

NHS

Careers

Careers in the wider healthcare team

Join the team and
make a difference



Welcome to the NHS

The NHS offers a huge range of exciting and challenging opportunities for people who are passionate about making a difference.

With more than 300 different careers on offer, there is a job for you no matter what your interests, skills or qualifications.

What's more, you'll be given every opportunity to build on your skills and learn new ones as part of the Career Framework – a system that demonstrates our commitment to skills development. See pages 10 and 11 for more information about this.

Scientists, accountants, porters, psychologists, nurses, information technologists and estate managers, to name but a few, are all needed to ensure the smooth running of the NHS. These people, and many more, work together in teams to deliver the very best care for our patients.

To find out more about becoming a member of the NHS team, call 0345 60 60 655, email advice@nhscareers.nhs.uk or visit www.nhscareers.nhs.uk

We look forward to hearing from you!

Contents

2	The NHS – a rewarding place to work	13	What opportunities are available? Administration Corporate services Domestic/catering services Estates services Support services Clinical support services
6	Your career in the wider healthcare team	20	Getting started
10	Career Framework	24	What's your next step?

Foreword

In this booklet, you'll find out about the many roles in the wider healthcare team, and how they fit into the day-to-day working of the NHS.

You may not realise just what a huge range of opportunities exist in the NHS. We rely on people as diverse as painters, caterers, chaplains, secretaries and engineers.

You might be interested in cutting-edge technology, in providing hospitality, in administration, in estates or in human resources, for example. You may be looking for a high-flying career or a less demanding but still rewarding role. Whatever your situation and strengths, the wider healthcare team has the answer.

If you want to play your part in helping us to look after our patients and to provide healthcare for the future, you can find a role that is right for you.

We offer a flexible working environment, excellent benefits and a wealth of opportunities to develop your career.

The NHS Careers team

For more information about careers in the wider healthcare team please visit www.nhscareers.nhs.uk/list/working

If you have any questions, call our helpline on **0345 60 60 655** or email advice@nhscareers.nhs.uk



The NHS – a rewarding place to work

There are very few careers as rewarding as one in the NHS, or that give you the opportunity to work with such a wide variety of different people.

We actively recruit people of all ages, backgrounds and levels of experience. This helps us understand the different needs of the patients we serve every day and provide the best possible service.

Whichever area you join, you become part of a talented, passionate team of people – committed to providing the best care and treatment to patients. You will also enjoy one of the most competitive and flexible benefits packages offered by any employer in the UK.

Benefits of working in the NHS

Everyone who joins the NHS is guaranteed a salary that matches their ability and responsibilities, and given every opportunity to increase it through training and development.

On top of your basic salary, you will receive at least 27 days' holiday each year, plus a range of other benefits, including occupational health and counselling services.

Join one of the UK's best pension schemes

The NHS Pension Scheme is one of the most generous and comprehensive in the UK. Every new employee automatically becomes a member and you will get an excellent package of pension benefits, fully protected against inflation and guaranteed by the government.

For more information about the pension scheme, and a full list of the benefits included, please visit

www.nhscareers.nhs.uk/list/payandbenefits

PAY AND CONDITIONS

The NHS pay system, known as Agenda for Change, offers real benefits for all directly employed staff except doctors, dentists and very senior managers including:

- a standard working week of 37.5 hours
- holiday entitlements of 27 days per year, plus eight general and public holidays, rising to 33 days after ten years' service
- new pay enhancements to reward out of hours, shift and overtime working
- better career and pay progression based on the application of knowledge and skills
- annual personal development review to support career aspirations.

Other benefits of working in the NHS include training, occupational health services, automatic membership of the NHS Pension Scheme (unless you choose to opt out) and study leave for sponsored courses.

To find out more about the different Agenda for Change bands, and see the most up-to-date starting salaries for each one, go to www.nhscareers.nhs.uk/list/payandbenefits



FULFIL YOUR POTENTIAL

- The NHS is committed to offering development and learning opportunities for all full-time and part-time staff
- No matter where you start within the NHS, you'll have access to extra training and be given every chance to progress within the organisation
- You will receive an annual personal review and development plan, to support your career progression

- You will be encouraged to extend your range of skills and knowledge and take on new responsibilities through the Knowledge and Skills Framework.

See pages 10 and 11 for more on the Career Framework, and an example of how an employee has progressed through the NHS.

CASE STUDY

Name: Name: John Wheeler

Job title: decorator, Ealing Hospital NHS Trust, West London

Entry route: qualified decorator

John needed to find an employer that would value his skills as a decorator but also recognise his family responsibilities. He rates the NHS as the perfect employer and is enjoying interesting and varied work. The flexibility of his job means he can fulfil his role as a parent.

I have been a decorator ever since I left school, having done my apprenticeship in Ireland. I got a job at a top hotel. It was a decorator's dream. I was doing everything I ever learned at college – special effects, all the really skilled stuff.



Then my son was born and he had lots of problems. Later, we found out he was autistic. And my mother-in-law became ill. I was under a lot of stress in my family life but the hotel was very profit led. They weren't at all understanding and failed to give me the help I needed at a difficult time.

I'd worked for the NHS once before and decided to go back. They were so much more flexible and family friendly – providing just the support you'd hope for from an employer. My wife and I have lots of appointments with different experts for our son and my employers are always supportive. Everything is so much easier.

The work is varied and interesting too – I do as many as four or five small jobs in a day, working in a number of buildings. I am very happy with the situation.

I give the NHS ten out of ten as an employer.

The NHS was flexible and family friendly – providing just the support you'd hope for from an employer

Helping you find the right work-life balance

As an NHS employee, you can benefit from flexible working, childcare and career support, and high standards of equality and diversity thanks to the Improving Working Lives (IWL) initiative.

Since its introduction in 2000, the programme has helped bring about a real culture change within the NHS- reducing stress, increasing motivation and improving productivity among staff. All these factors have contributed to improving patient care.

Moving forward, it's vital that we capitalise on the successes of this initiative, and ensure the standards we've achieved are maintained and developed.

You can find more information about the initiative and the plans for the future at www.nhsemployers.org/healthyworkplaces

Manage your commitments in and out of work

The size and diversity of the NHS means we can offer you a range of flexible working opportunities.

Part-time roles and jobshare opportunities are often available, as well as term-time only, evening and weekend positions. We will do everything we can to help you combine your work for us with commitments in your everyday life – whether you're studying for a new qualification, raising a family or have other responsibilities.

Many people take an extended break to look after young children or other dependents who need special care, or to study full time.

We will help you combine your work for us with commitments in your everyday life

As well as advice and support for people looking after sick or elderly relatives, we may be able to provide a range of childcare services that are free for all NHS employees, including:

- nursery care
- after-school and breakfast clubs
- holiday play schemes
- emergency care.

Get more information about the benefits and opportunities offered by the NHS at www.nhs Careers.nhs.uk/list/payandbenefits



Your career in the wider healthcare team

The wider healthcare team offers you a unique variety of career options. The many roles have one thing in common – they are essential to the running of the NHS.

Doctors and nurses may be the most recognised staff but in order to do their jobs, they rely on back-up from a huge team of other staff. This booklet will help you find out how you can become part of this important team.

Members of our wider healthcare team design, construct and maintain NHS buildings, run the catering, supply the linen, clean the wards, book the appointments and much more. They play a vital part in ensuring that patients receive the best-possible care.

The six main areas

The wider healthcare team is grouped into six main areas: administration; corporate services; domestic/catering services; estates; support services; and clinical support services. There is more information about these in the next section.

There is also a more detailed factsheet for each of the six areas and further information can be found at www.nhscareers.nhs.uk/list/working



Administration

In the NHS, good record-keeping and administration can save lives. Doctors and other healthcare professionals need fast access to patients' notes to make vital decisions about treatment. If, for example, an unconscious or confused patient is allergic to a particular drug or has a chronic condition such as diabetes, then the medical team needs to know.

Administrative staff also have to communicate clearly with patients and outside organisations like social services. Equally, everyone contacting the health service – GPs, patients, relatives and staff – needs a first-class response.

Who will it appeal to? Those who are organised and calm under pressure and who take pride in attention to detail. You'll need a good general education and basic computing skills. Secretaries and receptionists will need keyboard and switchboard skills.

Corporate services

Staff in a variety of key areas deliver the core services on which the whole organisation depends. Some, such as health education officers and chaplains, have direct contact with patients and relatives but more often corporate staff work behind the scenes in areas such as finance, human resources, staff training or procurement. Together they ensure the modern health service provides the kind of care the public expects today.

Who will it appeal to? Professionals who are attracted by the idea of using and developing their skills within the NHS. An example would be a finance professional who has the responsibility to provide budgetary analysis, to operational managers from different areas of the NHS, or a Human Resources (HR) professional, who sees the unique mix of staff and groundbreaking employment policies in the NHS as the ideal setting for his or her career.

CASE STUDY

Name: Shamima Akhtar

Job title: receptionist/health records, Royal Oldham Hospital

Entry route: A levels

Shamima was offered a full-time role just weeks after starting as a temp. She has received all the support she needs to get used to the busy day surgery unit reception and is now confident and happy that she is making a difference to patients.

I came here on a temporary contract last year and after just a few weeks I was offered a full-time job. I was really pleased because by then I'd settled in and was enjoying it.

I work on the reception desk of the day-surgery unit, answering phones and checking patients in. I take a patient's details, enter the

information on to the system and then I take the patient up to the ward with their notes. It's quite busy here most of the time – in fact it can get hectic – but there's a great atmosphere and it's a really friendly place to work.

I work mainly with the other administration staff but I also deal with doctors and nurses as well as the patients and their relatives, so there's plenty of variety.

We get a lot of calls from patients about their appointments and at first I was worried I wouldn't be able to deal with it. But I have had plenty of support and now I feel confident sorting out their queries. It's nice to know you've helped someone.



It's quite busy here most of the time – in fact it can get hectic – but there's a great atmosphere and it's a really friendly place to work

8 Careers in the wider healthcare team

Domestic/catering services

The experience of patients in hospital depends to a large extent on comfortable, hygienic surroundings, clean linen and nutritious, well-presented food. Some are on special diets or have particular cultural requirements. Staff working in these services help make sure that everyone who visits or works in a hospital benefits from good meals and a clean, attractive environment.

Who will it appeal to? Those who enjoy providing hospitality and looking after people's comfort and well-being. It will be a matter of personal pride for you that a patient's stay in hospital is as comfortable as possible. These roles in the NHS will appeal to you if you have an aptitude for hospitality and an awareness of hygiene and nutritional issues.

Estates staff

Most hospitals today consist of multiple new and old buildings, many within extensive grounds which need ongoing programmes of maintenance. For this we depend on an estates team doing many different jobs, such as architects, electricians, gardening, painting and maintaining equipment, but working together. Everyone values safe, attractive surroundings. Patients enjoy a bright, welcoming environment and it can have a positive impact on their well-being and recovery. Healthcare staff also need the right working surroundings in order to do their best for their patients.

Who will it appeal to? Some roles in NHS estates will attract those who like practical, hands-on work – skilled and unskilled; others will attract people who are interested in designing, problem solving and management. All roles will appeal to those who take pride in improving the surroundings of patients, staff and visitors. For the more practical roles you'll need attention to detail, awareness of safety issues and some technical or design flair. For the management roles you'll need to be a good leader and have good project-management skills.

Support services

Support staff provide essential day-to-day services, often working closely alongside the healthcare team. For example, they assist in laboratories, move patients, staff and equipment around the hospital site and look after security and car parking. They ensure supplies are available when needed and that surgical instruments are sterilised ready for the operating theatre.

Who will it appeal to? A reassuring manner and confidence in dealing diplomatically with tricky situations are important skills for roles such as security staff, fire safety officers and porters. Flexibility, reliability and good motoring skills are valuable for messengers and drivers. While sterile services staff need a keen awareness of hygiene issues.

Clinical support services

Clinical support staff, also known as healthcare assistants, work in a huge variety of different settings across the NHS. Their role is to assist healthcare professionals, sometimes – but not always – working alongside them. They might be based in a laboratory helping to diagnose different conditions; they might work in a hospital or clinic, or visit patients in their own homes, assisting with treatment or providing general care.

Who will it appeal to? Personal qualities such as a caring attitude, reassuring manner and respect for patients' dignity are important for everyone who has contact with patients, including those working in nursing, midwifery, dentistry and the allied health professions. Assistant technical officers work with both patients and equipment, so they also need an interest in technology and the ability to pay close attention to detail. Medical laboratory assistants need an aptitude for science, accuracy and efficiency and attention to detail.

To find out more about the qualifications needed to work in the wider healthcare team visit

www.nhscareers.nhs.uk/list/qualifications

CASE STUDY

Name: Lynn Keeling

Job title: catering zone supervisor, Wirral Hospital NHS Trust

Entry route: general catering assistant

Lynn relished the challenge of being promoted from assistant to supervisor at a time of major change. She gets great satisfaction from the direct contact with patients and from working with nurses and dietitians.

I'm in charge of 18 staff serving two hot meals a day. I supervise the food service and deal with any queries or problems. I check the food trolleys as they go up to the wards, oversee the cleaning and make sure we've got our full stock of cleaning materials, uniforms, cutlery and crockery.

When I was promoted from being a catering assistant, I knew it would be a bit of a challenge but there was no way I was going to turn it down. My new job came about when we moved to a new way of working – we now serve the food ourselves on the wards instead of the nurses. It's much more hygienic and it saves nurses a

lot of time. We had to find our way a bit to see what worked best and it's turned out brilliantly. I think all of us – managers, supervisors and staff – have done really well.

Our department takes a lot of pressure off the nursing staff. Some patients can be quite demanding about their likes and dislikes and patients on special diets are sometimes not sure what they're allowed to eat. If I can help out by talking with the patient and then going to talk to the dietitians if necessary, it frees up the nurses to get on with other things. And, of course, it makes my job very interesting and fulfilling.

For me, though, the best part is getting that elderly lady the egg roll that she really wants or some toast for a patient who's quite ill and just doesn't fancy anything else.



Career Framework

The Career Framework has been designed to improve career development and job satisfaction for NHS employees.

It encourages individuals to learn new skills and take on extra responsibilities that enable them to progress

within the organisation. Many people take on additional responsibility within their own area, while others retrain and move in to different roles.

The case study on Chris Willis (see overleaf) describes how he has progressed within the wider healthcare

	Ambulance service professions	Allied health professions	Dental care professions	Healthcare science
9 More senior staff	Clinical director of service	Director of therapies		Director of regional genetics services
8 Consultant practitioners	Consultant paramedic	Consultant radiographer		Consultant clinical scientist (medical physics)
7 Advanced practitioners	Advanced paramedic	Specialist speech and language therapist		Specialist respiratory physiologist
6 Senior practitioners/ specialist practitioners	Specialist paramedic	Senior occupational therapist	Senior dental technologist	Senior biomedical scientist
5 Practitioners	Paramedic	Dietitian	Dental technician	Cardiac physiologist
4 Assistant practitioners/ Associate practitioners	Control room duty officer	Assistant clinical psychologist	Dental therapist	Critical care technologist
3 Senior healthcare assistants/technicians	Emergency medical dispatcher	Rehabilitation assistant	Dental hygienist	Newborn hearing screener
2 Support workers	Patient transport service driver	Therapy clinical support worker	Dental nurse	Pharmacy dispensing assistant
1 Initial entry level jobs				

team. You can follow his career path in the white boxes on the diagram below, alongside other potential paths in the different areas of the NHS.

The diagram below gives an illustration of a variety of NHS careers and where they may fit on the Career

Framework for health. It is not exhaustive; details on other careers can be found in the relevant booklets and on the NHS Careers website.

Visit the NHS Careers website at
www.nhs Careers.nhs.uk/list/working

Health informatics	Management	Midwifery	Nursing	Wider healthcare team
Director of information management and technology	Director of human resources	Director of maternity services	Director of nursing	
Pictures archiving communication manager	Associate director of children's services	Consultant midwife	Nurse consultant in stroke	
Clinical researcher	Head of accounts	Head of midwifery	District nurse (team manager)	Head of estates
Systems analyst	Project manager	Community midwife	Community psychiatric nurse	Chaplain
Librarian	Payroll manager	Midwife	Neonatal nurse	Patient environment manager: planning and organising maintenance of safe patient environments and equipment
Clinical coder	General office manager		Community care assistant	Day technician: installing and servicing a range of electrical equipment
Medical records clerk		Maternity support worker	Senior healthcare assistant	Craftsman: maintaining and repairing electrical equipment and repairing other hospital electrical fixtures and fittings
Support desk assistant		Healthcare assistant (maternity)	Healthcare assistant (nursing)	Maintenance assistant: with general duties as part of a team to maintain hospital environment and equipment
Health records assistant			Nurse cadet	Porter

CASE STUDY

Name: Chris Willis

Job title: patient environment manager, Addenbrookes NHS Trust, Cambridge

Entry route: joined as a qualified electrician

Chris's story is a great illustration of the opportunities to progress and work in different areas of the NHS. He has been able to work, gaining several promotions, while studying to improve his prospects even more.

As a qualified electrician, I took the decision to join the NHS as a maintenance assistant because of the excellent career potential on offer. It has turned out to be a great decision!



I had the satisfaction of being promoted twice – to electrical craftsman and then to day technician. I was given all the encouragement and financial support I needed. While I was a day technician, my employer paid for me first to study part time for a BTEC in electrical and electronic engineering and then for an HNC/HND.

I'm now patient environment manager as well as being in the final year of a degree course in electrical engineering. I still work some of the time as an on-call electrical engineer but I also report to the trust's maintenance and operations managers. I am responsible for making sure the wards are a safe environment for staff and patients.

With the support of the NHS, I have made great progress and I intend to go even further. I could go on to do an MBA in engineering management or choose to join the electrical systems design team or move into project management.

At the moment, I think I'll probably do the MBA with the aim of becoming an operations or estates manager, but I haven't quite decided yet. The field is wide open to me.

I took the decision to join the NHS because of the excellent career potential. It has turned out to be a great decision!

What opportunities are available?

This section gives a brief overview of the roles in each of the six main areas of the wider healthcare team. You can find out more detailed information about all these roles in the relevant factsheets or on the NHS Careers website at www.nhscareers.nhs.uk/list/working

Administration

Type of work	Main responsibilities
Clerks	<ul style="list-style-type: none"> Clerks are employed throughout the health service. In some clerical roles you will have a lot of contact with patients and relatives, in others none at all. You might work: <ul style="list-style-type: none"> - in an office, doing general tasks such as filing and photocopying - in a clinic, arranging appointments and checking patients in - on a ward, collating information, helping to admit and discharge patients.
Medical record-keepers	<ul style="list-style-type: none"> As the NHS moves from paper to electronic records, medical record-keepers are key to this process. You will look after highly confidential clinical notes. You'll have to ensure the records are completely secure but at the same time have them readily available to those treating patients.
Medical secretaries	<ul style="list-style-type: none"> In this role you will run a GP or consultant's office, dealing with correspondence, making appointments, handling patients' queries and liaising with other healthcare staff. You'll develop familiarity with medical terms. Medical secretaries work on their own initiative much of the time and deal with confidential clinical information.
Receptionists	<ul style="list-style-type: none"> As part of the front-line team the receptionist is the first point of contact for many patients and visitors. You could work in one of many different areas, such as A&E, outpatients or a GP's surgery. You might make appointments, check patients in and arrange transport, probably using a computer system.
Secretaries/typists	<ul style="list-style-type: none"> Your role will vary, depending on where you are based and how your office is organised. As well as word-processing, you might use computer spreadsheets and databases, deal with post, emails and phone calls, and run a filing system.
Switchboard operators/telephonists	<ul style="list-style-type: none"> You will be an important first contact for patients and their families, who might be anxious or upset. It may involve being the communications point to alert key staff of any internal emergencies. You will also take urgent calls from GPs and other healthcare staff in the community.

For more information about roles in administration, please see the relevant factsheet or visit

www.nhscareers.nhs.uk/list/working

To search for jobs, visit www.jobs.nhs.uk

Corporate services

Type of work	Main responsibilities
Chaplains	<ul style="list-style-type: none"> Chaplains offer spiritual care and emotional support to patients and staff. They usually work in hospital-based teams. Most are Anglicans, but chaplains are recruited from across the faith communities, according to the needs of local people.
Finance	<ul style="list-style-type: none"> Qualified and unqualified staff are employed in finance departments. At junior levels you might handle invoices or run a payroll system. As a senior staff member you could be involved in financial analysis, planning and reporting, management accounting and negotiations over funding.
Health education/health promotion specialist	<ul style="list-style-type: none"> Health promotion specialists are qualified professionals. In this position you'll give advice and training on lifestyle and disease prevention to people in the community and to NHS staff. You might run weight-loss clinics and sessions on giving up smoking, for example.
Hospital play staff	<ul style="list-style-type: none"> You will be a key member of the team looking after children and young people in hospital. As a member of the hospital play staff you will use play and other activities such as art to help children cope with a hospital stay or undergo a medical procedure. You'll also have close contact with families, helping to support them through a difficult time.
Human resources	<ul style="list-style-type: none"> The human resources department deals with everything relating to the employment of staff – from doctors and nurses to librarians and gardeners. You will be involved in recruitment, complaints and grievance procedures and in bringing in new local and national employment policies. An increasingly important part of your job would be to help employees benefit from NHS work-life balance policies. You will work closely with health unions and professional bodies.
Information technology (IT) and Audiovisual technicians	<ul style="list-style-type: none"> IT is a growing area with technicians supporting the ever increasing technical data required and management systems utilised within the NHS. Audiovisual technicians provide resources for the many teaching areas of the health service and help to stage conferences. You will provide support to service users working with a wide range of technical computer equipment both remotely and face to face.
Librarians	<ul style="list-style-type: none"> Library staff provide an essential research and information service for doctors and other health professionals, and for health service managers. As a professionally qualified librarian, you will be responsible for managing the library services, which range from providing training on information resources, to using the internet and new technology to source reference material.
Training and development	<ul style="list-style-type: none"> You could be involved in the running of induction programmes for new staff, any internal programmes, that may include statutory and mandatory training or the delivery of a range of staff development programmes all linked to improving patient and staff outcomes.

For more information about roles in corporate services, please see the relevant factsheet or visit www.nhscareers.nhs.uk/list/working

To search for jobs, visit www.jobs.nhs.uk

Domestic/catering services

Type of work	Main responsibilities
Catering managers/ catering assistants	<ul style="list-style-type: none"> Hospital catering services offer a variety of jobs at all levels. As a catering assistant you will deliver meals to wards, serve food and maintain high standards of hygiene in kitchens. More senior roles range from the day-to-day running of catering departments to responsibility for a trust's entire catering operation.
Head chefs/chefs/assistant chefs	<ul style="list-style-type: none"> Chefs in the NHS are qualified professionals in charge of preparing nutritious and appetising food. Head chefs are in charge of a hospital's entire kitchen operation, while chefs and assistants carry out tasks such as preparing and cooking of a varied range of foods for patients, staff and internal functions.
Domestic services managers/ domestic services supervisors/ domestic assistants	<ul style="list-style-type: none"> As a member of the domestic services team you will help keep the hospital environment safe and attractive for patients, visitors and staff. In a management role you'll plan the work and organise the teams responsible, while as a supervisor you'll ensure that high standards are met. Assistants are responsible for the day-to-day aspects of the work and usually have a lot of contact with patients.
Housekeepers	<ul style="list-style-type: none"> Housekeepers work with senior nurses to make sure wards are clean, safe and welcoming for patients and visitors. In particular in this role you will see that catering and cleaning meet the demanding standards of the NHS and that the ward equipment is well maintained. Some housekeepers also supervise patient transport and clerical and linen services.
Laundry managers/assistants	<ul style="list-style-type: none"> No hospital can function without a first-class laundry service. It is essential for patients' comfort and hygiene. Laundry managers ensure that supplies of spotlessly clean linen are available when and where they are needed. Assistants see that the laundry is properly washed and presented, minimising the risk of infection. Many trusts have their linen cleaned by external contractors. This requires staff to monitor and check to ensure that the supply linen is in accordance with standards set by the trust.

For more information about roles in domestic services, please see the relevant factsheet or visit www.nhscareers.nhs.uk/list/working

To search for jobs, visit www.jobs.nhs.uk

Estates services

The NHS has one of the largest property portfolios in the country and has an on going programme of new building developments. These can range from the refurbishment of ward to the building of a new hospital.

Working under the direction of the maintenance or estates manager, many members of staff may have the opportunity to work at several different sites. In the roles listed below, you will work on new buildings, and on extensions and repairs to existing buildings.

Type of work	Main responsibilities
Architects	<ul style="list-style-type: none"> As an architect in the NHS you'll be involved in designing new buildings and extensions to original buildings and also renovations. Your expertise will be particularly vital when working with the many listed buildings that form part of the NHS estate. This is an exciting time to be working in the NHS. An ambitious building programme is currently underway involving some major projects, funded through partnerships between the public and private sectors.
Building workers	<ul style="list-style-type: none"> Skilled building workers employed by the NHS include bricklayers, carpenters, painters and tilers. You might work on interior and exterior maintenance of buildings within the trust, or be employed in the construction of new buildings.
Caretakers	<ul style="list-style-type: none"> As a caretaker you have a range of key responsibilities. These might include disposing of clinical and other waste, moving furniture and equipment as needed, supervising car parks and helping the skilled maintenance team with their work.
Electricians	<ul style="list-style-type: none"> As an electrician in the NHS you could be involved in construction projects. You will also maintain and repair existing systems and equipment, including complicated lifesaving machinery.
Engineers	<ul style="list-style-type: none"> In this role you will manage hospital maintenance programmes – for heating systems for example – and repair important machinery. Increased seniority would bring you the opportunity to design systems or move into estates or operations management.
Estates managers	<ul style="list-style-type: none"> Estates managers are responsible for all aspects of the maintenance of hospital buildings, machinery and grounds. They manage the staff doing the day-to-day work, such as bricklayers and electricians. In this senior role you will usually have a professional qualification, such as registered architect or chartered engineer.
Estates technicians	<ul style="list-style-type: none"> Estates technicians test and maintain vital specialist equipment such as sterilisers, fire alarms and intruder alarms. In an emergency, you might be called out to a patient's home to test or repair an essential medical device.
Gardeners/grounds staff	<ul style="list-style-type: none"> You will help to keep trust grounds green and attractive for patients, visitors and staff. A hospital garden can be a haven for people, particularly at times of sadness or anxiety. You might also be involved in heavy landscape work.
Plumbers	<ul style="list-style-type: none"> As a key member of the skilled construction team you might install plumbing and heating systems into new buildings in one of the many NHS construction projects. You'll also help maintain and repair existing systems and equipment, working under the direction of the maintenance or estates manager.
Surveyors	<ul style="list-style-type: none"> As a surveyor your skills will be important when working alongside architects in new building and renovations, in particular on large-scale projects where major capital expenditure is involved. Partnerships between the private sector and the NHS are encouraging some exciting new construction.

For more information about roles in estates services, please see the relevant factsheet or visit www.nhscareers.nhs.uk/list/working

To search for jobs, visit www.jobs.nhs.uk

CASE STUDY

Name: Ben Yeates

Job title: apprentice in engineering, Wolverhampton City Primary Care Trust

Entry route: from school with nine GCSEs

Taking a temporary job in a GP surgery meant Ben was ideally placed to hear about opportunities elsewhere in the NHS. As an apprentice, he's earning as he learns and he's well on his way to qualifying as an engineering craftsman.

I gave up my A level course because I wasn't enjoying it. I went travelling and decided I wanted to do something practical. While I was thinking about my options I took a temporary admin job in a GP's surgery.

While there, I heard the local PCT was taking on apprentices in the facilities department, so I applied and was taken on.

I started last year and I am really enjoying the challenge and gaining experience in a wide range of work. It's a three-year apprenticeship leading

to a City and Guilds certificate in plumbing and electrical work and an NVQ.

I'm very well supported. I get a wage and my employer pays for all my tools and uniform. My course is also paid for – I do two days a week at college. I'm being sent to an acute hospital soon to learn about heavy acute equipment and about working in operating theatres and sterile environments.

Later, I'll get the chance to do further training, such as in health and safety. I feel very excited about the amount of knowledge I am gaining through work and study.



Support services

Type of work	Main responsibilities
Drivers	<ul style="list-style-type: none"> Most trusts now have more than one site and some services such as pathology are centralised. Drivers transport essential items such as pathology samples, blood, drugs and equipment between those sites. You might also drive essential staff and take patients to and from hospital. There are opportunities for drivers in some of the national special health authorities dealing with blood and organ delivery and the distribution of health service supplies.
Fire safety officers	<ul style="list-style-type: none"> As a fire safety officer, you will advise on safe practice, giving regular training sessions to all staff on fire prevention and on emergency procedures. You'll also be responsible for ensuring that electrical and other systems are safe and that no part of the premises represents a fire hazard.
Porters	<ul style="list-style-type: none"> You will be an important member of the team moving between the different trust buildings and hospital departments. Porters move frail and often very ill people between departments and wards in safety and comfort. In this role you will also transport supplies and materials as well as complicated equipment that needs expert handling.
Security	<ul style="list-style-type: none"> As a member of the security staff you will ensure that the hospital is safe for patients, visitors and staff. In addition, you will look after valuable equipment, patrol buildings and grounds, monitor CCTV and respond to emergency calls from staff. Your work may include monitoring the security of car parking facilities within the Trust.
Sterile services managers/assistants	<ul style="list-style-type: none"> Sterile services units have an essential part to play in fighting infection within hospitals. You will be responsible for decontaminating complicated medical equipment and reassembling it for use in areas such as operating theatres.
Storekeepers	<ul style="list-style-type: none"> The NHS relies on a huge range and quantity of supplies and as a storekeeper you will ensure these supplies are delivered on time to the right wards and departments. You will also stock-take and use computers to keep track of orders. Your job might be based at a regional distribution centre or equipment loan stores.

Clinical support services

As a clinical support worker you'll provide vital assistance to healthcare professionals in diagnosing, treating and caring for patients.

Some roles involve close contact with patients, others do not. There is a huge range of opportunities for you to choose from.

Type of work	Main responsibilities
Arts therapy assistants	<ul style="list-style-type: none"> Arts therapy assistants use art, music or drama to support adults and children with learning difficulties or mental health problems. You will sometimes work one-to-one with clients and sometimes with groups.
Assistant dietitians	<ul style="list-style-type: none"> Working alongside a registered dietitian, you will help to promote good nutrition. In hospital you will be supporting patients on special diets and in the community you'll be involved in health education.
Assistant technical officers	<ul style="list-style-type: none"> Assistant technical officers support qualified healthcare scientists in using complex, specialist equipment to diagnose, measure and treat a wide range of different conditions, including heart and kidney disease and hearing and breathing problems.
Cardiographers	<ul style="list-style-type: none"> Cardiographers operate the electrocardiograph (ECG) machines that monitor the functioning of a patient's heart in order to diagnose or monitor a heart condition. You will fit electrodes to the patient's body, ensure that they are correctly connected to the machine, and then take readings.

Clinical support services

Type of work	Main responsibilities
Clinical support workers in dentistry	<ul style="list-style-type: none"> In this role you will play a key part in helping the dental team to treat patients and provide advice. You will work under the supervision of a dentist and/or dental nurse. The job might involve mixing the materials that the dentist uses for filling teeth, assisting with X-rays and sterilising instruments and equipment.
Maternity support workers	<ul style="list-style-type: none"> This role will give you the chance to be involved in caring for women and their babies through the vital stages of pregnancy, childbirth and the first few days after the birth. In the labour ward you will help midwives prepare instruments and equipment, and in a maternity ward you'll assist with caring for mothers and newborn babies.
Medical laboratory assistants	<ul style="list-style-type: none"> Medical laboratory assistants work in a wide range of different clinical areas, such as: haematology (diseases of the blood); cytology (the structure of cells, including screening for certain cancers); and biochemistry (chemical reactions in the blood, such as those involved in kidney failure). You might make up chemical solutions, label and sort tissue samples, sterilise equipment and use a computer to analyse data and keep records.
Newborn hearing screeners	<ul style="list-style-type: none"> Newborn hearing screeners check very young babies' hearing in order to identify any problems. You will use equipment linked to a computer that produces the results. The screener then ensures the information reaches the appropriate healthcare staff.
Nursing healthcare assistants	<ul style="list-style-type: none"> As a healthcare assistant you'll be fully involved in routine nursing care. You might be taking and recording temperatures and blood pressures, helping patients with washing, feeding and toileting, making beds and assisting people who have problems walking. With training, you can undertake extra responsibilities such as taking blood samples and removing catheters.
Occupational therapy assistants	<ul style="list-style-type: none"> Occupational therapy assistants help support clients with physical, mental or social problems to cope with daily activities such as shopping or cooking a simple meal. You'll play a key part in helping people to carry on leading independent lives in their own homes.
Physiotherapy assistants	<ul style="list-style-type: none"> In this role you will help qualified physiotherapists to rehabilitate patients after an injury, illness or disability. This might involve showing them how to use mobility aids, setting up equipment and working on exercises with them.
Phlebotomists	<ul style="list-style-type: none"> Phlebotomists take blood samples from patients who are being tested for conditions or whose progress is being monitored. Working in a hospital or in a community clinic, you'll also be responsible for labelling samples and ensuring they are delivered to the appropriate laboratory for analysis.
Podiatry assistants (chiropody or foot-care assistants)	<ul style="list-style-type: none"> Podiatry assistants give the more routine foot care and treatment under the supervision of a qualified podiatrist. This includes cutting toenails and applying dressings. You might also do some clerical work, such as booking appointments.
Radiography assistants (imaging support workers)	<ul style="list-style-type: none"> Working alongside qualified radiographers, you will use techniques such as ultrasound, magnetic resonance imaging (MRI), computer-assisted tomography (CAT scans) as well as X-rays. You will help prepare patients for the procedure and ensure equipment is properly maintained.
Speech and language therapy assistants	<ul style="list-style-type: none"> This role gives you the opportunity to assist a qualified therapist to treat patients with a range of different speech and language difficulties. You'll help and encourage patients to carry out exercises, record their progress and liaise with the therapist about any changes to their treatment.

For more information about roles in support services, please see the relevant factsheets or

visit www.nhscareers.nhs.uk/list/working
To search for jobs, visit www.jobs.nhs.uk

Getting started

There is a tremendous variety of opportunity within the NHS wider healthcare team. Whatever role you choose, and whatever level you start at, you will get all the support you need to develop your career.

Whatever your qualifications and previous experience, you can learn on the job and you can study too if you choose.

Many employers fund special training schemes, known variously as apprenticeships, traineeships or cadet schemes. Sometimes these are in specific areas, such as engineering for example. On other schemes, you move around to gain experience of different work areas. You'll usually get the chance to work towards national qualifications and, by training while you work in this way, you earn as you learn.

Once qualified, you may get help towards the membership fees of any professional association you may want to belong to. Your employer will also support your continued professional development and may fund study days as well as further qualifications for example.

Some employers offer work placements to help you decide what's right for you. You can find out about these by contacting the human resources department at the trust.

Below you will find more information on starting your career in each of the six areas of the wider healthcare team.

If you wish to develop your career, we will give you all the support we can. If you come in at a junior level, enjoy what you do and want to remain in that role, the decision is entirely yours.

Administration

For some administration roles, such as typist or telephonist, you will need the skills for the job. In other roles, such as receptionist, a sympathetic and friendly manner and a willingness to learn might be more important.

Employers sometimes want a formal qualification, however requirements do vary and there is a lot of flexibility.

You might join the NHS as a clerk and go on to become a medical secretary or move across into one of the corporate areas, such as human resources. With further study and ability, you could then progress into management.

For more information see the administration services factsheet and the booklet *Careers in management*.

Corporate services

There is a wide range of roles and it is possible for you to join the NHS in corporate services at any level. For some of the professional roles there is a clear training path, leading to a recognised professional qualification. Here, you may have already chosen your career and qualified before opting to join the NHS.

If so, you will come in at a senior level, either staying within your specialism or moving to other high-level positions within the health service.



Audiovisual technicians need a relevant City and Guilds qualification or the equivalent, however, it is possible to join one of the professional areas in a junior role, in finance, human resources or library services, for example, and to study part time for qualifications.

There are graduate management training schemes available in human resources, finance, general management and informatics management, but you can also move into an NHS management role without being on one of these schemes.

For more information see the corporate services factsheet and the booklets *Careers in management* and *Careers in health informatics*.

Domestic/catering services

If you have a relevant qualification in cooking, food hygiene, hotel services or cleaning science, then you could join as a chef, head chef, department supervisor or manager. However, if you have proven ability and experience it may be accepted instead of formal qualifications.

You could also join as an assistant with no qualifications and then move up into a supervisory or management role. With experience and training you could progress from laundry assistant to laundry services manager or housekeeper, for example.

For more information see the domestic/catering services factsheet.

Estates services

For jobs such as architects and surveyors there is a clear training path, leading to a recognised professional qualification. Here, you may have already chosen your career and qualified before opting to join the NHS.

Some jobs, for example electrician, plumber or carpenter, need a City and Guilds certificate or NVQ. You might also need an NVQ to be a gardener or member of the grounds staff, depending on your particular employer.

You could start as an unqualified assistant, however, and work towards your craft qualification. Further

experience and part-time study could then lead you to a BTEC, HNC/HND or higher-level NVQ, which would make you eligible for a post as a technician. You might then set your sights higher – for example, a degree or NVQ level 4, and then a postgraduate qualification, which could lead to chartered engineer status (masters degree in engineering or NVQ level 5), and a senior post as an estates manager.

For more information see the estate services factsheet and the booklet *Careers in management*.

Support services

As with corporate services, the wide range of positions in support services brings opportunities at all levels. Drivers require experience and a clean licence, while fire safety officers are usually former firefighters who have had extra training.

You could come into sterile services with no formal qualifications and go on to train as a technician. You might then study for a professional qualification.

For roles such as porter or security officer formal qualifications are not required, as you will be given training, either on or off the job. Many trusts now offer opportunities up to NVQ level 2. Many of these areas of work offer progression into supervisory and management positions while developing professional qualifications in the appropriate areas. Personal qualities such as a calm, reassuring manner, and a willingness to learn and to be part of a team are important.

For more information, see the support services factsheet.

For more information on training in the NHS, visit www.nhscareers.nhs.uk/list/training
For more information on the graduate training schemes, visit www.nhsgraduates.co.uk

Speak to your careers advisor, or call our helpline on 0345 60 60 655 or email advice@nhscareers.nhs.uk

CASE STUDY

Name: Tara Brierley

Job title: clerical officer, podiatry clinic, Calderdale and Huddersfield NHS Foundation Trust

Entry route: advanced vocational certificate of education (AVCE) in health and social care

Tara decided she wanted to become a podiatrist and joined an NHS podiatry clinic as a clerical officer. She has picked up plenty of knowledge about the specialty and is being fully encouraged to train to be a podiatrist while she works.

When I left college, I knew I wanted to do something in the health and social care area and ended up taking a job as a care assistant in a residential home looking after elderly people. I enjoyed that for three years but the job did not offer the career prospects I needed and, with a mortgage, I knew I needed to look elsewhere.

I was thinking about training as a podiatrist when I saw the ad for this job. It sounded perfect. I make appointments, type letters, get the patients'

notes ready and answer phone queries. I've got to know all the regular patients.

I want to carry on working for the trust and study podiatry part time at university. I need to discuss it properly with my employer but all the podiatrists here are really encouraging. Everyone seems to want to do all they can to help me. They're now arranging for me to accompany them as they work to help me increase my understanding of what's involved. I'm hoping that will give me a bit of an advantage when I apply to university.

I've learned so much about podiatry in the short time I've been here and I'm lucky my employer is so supportive of my plans for the future.



Clinical support services

For these roles, personal qualities such as a mature attitude, commitment and motivation are the most important requirements. If you can demonstrate your enthusiasm by having done some relevant voluntary work or work experience then this will help. Some employers ask for a good general level of education, particularly literacy and numeracy skills.

The clinical support worker route is an excellent way for people to come into the clinical and science areas of the NHS without any formal qualifications and to progress through experience and training, both on and off the job. With aptitude and study, it is possible to qualify as a healthcare professional and to go on even further up the career ladder.

For more information see the clinical support worker factsheet.

For more information on training in the NHS visit www.nhs Careers.nhs.uk/list/training

Contact our helpline on 0345 60 60 655 or email advice@nhs Careers.nhs.uk

Pay

Most jobs are covered by the Agenda for Change (AfC) pay scales. This pay system covers all staff except doctors, dentists and the most senior managers. The NHS job evaluation system determines a points score, which is used to match jobs to pay bands and determine levels of basic salary. Each pay band has a number of pay points. Staff will normally progress to the next pay point annually until they reach the top of the pay band.

The wide range of career opportunities in the wider healthcare team is reflected in the pay and rewards available. For example, finance assistants or porters are typically paid at AfC Band 1, HR advisors at Band 5 with managerial posts attracting higher bandings. Other examples of roles in this work area, with typical pay bands, include medical secretary (Bands 3-4), linen/laundry supervisor (Band 3) and estate maintenance worker (Bands 3-5).

For more information on pay bands in your chosen career visit www.nhs Careers.nhs.uk/list/payandbenefits



What's your next step?

We hope this booklet will have given you some idea of the many opportunities on offer in the wider healthcare team.

If you've decided you do want to work in the wider healthcare team, it's important to start planning ahead straight away. Find out as much information as you can about the qualifications you need and the opportunities that are available.

If you need a degree, UCAS can advise on which universities offer which courses. Each university will also be able to tell you what they look for in applicants. For example, getting some work experience is an excellent way of showing your commitment and enthusiasm.

If you are already working but are thinking about a change of career, consider volunteering in your spare time. This is a great way to find out if you like the work, and can lead to a more permanent position.

Whatever position you're in now, the NHS Careers service can help.
Call us on 0345 60 60 655,
email advice@nhscareers.nhs.uk or visit our website at www.nhscareers.nhs.uk

To search for jobs, go to www.jobs.nhs.uk, and for more information about professional bodies and all other contacts, please visit www.nhscareers.nhs.uk/list/contacts

Here are some other things you can be doing, depending on where you are right now.

Where are you now?	What should you do now?	Who can help?
Studying for GCSEs	<ul style="list-style-type: none"> • Visit www.stepintothens.nhs.uk and register for more information on chosen careers. • Consider the option of a 14-19 diploma. • Check what your likely exam grades/results will be. • Explore routes into your chosen career – will you need a degree or other qualification before you join, or will the NHS train you on the job? Can you start as an assistant? • Are there any particular skills or experience that will improve your chances of getting into your chosen career? • Enquire about volunteering or work experience • Find out if you need any specific A levels, or equivalent qualifications. • Explore availability of apprenticeships, visit www.apprenticeships.org.uk and www.jobs.nhs.uk 	Subject teachers Your careers advisor/ Connexions service Professional bodies NHS Careers
Studying for A-levels or another course at your school or a local college	As GCSEs, plus: <ul style="list-style-type: none"> • If you need to study a particular degree, investigate which universities offer it. • Investigate any further qualifications you might need for your chosen role. • Search the NHS Jobs website at www.jobs.nhs.uk and speak to your local trust to get an idea of current vacancies. • Consider the option of an apprenticeship. • Explore availability of apprenticeships, visit www.apprenticeships.org.uk and www.jobs.nhs.uk 	Subject teachers Your careers advisor/ Connexions service UCAS NHS Careers Professional bodies NHS Jobs
At university	As A levels, plus: <ul style="list-style-type: none"> • Visit www.whatcanidowithmydegree.nhs.uk to find out about a career options related to your degree • Visit the Graduate Management Training Scheme website at www.nhsgraduates.co.uk 	University careers service NHS Careers Professional bodies NHS Jobs
Looking for a new career	As A levels, plus: <ul style="list-style-type: none"> • Find out if you will need to retrain before you apply for new roles or if the NHS will train you while you are working. 	Careers advisor/ Connexions service (you may have to pay to use these services) NHS Careers Jobcentre Plus Professional bodies NHS Jobs UCAS

FOR FURTHER COPIES OF THIS BOOKLET PLEASE CONTACT:

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