PRIMARY CARE NURSE - OUT OF HOURS

Job Reference: 0000048774N
Closing Date: 15 September 2017
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>
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<th>Job Title:</th>
<th>Primary Care Nurse</th>
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<td>Responsible to (insert job title):</td>
<td>Senior Nurse Advisor</td>
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<td>Department(s):</td>
<td>Primary Care Emergency Centres</td>
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<td>Directorate:</td>
<td>GEMS NHS</td>
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<td>Operating Division or GGHB:</td>
<td>Primary Care Division</td>
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2. JOB PURPOSE

The post holder will provide an accessible, appropriate, high quality, culturally sensitive and effective nursing service to all age groups within the Primary Care Emergency Centre’s (PCECs) whilst working in partnership with other members of the primary health care team and service users.

The post holder will function independently without direct nursing supervision, by virtue of in-depth knowledge, expertise, proficiency and experience and provide a quality nursing service to enhance the out of hours, emergency medical service.

3. ROLE OF DEPARTMENT

GEMS NHS is co-ordinated from a large call-centre in Siemens Business Centre, Cowglen, Glasgow. It is an out of hours emergency medical service operating within the Glasgow area. GEMS NHS provide both a doctor home visiting service as well as consultation and treatment from six primary care sites based in – Victoria Infirmary, Cardonald Clinic, Stobhill Hospital, Easterhouse Health Centre, Western Infirmary and Drumchapel Hospital. Each site is staffed by at least one doctor, one receptionist, a security officer and a primary care nurse (No nurse available overnight). GEMS NHS also provide a Patient Transport service

The Primary Care Nurse’s deliver nursing care within the PCECs to patients who are
either referred by NHS 24 or in some instances walk in to the centres.

The Nursing Service provides skilled clinical interventions that encompass a broad spectrum of technical expertise, health education and health promotion.

4. ORGANISATIONAL POSITION

The names of individual postholders should not be shown on the chart, just job titles.

5. SCOPE AND RANGE

The GEMS NHS Nursing Service operates within the PCECs, Monday to Friday 19.00 – 24.00 Hours, Saturday and Sunday 8.00 – 24.00 Hours. There is only one nurse present in each centre per shift. Most patients are triaged by NHS 24 and are invited to attend the PCECs however, care needs are re-assessed at the centres by the primary care nurse and patients are seen by the doctor depending on clinical priority.

The GEMS NHS service deals with a high turnover of patients all of which must be mobile enough to attend our PCEC’s. All patients requiring nursing interventions are seen and referred by the doctor on duty.

The Primary Care Nurse is responsible for the operational management of the nursing service when on duty. Although they are the only nurse on duty at any given time, there is a Nurse Co-ordinator or Senior Nurse Co-ordinator appointed to co-ordinate each PCEC. The post holder will be expected to work collaboratively with the co-ordinator and maintain good communication with colleagues in order to ensure effective utilisation of
resources, as well as rotation, ordering and storage of drugs and equipment required for the service.

**Competencies Specific to the Post**

- Take a brief history of symptoms
- Triage all patients on arrival at site in order to prioritise when the patient is seen by Doctor.
- Carry out and record all baseline observations where required prior to Doctor consultation.
- Perform any nursing treatments required and be responsible for the correct administration of medicines and any drug therapy as requested by Doctor.

For Example:
- Nebulising / Oxygen Therapy
- Urinalysis
- Blood Sugar Monitoring
- Wound Management
- Chaperoning Doctor
- Administer medication as instructed by the Doctor and offer skilled care and advice on compliance, side effects etc.
- Provide advice on infectious diseases and transmittable illnesses and infestations
- Provide advice on Over the Counter Medications.
- Provide advice on anti-pyrexial therapies
- Diarrhoea and Sickness
- Head injuries
- Minor Burns
- CPR and Anaphylaxis.
- Management of Clinical Site
- Be accountable for Drugs and Equipment during shift and take responsibility for notifying any shortages in stock or any deficits in recorded drugs.
- Be responsible for ensuring work area is clean and safe.
- Be responsible for requesting Patient Transport for patients return journey home from the site.
- Take the clinical decision on the mode of safe transportation of patients who require to be transferred to Accident and Emergency should the doctor be consulting.

**6. MAIN DUTIES/RESPONSIBILITIES**

The post holder is responsible and accountable for the ongoing management of the clinical area within the PCEC to ensure the effective treatment of patients. All treatments will be explained and discussed in partnership with Patients, Family, Carers and Significant others, and will be evidence-based taking into consideration the lifestyle, race, gender and cultural background, and factors which impact on physical, mental or emotional health.
As an experienced practitioner the post holder will perform a wide range of nursing interventions and investigations for patients attending the emergency centres. Drawing on their clinical expertise the post holder will support patients, relatives and carers in order to achieve and maintain optimum health.

The nurse will be able to:

- Self direct his/her own work, while having the ability to realise when he/she requires assistance from the line management structure or the doctor present on site.

- Assist other members of staff in planning, priority setting and decision making to ensure that they meet patient needs.

- Act as a role model for other members of the multidisciplinary team by representing the values and beliefs of the nursing profession as well as that of the organisation.

- Provide encouragement and motivation to members of the team.

- Take account of the role and competency of support staff when delegating work e.g. when assistance is required in a medical emergency.

- The post holder will understand and work within the organisational policies which include confidentiality and data protection policies.

- To establish and participate in systems of clinical support and personal development plans, induct new staff or accommodate other multi-disciplinary and multi-agency personnel who require a working knowledge of the emergency medical service.

- There is an expectation that the postholder will attend staff meetings, clinical and mandatory training.

- The post holder is responsible for ensuring that they practice within the Legal & Ethical framework as established by Nursing & Midwifery Council (NMC) and National Legislation to ensure the patient’s interests and wellbeing are met.

- Maintain accurate up-to-date clinical records in accordance with NMC standards for records and record keeping, ensuring compliance with the Data Protection Act and the Freedom of Information Act.

- The post holder will be responsible for the utilisation of various clinical and environmental risk assessment tools in order to identify actual and potential risks and ensure implementation of appropriate interventions. The post holder will also be responsible for reporting and critically appraising incidents to reduce any recurrences.

- Establish and maintain resuscitation equipment and have the skills to respond to emergency situations e.g. anaphylaxis and cardiac arrest, by providing basic life support.

- Plan and prioritise workload and make decisions to ensure that patients’ needs are being met.
• Maintain systems to ensure continuation of a quality service.

• The post holder will use a systematic, flexible and innovative approach to problem-solving where there may be barriers to understanding.

• Initiate and participate in clinical audits and/or research that will ensure continuing improvements in practice and enhance individual and team performance for the improvement of patient care.

• Select and implement evidence based nursing interventions to meet the individual needs of patients using national guidance and standards developed by NHS Quality Improvement Scotland, Scottish Intercollegiate Guidelines Network and Best Practice Statements.

• Be responsible for own professional development and encourage and support the continuing professional development of other team members.

• Establish and maintain effective communications and working relationships with primary and secondary care colleagues.

• To understand the determinants of ill health in order to promote the public health role of the emergency medical service.

7a. EQUIPMENT & MACHINERY

• The post holder will be competent in the use of and have responsibility for ensuring that they are able to use the following:
  
  o Wheelchairs
  o Nebulising apparatus
  o Injection apparatus
  o Clinical observation equipment
  o IT equipment
  o Electrical/mechanical couches and chairs
  o Resuscitation equipment
  o Oxygen

The above equipment and machinery requires a high degree of knowledge and expertise to operate and much of it requires manual dexterity skills, and adequate hearing and
eyesight.

7b. SYSTEMS

- The post holder will be competent in the use of and have responsibility for ensuring that they are competent to use the following:
  - Divisional Health & Safety Guidelines, Risk Assessment and Incident Reporting mechanisms
  - IT system used by GEMS NHS
  - Documentation of patient-related information within the primary care centre’s
  - Wound Care Guidelines.

8. DECISIONS AND JUDGEMENTS

The post holder is accountable for his/her own professional actions and must be able to justify decisions when making judgements that affect both patient care and management of GEMS NHS nursing service.

The post holder must be aware of his/her own scope of practice and that of any other team members when requesting assistance with the provision of care to patients within the service.

The post holder will work as an independent clinician and will have the ability to identify their own training needs and recognise who or where to contact for support.

9. 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. The role will involve an educational dimension with users, carers and colleagues. The post holder will be required to communicate sensitive information. They will also attend a range of meetings that support effective communications.

**KEY RELATIONSHIPS**

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<td>Senior Nurse Advisor</td>
<td>Community Psychiatric Nurses</td>
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<td>Nurse Co-ordinator</td>
<td>Patients and Carers</td>
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<td>Senior Nurse Co-ordinator</td>
<td>Secondary Care Colleagues</td>
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<td>Reception Staff</td>
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<td>Security Staff</td>
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<td>Patient Transport Drivers</td>
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### 10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

The role will place mental and emotional demands on the post holder, which could be driven by the needs of service users, their carers or through the leadership role with non clinical staff. Mental demands are significant in relation to the retention and communication of knowledge and information.

Many of the following skills and demands are performed on a daily basis requiring a level of manual dexterity, precision and hand/eye co-ordination.

**Physical Skills**
- Parenteral administration of medicines
- Wound management
- Urinalysis
- Resuscitation

**Physical Demands**
- Push wheelchairs
- Bending and kneeling
- Stand or walk for majority of shift
- Operate electrical/mechanical couches and chairs
- Change Oxygen Cylinders
- CPR

**Mental Demands**
- Concentration required when checking instructions/documentation/patients’ notes
- Calculating and checking drug doses whilst subject to frequent interruptions

**Emotional Demands**
- Communicating with distressed/anxious/worried patients/relatives
- Exposure to verbal/physical aggression
- Responding to care in a timely way
- Dealing with complaints

**Working Conditions**
- Exposure to body fluids such as blood, sputum, vomit, faeces, urine
- Exposure to verbal/physical aggression
11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

The most challenging parts of the job are in relation to the following:

- Balancing the need to provide a fast and effective service to a large volume of patients on a daily basis where the demand is often unpredictable.
- Exposure to verbal and physical abuse.
- Working closely with a range of doctors and staff who mostly work on a part time or rotational shift basis.
- Working as the only nurse on duty and not having the constant support of nurse colleagues.
- Lack of Face to face communication with nurse colleagues. Dependant on written communication from nurse colleagues to impart information.
- Always working ‘Out of Hours’

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

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<th>Essential</th>
<th>Desirable – or willing to undertake training</th>
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<td>1st / 2nd Level Registration with NMC</td>
<td>CPR Training</td>
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<td>Minimum of 2 years post-registration experience</td>
<td>Moving &amp; Handling Training</td>
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<td>Evidence of continuing professional development</td>
<td>Wound Management experience</td>
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<td>Good communication skills (both verbal and written)</td>
<td>IT skills</td>
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<td>Ability to work on own initiative</td>
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13. JOB SPECIFICATION

- Flexible approach to shift patterns.

- As this is an out of hours service no annual leave entitlement is possible between 23rd December – 6th January, although swaps are acceptable providing this is organised by the member of staff and each shift is covered.

- To comply with the working times regulations – Staff should notify GEMS NHS if they have any other employment.

- Staff are paid for their statutory breaks – therefore they are not permitted to leave the workspace.

- Staff are entitled to sick leave (as per our policy) but are encouraged to phone personally at least 4 hours before the start of their shift.

Local working practices may change as the service develops. Any such changes will be discussed and agreed in advance and will be consistent with the role and banding.
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: Primary Care Nurse - Out of Hours

Job reference number: 0000048774N

Closing date: 15 September 2017

Vacancy enquiries to: For information specific to the role, contact: Mags Smith, 07989470519

Agenda for Change band: Band 5

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

Contract type: Permanent

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 an equal opportunities employer.
## Agenda for Change pay bands and points

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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 (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