

## SPSO INWO PROJECT OFFICER JOB DESCRIPTION

**Reports to:** Head of Improvement, Standards and Engagement (HoISE)    **Location:** Edinburgh

**Job purpose:** Working with the HoISE, key internal and external stakeholders to help deliver a programme plan and prepare the SPSO for the introduction of the functions of The Independent National Whistleblowing Officer (INWO) to handle whistleblowing concerns regarding NHS services.

AREA OF WORK	COMMITMENTS/ RESPONSIBILITIES	DUTIES	COMPETENCY
Project delivery	Working with the Head of ISE and key internal colleagues to develop and implement a programme plan to a tight reporting framework with clear, measurable outcomes.	<p>Supporting the HoISE and key internal colleagues to plan and prepare for the implementation of new SPSO jurisdiction over whistleblowing concerns relating to NHS services.</p> <p>Planning, preparing and delivering transition arrangements throughout 2019. This will include:</p> <ul style="list-style-type: none"> <li>• Researching current NHS processes for handling whistleblowing concerns, to understand the issues and content of information relating to cases.</li> <li>• Developing and implementing suitable structures for engaging with relevant bodies and stakeholders who have an interest in the proposed legislative changes.</li> <li>• Developing SPSO processes, systems and structures for the handling of concerns raised about NHS whistleblowing disclosure and to manage, record and report on new areas of INWO complaint jurisdiction.</li> <li>• Planning for recruitment and training of SPSO staff in relation to INWO role and remit.</li> <li>• Planning for internal IT, recruitment, training and physical resources.</li> </ul>	<p>Planning and organising</p> <p>Analysing and judging</p>

<p>Research and knowledge management</p>	<p>With key colleagues, and in consultation with stakeholders, researching and developing knowledge to inform development and implementation of the INWO functions.</p>	<p>Monitoring relevant developments and changing public policy and impacts related to whistleblowing in the NHS in particular, and across public services.          Developing SPSO knowledge of relevant employment legislation and protections and how these are implemented within NHS services, including:</p> <ul style="list-style-type: none"> <li>• background, policy, guidance and legislation;</li> <li>• summary of current whistleblowing processes, with a focus on how learning and improvements are made following the raising of concerns; and</li> <li>• current arrangements for reporting on whistleblowing concerns.</li> </ul> <p>Collecting, analysing and summarising experience, trends and common issues raised in whistleblowing concerns, and the common outcomes of such cases. Using this knowledge to develop case samples, to test systems and for staff training.          Monitoring and reviewing existing predictions of likely case numbers, based on information from NHS Boards and the Scottish Government.          Developing a detailed understanding of the difference and interplay between whistleblowing standards and HR, disciplinary and other policies and processes within the NHS.          Sharing knowledge and learning from cases internally.          Collecting information relating to IT systems, guidance/process, health and safety, learning and development.          Consulting existing Independent Professional Advisers on the new role to ensure appropriate account is taken of medical and related issues in decision making on whistleblowing cases.          With key colleagues, developing and delivering training for SPSO staff.</p>	<p>Analysing and judging          Applying professional knowledge</p>
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<p>Developing and implementing process, procedure and guidance</p>	<p>With key colleagues, and in consultation with stakeholders, developing, testing and implementing SPSO processes to support the development of the INWO role.</p>	<p>Developing, consulting, testing and implementing process, timescales, key performance indicators.          Developing a bespoke process for handling whistleblowing concerns that come to the INWO, in consultation with relevant stakeholders, including:</p> <ul style="list-style-type: none"> <li>• An end to end process, with clear milestones and targets.</li> <li>• Clear and thorough guidance for staff handling cases, including details of interface with IT requirements.</li> <li>• IT systems that are in line with the process and guidance.</li> <li>• Systems and processes for public reporting that are in line with legislative requirements.</li> <li>• Ensuring sufficient account is taken of confidentiality issues in relation to case handling and public reporting.</li> <li>• Consideration of prioritisation of high profile/ high risk/ vulnerable cases.</li> <li>• Template correspondence for each stage and function of the process.</li> <li>• Customer facing information and forms.</li> <li>• Performance reporting mechanisms to ensure leadership team are fully informed of performance specific to this case work.</li> </ul> <p>Leading on the testing of systems and processes prior to implementation.          Scoping, developing and delivering relevant staff training/ workshops/ awareness raising sessions.          Raising awareness among medical IPAs of INWO role and potential context for their advice.          Reviewing medical IPAs and their specialisms to ensure their ability to advise on whistleblowing concerns.          Leading development and consultation on Equalities/Human Rights Impact Assessment.          Developing processes and systems for publication of appropriate material for wider learning from whistleblowing concerns.</p>	<p>Planning and organising          Managing relationships          Analysing and judging          Applying professional knowledge          Managing change</p>
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<p>Stakeholder engagement and communications</p>	<p>With the Head of ISE, and as appropriate, with the Ombudsman, engaging and consulting with NHS managers and other stakeholders (including regulators and staff representative bodies) in preparation for the new role and remit.</p>	<p>Facilitating SPSO sounding boards to gain feedback on proposed internal procedures and on proposed public information leaflets.  Regularly liaising with the Scottish Government on the development of INWO legislation and its implementation.  Liaising with regulatory and scrutiny bodies to ensure effective information sharing systems are established following on from the raising of whistleblowing concerns.  Internal engagement through updates to the SPSO Leadership Team and colleagues on project progress and key issues.  Working with the SPSO Communications team on the development of public information leaflets relating to our role and on case handling forms, and on website information.  Regular updates to the sector on the implementation of these changes and preparations within the SPSO.</p>	<p>Effective communication  Effectively communicating and managing relationships</p>
<p>Resource planning</p>	<p>Working with the Head of ISE and internal colleagues to plan for legislative changes and assess impact on staff and physical resources.</p>	<p>Assisting financial monitoring of associated project costs.  Assisting in the development and planning of SPSO's team structures, roles and skills requirements.  Assisting in the recruitment and selection of staff as appropriate.  Taking a lead role in the design and delivery of learning and development to staff.  Supporting the management of staff post-implementation, where appropriate.  Planning physical resources, including office space and wider facilities such as desks, IT equipment, etc.</p>	<p>Planning and organising  Analysing and judging  Working together and valuing difference</p>

<p>People development</p>	<p>Managing your own performance and development and taking responsibility for supporting the development of others.</p>	<p>Agreeing and meeting clear individual objectives. Taking responsibility for developing own skills, knowledge and competencies through internal performance management processes. Providing guidance, support and coaching to colleagues. Sharing knowledge and experience informally and through formal knowledge sharing channels.</p>	<p>Developing self and others Working together and valuing difference</p>
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