

Patient Safety Commissioner for Scotland

Job Description Policy and Investigations Officer

Reporting to: Patient Safety Commissioner for Scotland and the Executive Director of Patient Safety

Location: Edinburgh

Job Purpose: The Policy and Investigations Officer will provide specialist research, investigative and policy support to the Patient Safety Commissioner (PSC) for Scotland. The postholder will lead and contribute to inquiries, reviews, and site-based investigations across NHS and independent healthcare providers. They will ensure that the voices of patients, families, advocacy groups and frontline staff are heard, and that findings inform recommendations and reports to Parliament and Ministers.

AREA OF WORK	COMMITMENTS/RESPONSIBILITIES	DUTIES	COMPETENCY
Research and Investigations	Lead and support site-based investigations across NHS and private hospitals by gathering and analysing evidence from patients, staff, and organisational records to produce clear reports and recommendations on procedures, waiting lists, medication systems, and medical devices	- Undertake site visits to NHS and private hospitals to investigate: - Clinical procedures and patient pathways - Waiting list management and access to treatment - Medication handling, prescribing, and administration - Procurement, monitoring and use of medical devices - Conduct structured interviews, focus groups and listening sessions with patients, families, advocacy groups, frontline staff and senior managers. - Review hospital policies, complaints data, incident reports and audits to identify systemic issues. - Analyse qualitative and quantitative evidence to produce clear, balanced and accurate findings.	Investigative Practice – Research, Analysis and Decision Making Integrity and Accountability

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		• Draft high-quality investigation reports, briefings, and recommendations for the PSC and Executive Director. • Support the development of investigative frameworks, methodologies and standards of practice.	
Stakeholder Engagement	Engage with patients, families, advocacy groups and healthcare partners by building constructive relationships and facilitating workshops, consultations and listening events	• Liaise with patients, families, advocacy groups, NHS boards, hospital leaders and professional bodies to ensure all voices are heard. • Develop and maintain constructive relationships with stakeholders to build confidence in the PSC's work. • Facilitate workshops, listening events and consultations that bring together diverse perspectives.	Collaboration and Stakeholder Engagement Communication and Influence Integrity and Accountability
Policy and Strategy	Support the development of patient safety policy by monitoring legislative changes and drafting clear, evidence-based responses to consultations, parliamentary questions and ministerial requests	• Contribute to the development of patient safety policy, guidance and strategic priorities for the PSC. • Monitor developments in legislation, regulation, and health policy relevant to patient safety in Scotland and the wider UK. • Draft responses to government consultations, parliamentary questions and ministerial requests	Professional Expertise Collaboration and Stakeholder Engagement Communication and Influence

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Office and Resource Management	Support the effective running of the PSC office	• Support the PSC office's planning and delivery of investigative and policy work programmes. • Assist with financial monitoring, resource planning and contract oversight as required. • Ensure accurate record-keeping, governance, and compliance with data protection and confidentiality standards.	Planning and Resource Management. Integrity and Accountability
Communication and Influence	Represent the PSC's office	• Prepare presentations, case studies and communication materials for public, professional and political audiences. • Represent the PSC's office at meetings, conferences, and stakeholder events when required. • Use negotiation, influencing and communication skills to build consensus around recommendations and drive improvement.	Communication and Influence Collaboration and Engagement Investigative practice – research, analysis and decision-making

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Administrative Duties	Provide executive support to the Patient Safety Commissioner while assisting with policy, research, and hospital-based investigations to ensure patient safety concerns are heard and acted upon.	• Act as first point of contact for the PSC, handling correspondence, calls, and meeting requests. • Manage the PSC's diary, schedule and prioritise engagements, and ensure efficient time management. • Coordinate meetings, hearings, listening events and travel logistics for the PSC and team. • Prepare and proof high-quality correspondence, agendas, minutes and briefing papers. • Maintain accurate filing, record-keeping and information management systems. • Support the PSC in preparing for parliamentary, media, and public engagements.	Integrity and Accountability Planning and Resource Management Communication and Influence
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