NURSING AUXILIARY - MEDICAL ACUTE
Queen Elizabeth University Hospital

Job Reference: 0000049352N
Closing Date: 03 November 2017

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

Job Title: Nursing Auxiliary Band 2
Responsible to: Senior Charge Nurse
Department: General Medicine

2. JOB PURPOSE

To assist members of the multidisciplinary team in the delivery of patient care and to participate in the maintenance of health and safety.

3. ORGANISATIONAL POSITION

- Lead Nurse
- Senior Charge Nurse Band 7
- Staff Nurses Band 6 & 5
- Nursing Auxiliary Band 2
4 DIMENSIONS
Under the supervision of a registered nurse provide a high quality, safe and supportive environment in order to care for patients in general medicine, meeting the identified physical and emotional needs.

5 ROLE OF THE DEPARTMENT
The purpose of the ward is to provide care for acute and general medicine and provide step-down for patients transferring from CCU.

6 KEY RESULT AREAS
- Assist patients with all activities of living.
- Assist the registered nurse and where appropriate other members of the clinical team to deliver patient care.
- Share responsibility for key aspects of housekeeping and stock control demonstrating a good awareness of cost efficiency and safety.
- Co-operate with and maintain good relationships with other disciplines that are attending and treating patients, to maximise care.
- Maintain good relationships and an empathetic approach to patients, carers and relatives and refer them to a registered nurse for any questions they may have on the patient’s condition, or for any suggestions or complaints that they wish to raise.
- Work within divisional policies and procedures to ensure maintenance of safe working practices for patients and colleagues.
- Adhere to department procedures for the use of supplies and equipment in order to promote the effective and efficient use of resources.
- Participate in personal career development planning, to develop and maintain skills and personal growth through training and education.
- Adhere to the organisational infection control policy and procedures and act as a role model in the maintenance of a safe environment.
- Maintain patient confidentiality at all times.
7. EQUIPMENT AND MACHINERY

Be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, to ensure that the agreed safety procedures are carried out to maintain a safe working environment for patients, visitors and employees.

The post holder is expected to have a working knowledge of all equipment used in the area but may not have daily clinical involvement, for example:

- Moving and handling equipment (e.g. Arjo and Oxford hoists)
- Equipment for suctioning
- Fire fighting equipment
- Clinimatic
- Electric bed frames
- Therapy mattresses

8. ASSIGNMENT AND REVIEW OF WORK

- Workload is assigned and supervised by the registered nurse.
- Postholder is responsible to the Senior Charge Nurse for clinical guidance and management, work review and formal appraisal of performance

9. DECISIONS AND JUDGEMENTS

- Exercise the ability to plan and deliver allocated workload.
- Demonstrate the ability to acknowledge changes in the patient’s condition and report them to the registered nurse.

10. MOST CHALLENGING / DIFFICULT PARTS OF THE JOB

- Managing competing demands on time.
- Ensuring patient safety at all times
• Dealing with verbally and physically abusive patients and members of the public.
11. COMMUNICATIONS AND RELATIONSHIPS

- Promote and develop good relationships with patients, staff and visitors.
- Communicate effectively verbally and in writing.
- Conduct oneself in such a manner as to uphold and enhance the good standing and reputation of the division.
- Respect confidential information obtained in the course of duty.
- Communicate with other relevant professionals, for example Senior Charge Nurse, for information regarding a patient’s clinical condition /workload issues /media enquiries.

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

The post holder will on an ongoing basis perform the following physical demands during each shift:

- Moving and handling of patients from self-caring to total dependence.
- Moving and handling of ward equipment, including wheelchairs, trolleys, beds and hoists.
- Walks / stands for most of the shift.

The post holder will on an ongoing basis perform the following mental demands during each shift when prioritising patient care / workload in a busy environment:

- Concentration required when undertaking personal care for patients
- Concentration required when observing patient behaviours, which may be unpredictable

The post holder will be exposed on an ongoing basis to the following emotional demands during each shift:

- Communicating with distressed / anxious / worried patients, relatives and carers
- Occasionally caring for patients, relatives and carers after receipt of bad news
- Exposure to verbal and physical aggression

The post holder will be exposed on an ongoing basis to the following working conditions.
• Exposure to body fluids/ faeces, emptying bedpans, urinals and catheter bags regularly during each shift.
## 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- Demonstrate the ability to work with people and as part of a multidisciplinary team.
- Effective written and verbal communication skills / literacy / numeracy skills
- Ability to carry out assigned tasks effectively in a busy environment.
- Ability to fulfil the requirement of the job description including undertaking NiCHE programme and SVQ training if required
# PERSON SPECIFICATION

**Job Title:** Band 2 Nursing Auxiliary  
**Department:** Medical Directorate

## Qualifications

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<th>Good Standard of Education</th>
<th>Essential (✔)</th>
<th>Desirable (✖)</th>
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<th>SVQ Qualification [care environment]</th>
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## Experience

| Previous experience of working with the public | Essential (✔) |
| Previous NHS Experience OR Previous Healthcare experience | Desirable (✖) |
| Experience within a surgery/medical environment |               |

## Behavioural Competencies

| Good verbal and written communication skills | Desirable (✖) |
| Ability to work on own initiative and as part of a team | Desirable (✖) |
| Ability to carry out instruction reliably | Desirable (✖) |
| Dependable | Desirable (✖) |
| Compassionate | Desirable (✖) |
| Ability to work under pressure | Desirable (✖) |
| Flexible approach to work situations and environment | Desirable (✖) |

| Ability to work on any site within GG&C when required | Desirable (✖) |

## Other

| Background knowledge of anatomy and physiology | Desirable (✖) |
| Basic understanding of prevention | Desirable (✖) |
| Control of infection good practice | Desirable (✖) |
| Ability to perform physical tasks required | Desirable (✖) |
| Able to work in clinical environment and be exposed to unpleasant sights and odours | Desirable (✖) |

| Ability to fulfil the requirement of the job description including undertaking NiCHE programme | 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  Nursing Auxiliary - Medical Acute
Job reference number  0000049352N
Closing date  03 November 2017
Vacancy enquiries to  For information specific to the role, contact: Agnes O'Brien, 0141 451 6033
Agenda for Change band:  Band 2
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  Queen Elizabeth University Hospital
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 as 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.

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