www.nhsggc.org.uk.

If you want to know more about the NHS Scotland, visit www.show.scot.nhs.uk.

If you are successful in your application to join us, you will be working within one of our Acute, Primary and Community Care Services. These services are in turn supported by a range of Corporate Service functions including Administration, eHealth, Finance, Human Resources, Public Health, Corporate Planning, Facilities and Estates.
• Click Here to find out more about our Community Services  
• Click Here to find out more about our Mental Health Services  
• Click here to find out more about the services in your area

**Employee benefits**
We offer all our staff excellent benefits including;
• NHS Superannuation pension scheme,
• Child Care Vouchers,
• Bursaries to support education and training,
• Interest free loans to purchase Zonecards for trains, buses, underground and some ferries
• Cycle to work interest-free loans to purchase bicycles and equipment

For more information on the benefits available to NHS Greater Glasgow and Clyde staff, visit [www.healthservicediscounts.com](http://www.healthservicediscounts.com).

**Further information**
For further information on any aspect of the recruitment process or for further details on working within NHS Greater Glasgow and Clyde contact:

NHS Greater Glasgow and Clyde  
**Recruitment Services**  
West Glasgow Ambulatory Care Hospital  
Dalnair Street  
Glasgow  
G3 8SJ

Tel: +44 (0)141 278 2700  
Email: nhsggcrecruitment@nhs.net