1. JOB DETAILS

<table>
<thead>
<tr>
<th>JOB REFERENCE</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>JOB TITLE</td>
<td>Case Manager</td>
</tr>
<tr>
<td>DEPARTMENT AND LOCATION</td>
<td>Scotland-wide</td>
</tr>
<tr>
<td>IMMEDIATE MANAGER’S TITLE</td>
<td>Associate Dean for Performance</td>
</tr>
</tbody>
</table>

2. JOB PURPOSE

The Case Managers will be a point of contact for local teams seeking advice on the management of trainees in difficulty. They will also be assigned and accountable for the management of a case load of trainees with a variety of performance, conduct and health difficulties which are having an impact on their progress through training.

3. DIMENSIONS

NHS Education for Scotland (NES) works in partnership with NHS Employers, through the four Postgraduate Regions to provide education, training and support for medical trainees from graduation to completion of their specialist training. Establishing a single Scotland Deanery has provided an opportunity to develop new processes and a new structure for the management of trainees whose performance, conduct or health has raised concerns. The management of these trainees will normally be undertaken at a regional level by local performance support teams; with additional support provided, when necessary, by a central Performance Support Unit (PSU.)

An Associate Dean will oversee the work of the PSU, with trainee support and management provided by a group of Case Managers. Case Managers will be responsible for reviewing referrals, carrying out an initial assessment, liaising with local teams and agencies external to NES who may provide support, monitoring progress and compiling a final report with recommendations.
5. ROLE OF THE DEPARTMENT

NES Scotland Deanery is responsible for delivering high quality postgraduate medical education and training in all specialty training programmes throughout Scotland. Specifically the Scotland Deanery:

- delivers postgraduate medical education to GMC standards
- ensures effective recruitment to and progress through medical training
- ensures doctors in training are regularly, reliably and fairly assessed
- provides careers information and advice, for doctors and training
- provides support to doctors in training where required
- implements policy on medical workforce planning and development
- delivers training courses to NHS staff including to doctors in training
- supports NHS staff with educational responsibilities through training
- provide short postgraduate clinical and generic courses
- support the infrastructure for the training population
- provide a Research and Development function to support all relevant activities

6. KEY AREAS OF RESPONSIBILITY: KEY RESULT AREAS / MAIN TASKS

- Take appropriate action to maintain the safety of patients, colleagues and trainees
- Comply with Scotland Deanery Policy, Purple/Gold Guides and GMC standards
- Establish effective working relationships with the local support groups/teams, whilst at the same time ensuring independence and objectivity
- Accountable for a trainee caseload
- Assess performance, behaviour and attitude against the standards expected of trainees
- Gather evidence, ensuring it is of sound quality on which to base decisions
- Make decisions based on presented evidence
- Maintain an appropriate level of confidentiality
- Maintain accurate, timely records
- Meet trainees at various stages – referral, action planning, progress and final report
- Develop bespoke educational plans/support packages
- Liaise with and make referrals to other agencies
- Monitor trainee progress against the educational plan and agreed timescales or GMC restrictions
- Take action where there is a significant change in circumstances
- Provide recommendations
- Determine appropriateness of case closure and hand back to local support groups/teams
- Chair meetings (case conferences) as required
- Decline cases where there is conflict of interest or the potential for bias
- Provide advice to local support group/teams when referral is not appropriate
- Contribute to peer support
- Contribute to the evaluation and development of the PSU function
- Be available for advice and counselling for trainees when appropriate.
- Attend in an advisory capacity, employer investigatory and disciplinary meetings when a trainee is involved.
- When necessary attend Deanery Performance Management Meetings with Health Boards.
- Share expertise and provide advice in the management of doctors in difficulty at educational meetings both within and out with NES.
- Deputise for the PSU Associate Postgraduate Dean as required.
- Work to appropriate timescales
- Respond promptly to requests for information
- Seek advice appropriately
7. USE OF PHYSICAL RESOURCES

- A range of office, audio-visual and IT equipment
- PC for design, development and maintenance of IT solutions.
- Multi-function devices: scanners, copiers, printers, fax
- Telephone
- VC facilities

Portable equipment, including laptop etc

- Utilisation of current data and information systems relevant to role currently in use throughout the NES organisation e.g. e-Portfolios, TURAS etc.
- Use of complete MS Office suite of programmes

Use IT as directed, maintaining confidentiality.

8. ASSIGNMENT, GENERATION AND REVIEW OF WORK

The Case Managers are accountable to the Associate Dean for the PSU and in line with NES policy will participate in annual appraisal and work in line with an agreed Personal Development Plan.

However the postholder requires to be fully self motivated to work autonomously.

The work for this position will be generated primarily by the Associate Dean for Performance via Directives & Guidelines of GMC, appropriate medical Royal Colleges & Faculties and NHS Scotland.

9. COMMUNICATIONS AND WORKING RELATIONSHIPS

Internal Stakeholders
- Postgraduate Dean
- Deanery General Manager
- Hospital Training Staff
- Postgraduate Training Support Manager & team
- Training Programme Directors
- Specialty Trainees
- Educational Supervisors
External Stakeholders

- GMC
- Royal Colleges & Faculties
- NHS Scotland
- Health Boards

10. MOST CHALLENGING PARTS OF THE JOB

- Elucidation of the reasons underpinning poor performance.
- Identification of opportunities for intervention & remediation in context of suboptimal performance.
- Make judgements around the interface between health problems and performance issues.
- Ensure judgements are appropriate for trainees to continue in training in the context of their current difficulties.
- Take into account equality and diversity issues.
- Balancing of training priorities with service responsibilities.
- The changing face of medical education and regulation.

11. EFFORT REQUIRED TO DELIVER THE REQUIREMENTS OF THE POST

**Physical skills**

Advanced keyboard skills for daily use

**Physical effort**

Regular need for repetitive movement for inputting to the various computer systems requiring sitting at a fixed workstation.

**Mental effort**

Prolonged concentration for developing reports, plans, briefing papers, analysis of data for regular reports

Attendance at regular meetings covering all aspects of NES business

Frequent interruptions to answer ad hoc queries.

**Emotional effort**

There are often emotive and difficult communications where firmness or empathy may be required as well as mediation skills e.g. discipline, illness, bereavement, performance. There may also be the need to give people unwelcome news, apply an unpopular policy/procedure or
reject a proposal/request

Working Conditions

Good working conditions within safe office environment but with constant use of computer systems.

12. QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST

MB, ChB or equivalent
Appropriate higher qualification
Must be included in GMC General & Specialist Registers
Experience and Qualifications in training and assessment methodology
Broad understanding of GMC quality frameworks

Senior career grade doctor in NHS
Practical experience training postgraduates
Significant knowledge and experience of the postgraduate medical training process
Educational Supervisor in the NHS
Experience as a Specialty Adviser, Training Programme Director, Postgraduate Tutor or other position involving training responsibility

THIS SECTION TO BE REMOVED FOR JOB MATCHING PURPOSES
13. **JOB DESCRIPTION AGREEMENT**

Job holder’s signature: ……………………………… Date: ………………………

Manager’s signature: ……………………………… Date: ………………………
## PERSON SPECIFICATION

**Essential Criteria** – these are attributes without which a candidate would not be able to undertake the full remit of the role. Applicants who do not clearly demonstrate in their application that they possess the essential requirements will normally be eliminated at the short listing stage.

**Desirable Criteria** – these are attributes which would be useful for the candidate to hold. When short listing, these criteria will be considered when more than one applicant meets the essential criteria.

**Means of Assessment** – please note that candidates invited for interview will be notified if there will be a requirement to undertake a test or presentation. These additional assessments may be used to judge one or more criteria within the factor.

<table>
<thead>
<tr>
<th>Factors</th>
<th>Essential</th>
<th>Desirable</th>
<th>Means of Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education and Professional Qualifications</td>
<td>GMC Registration</td>
<td>Postgraduate Medical Education Qualification</td>
<td>Application &amp; Pre-Employment checks</td>
</tr>
<tr>
<td></td>
<td>Specialist or GP registration</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Experience/Training (including research if appropriate)</td>
<td>Held a senior or significant appointment in the NHS</td>
<td>Audit or research in medical education or performance support</td>
<td>Application &amp; Interview</td>
</tr>
<tr>
<td></td>
<td>Experience in educational and clinical supervision of trainees</td>
<td>Performance Support Training</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Equality and diversity training</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Specific Skills and Knowledge</td>
<td>Knowledge of NES management and governance structure.</td>
<td>Knowledge of interventions to improve performance.</td>
<td>Application, Interview,</td>
</tr>
<tr>
<td></td>
<td>Knowledge of GMC requirements for fitness to practice</td>
<td>Knowledge of standard NHS disciplinary and sickness procedures</td>
<td></td>
</tr>
</tbody>
</table>

---
| **Personal Attributes** | Well organised and self-motivated. Able to remain empathetic and fair when dealing with trainees with range of health and personal issues. | Ability to inspire change in others. | Interview, |
Leadership Behaviours

NHS Education for Scotland (NES) assesses and selects employees based on our leadership behaviours which are expected at all levels in the organisations. These leadership behaviours support the NES ways of working and NHS Scotland values.

These leadership behaviours describe how we work, and what is expected of everyone who works in NES. A number of methods may be used to assess these behaviours as part of our recruitment and selection processes. Our leadership behaviours are:

- **Inspiring**: Passionate about our strategic mission and about excellence; communicating purpose and vision with enthusiasm; innovative, and learning from success as well as setbacks.

- **Empowering**: Giving our teams space and authority to deliver outcomes; investing in learning and development; expecting top performance & dealing with occasions where this is not delivered; being approachable and open to constructive challenge.

- **Adaptive**: Respond flexibly to changing requirements and help others to do the same, recognising that required leadership and expertise may not always sit at the top of the hierarchy and actively encouraging good ideas/input from all levels.

- **Collaborative**: Committed to working together, and across professional, clinical and organisational boundaries, internally and externally to achieve our objectives.

- **Engaged & Engaging**: Committed to our values, agreed ways of working and our strategic and operational direction; visible to stakeholders and to our teams; straightforward and honest in our communications.
CONDITIONS OF SERVICE

TITLE: Case Manager – Performance Support Unit

LOCATION: Across Scotland – base location to be agreed

REPORTING TO: Postgraduate Dean

GRADE: Consultant/GP Educator

HOURS AND DAYS OF WORK: 2 Posts x 1 PA each

JOB STATUS: Fixed term for 36 months ( Likely to be appointed via SLA)

NOTICE PERIOD: 3 months

ANNUAL HOLIDAYS: 6 weeks pro rata to the number of sessions worked

PUBLIC HOLIDAYS: 10 local/ Public Holidays per annum pro rata

REHABILITATION OF OFFENDERS CLASSIFICATION: The ‘exemption’ status of posts within NES may change in the future and all successful candidates should be aware that they may be asked to obtain a further Disclosure from the Criminal Records Bureau at a later date, should a post’s status change, or if they are transferred or promoted into a post that is exempt.

SUPERANNUATION:
Please note under changes to workplace pension arrangements introduced by the UK Government, NHS Education for Scotland along with other employers requires to ensure all staff are automatically enrolled in a pension scheme. Consequently, all new starts from 1 October 2013 will be automatically enrolled into the NHS Superannuation Scheme (Scotland). Contributions are based on whole time pensionable earnings as set out in the table below:-

<table>
<thead>
<tr>
<th>Tier</th>
<th>Annual Pensionable Pay (Full Time Equivalent)</th>
<th>Contribution</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Up to £16,128</td>
<td>5.2%</td>
</tr>
<tr>
<td>2</td>
<td>£16,129 to £21,817</td>
<td>5.8%</td>
</tr>
<tr>
<td>3</td>
<td>£21,818 to £27,360</td>
<td>7.3%</td>
</tr>
<tr>
<td>4</td>
<td>£27,361 to £50,466</td>
<td>9.5%</td>
</tr>
<tr>
<td>5</td>
<td>£50,467 to £72,050</td>
<td>12.7%</td>
</tr>
<tr>
<td>6</td>
<td>£72,051 to £112,490</td>
<td>13.7%</td>
</tr>
<tr>
<td>7</td>
<td>£112,491 and above</td>
<td>14.7%</td>
</tr>
</tbody>
</table>

Sessional workers who work more than 10 sessions per week under NHS condition may be unable to contribute further to the superannuation scheme.

*The conditions above are for information purposes only and may be subject to variation. They do not form the basis of a legal contract.*
CANDIDATE INFORMATION PACK

General Guidance

• No applicant will be unfairly discriminated against. We are particularly alert to eliminating discrimination on account of age, cultural/religious/political belief, disability, ethnicity, gender, race, relationship status, sexual orientation, and/or Trade Union membership or stewardship.

• Only Sections 2, 3 & 4 of this online form will be made available to short-listing panels. Sections 1 to 4 (inclusive) would then be used by the interviewing panel if you are selected for interview. Sections 5 to 8 will be viewed only by the HR department.

• Required questions are denoted with an asterisk. When you have answered the questions on a page, click the Next button to continue. The last section of the application form will have a Submit button to complete the application process.

• The 'Save as draft' button below saves your information as a draft to be completed at a later time. You can retrieve your saved application from the NES Vacancies page of the NES website (http://www.nes.scot.nhs.uk/recruitment/nes-vacancies) and clicking the link at the bottom left of that page. You will require your registration email and password to log back in.

• PLEASE NOTE: Clicking the Clear or Close button at anytime will clear and close your application form WITHOUT SAVING your information. To reduce this risk, it is recommended that you use the 'Save as draft' button as you complete each section of the online form.

• If you would like to paste your response from an external document simply right click and paste or use a keyboard shortcut: CTRL+V for Windows users, Apple+V for Mac users.

Personal Details section

• This gives us your contact details such as name and address. Under ‘title’ you would put either Mr, Mrs, Ms, Dr or just leave blank if you prefer

• All our primary communications to you will be via this email address - please ensure you provide an accurate email address)

• Work Permit – Is it the responsibility of the candidate to ensure that they have the right to work in the UK?
Qualifications section

- please tell us of any qualifications you have. This can include school standard grades, GCSEs, higher, or work based qualifications such as SVQs or NVQs
- remember to include any ‘non formal’ qualifications or certificates that you think are relevant to the job you are applying for

Membership or Professional Regulatory Bodies section

- If the post requires you to be professionally registered, please provide details of your Professional Membership e.g. GMC, NMC, GDC etc.

Employment History section – present or most recent

- If you are currently out of work, please write this in the ‘job title’ space
- Please state your start date in month/year format DD/MM/YYYY
- Please tell us briefly about your duties (what you do or did in your job). You could tell us your role, the main tasks, and any responsibility for supervising others.
- There is a 4000 character limit (including spaces) for this question. If you would like to paste your response from an external document please use a keyboard shortcut: CTRL+V for Windows users, Apple+V for Mac users

Employment History section - previous employment

- Please provide details of your employment history.
- Start with your most recent employment and work down the page.
- If a job supports the position applied for, please say more about it in your Application Support statement.

Statement in Support of Application

- Please tell us your personal qualities, skills and attributes, experience and any major achievements and show how they match those needed for this job. Please refer to the Person Specification (within the Job Information Pack) when completing your statement.
• **There is a 4000 character limit (including spaces) for this question.**
  If you would like to paste your response from an external document please use a keyboard shortcut: CTRL+V for Windows users, Apple+V for Mac users

---

### Where did you see the advert section

• Please try to remember where you heard about this job, and tick the relevant box. The information you give will help us find out how good our advertising is

---

### References

• NHS policy requires us to obtain at least two references, verifying a minimum of 3 years previous employment, one of which must be your current or most recent employer.

• Please identify below, referees who are authorised to confirm your employment and the details given on your application. Please ensure a minimum 3 year period is covered by the details you provide. For periods of unemployment/study please provide a character referee e.g. college/university tutor.

• You should not use family or friends as referees.

• Our pre-employment screening also includes, where appropriate, health and fitness for work, criminal records, qualifications and professional registration.

• Note that references will only be taken up for the Preferred Candidate following interview.

• Please note that we may contact you for further referee information if required.

---

### Disability Arrangements

• The Equality Act 2010 defines disability as ‘a physical or mental impairment that has a substantial and long-term adverse effect on a person’s ability to carry out normal day to day activities.’

• NHS Scotland is “Positive About Disabled People”, therefore no applicant will be discriminated against on the grounds of disability. If you are invited to interview, you will have the opportunity at that point to discuss any particular requirements that you would have when attending for interview e.g. Induction Loop, Wheelchair access, Signer etc...

• In addition, NHS Scotland operates a Job Interview Guarantee (JIG) scheme, which means that if you have a disability, and meet the minimum criteria outlined within the Person Specification, you will be guaranteed an interview.

• However, some disabled people prefer not to take this option, so please tick your preference if you are a disabled candidate.
Declarations

- NHS Scotland is exempt from the 1974 Rehabilitation of Offenders Act (Exclusions & Exceptions) (Scotland) Order 2003. This means that unless stated in the job description, person specification or application pack, you must tell us about any previous convictions either classed as ‘spent’ or ‘unspent’
- If you are offered employment, any failure to disclose such convictions could result in dismissal or disciplinary action.
- Any information you give will be considered only in relation to the post for which this application form refers.
- Information will be verified by Disclosure Scotland for relevant posts.
- Read, consider and tick the declaration at the bottom of the page

Equal Opportunities Monitoring

- We want to ensure that our job opportunities are open to all. The only way we can ensure there is equal opportunity is to monitor applications we receive and compare the profile of people who apply with those appointed. Therefore this form asks you for your ethnic origin, gender, disability, religion, sexuality and age.
- The information you provide in this part of the form (Section 8) is confidential and is NOT used in the selection process.