

Five Year Forward View

NHS

East Kent
Hospitals University
NHS Foundation Trust

- Our Learning Disability Pledge



Great
healthcare
from great
people

Written by Twyla Mart,
Resourcing Manager, December 2017
Edited by Jaz Mallan,
Head of Strategic Resourcing, April 2018



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Summary

By signing the NHS England disability pledge and the pilot project to recruit more people with learning disabilities into the NHS, it has changed two individuals' lives:

What would I do if I didn't get the job?

I guess I would still keep looking for work with determination that there's something out there and never give up. - Employee One

If I hadn't got this job, I would probably still be at college and unsure of what course to do and I feel that I would be very stressed and uncertain about what my future would be.- Employee Two

Line Manager:

From my point of view it has been totally worthwhile engaging in employing people with learning disabilities & I would recommend that more areas take part in the future.

In order to make this possible East Kent Hospitals University NHS Foundation Trust acquired the support of Health Education England working across Kent, Surrey and Sussex's (HEE KSS) Intellectual Disabilities Programme to develop the skills to be able to support the disability pledge.

This pilot project has made the Trust:

- Review their whole recruitment process - being able to remove barrier such as applying online
- Review the selection process making it a 'working interview', which could be implemented into all recruitment processes.
- Identify reasonable adjustments
- Start of a cultural change to viewing employing people with learning disabilities as a positive step to making our workforce more inclusive
- Review department's skill mix, job carving positions to free up clinical staff to undertake tasks they are trained to do (e.g. care for patients)



Recommendations

- To identify an Executive Sponsor to Support further appointments under this pledge
- To process map at the start the journey, identifying any issues that may arise along the way
- Best practice from this pilot project could be implemented into daily process for all recruitment.
- Having good working relationships with experts, such as Kent Supported Employment and the College, who can share knowledge and expertise
- Communication is key to success
- Social Media is the best platform for advertising and supported this project in targeting the right audience.



1. Introduction

In June 2015, as part of the Five Year Forward View, a key priority was highlighted to encourage NHS organisations to increase the recruitment of people with learning disabilities.

NHS England and NHS Employers worked in partnership to raise awareness by directly requesting NHS organisations to sign up to a pledge that committed to removing barriers and increasing employment of people with learning disabilities for the future.

2. Background

2.1. Project Search/Bright Futures

In September 2010 East Kent Hospitals University NHS Foundation Trust entered into a partnership agreement with Thanet College (now East Kent College) and Kent Supported Employment to provide adults with learning disabilities the opportunity to experience real work in an NHS environment which incorporates 'on the job' learning and increases their employability skills. This was based on an American model designed supporting an internship programme called 'Project Search' in line with the government scheme 'Valuing Employment Now' and is based at Queen Elizabeth the Queen Mother Hospital, Margate.

September 2017 saw the start of year 7, where the project has evolved and is currently known as Bright Futures. The criteria has changed to open up the types of disabilities to include physical and to extend the age, with some restrictions on how the individuals are funded by the government. The interns complete their experience with a view to securing, at the end of the year, paid employment either with East Kent Hospitals University NHS Foundation or outside of the Trust.

Bright Futures has been widely recognised as good practice and had the following recognition:

- Beacon Award (Educational)
- Serco - Kent County Council Learning Disability Employer of the Year Award - 2015 for being a part of Bright Futures
- Aaron Carliell - Health Service Journal publication



- East Kent Hospitals University NHS Foundation - Winner of Kent Learning Disability Partnership Award 2014
- East Kent Hospitals University NHS Foundation regularly used as a case study at NHS Employers and NHS England events for other NHS organisations.

Since the start of Bright Futures the partnership has changed and is now run jointly with East Kent Hospitals University NHS Foundation and East Kent College.

The success of Bright Futures has created a foundation to enable the Trust to build on this success, the increased knowledge and partnership working, to expand further our commitment to employing people with learning disabilities and supporting the pilot project.

3. Proposal

The Trust felt committed to extend their commitment further and wanted to sign the pledge. Before this was an option, there needed to be an understanding of what could be achieved and how.

East Kent Hospitals University NHS Foundation employs a total head count of 7,928. Current data does not stipulate the type of disability, but the Trust records that 4% of employees have declared a disability of some sort.

No	4798
Yes	320
Not Declared	2810
Total	7928

3.1. What

From working closely with Kent Supported Employment, there was a lot of discussion around 'job carving' and being a large organisation it was a good suggestion that could be supported. It was also evident from discussions with associated 3rd Parties that the 'traditional recruitment process' (applying online, panel style interviews) also immediately put up a barrier for individuals with learning



disabilities. This provided a good opportunity to review the current process and practices as part of the pilot project.

3.2. How

In February 2016 HEE KSS's Intellectual Disabilities Programme awarded funding to the Trust to support the Job Carving proposal in taking it forward. The Trust decided to work with Kent Supported Employment as the expert supplier and support the Trust with its pilot project. It also gave the Trust an opportunity to review the current recruitment process and to see how it could be adapted. It was proposed to undertake a 'working interview' instead of a panel style interview, as well as sending in a C.V in place of applying online. This adaptation to the usual recruitment process of an online application form and typical interview was agreed and authorised by the Head of Strategic Resourcing and the Head of Diversity & Inclusion.

4. Learning Disability Pledge/Pilot Project

4.1. Communicating and Gaining Buy-in

The Pledge to NHS England was to create a greater awareness to the Trust and hiring managers of the benefits of employing someone with Learning Disabilities and increasing the number of people employed with a learning disability to the Trust.

Essential buy-in was needed to by the Trust as a whole, which meant gaining agreement via 'Management Board'. It was not anticipated it would take such a long time to gain this critical support. Management Board is only held once a month and due to a vast number of agenda items it was not possible to get this on the agenda straight away. However, once it was presented there was an astounding amount of interest and support to take the project forward.

An action plan of the pilot project was created to be communicated, please see **Appendix One**. A number of half day training courses were created and facilitated by Kent Supported Employment in sharing case studies, how job carving worked, how it would benefit their teams and departments and to have a better all-round awareness.

The training would provide the hiring managers the opportunity to review their own current skill mix on the wards/departments and if they had budget they could use



this to create a specific job roles as part of the pilot project via the job carving method.

The departments who expressed interest in the project and creating some vacancies were:

- Kings Ward - Surgical Ward
- Neonatal Intensive Care Unit
- Pharmacy
- Renal Outpatients

At the time the Trust had a 'Vacancy Control Panel', which meant that every position needed to be reviewed. Generally on directly clinical jobs would be approved.

Management Board agreed that any jobs created under the project, would not need to go via the Vacancy Control Panel.





Matthew's Pledge

Chief Executive Matthew Kershaw, signed a pledge last week demonstrating the Trust's commitment to make it easier to employ more people with learning disabilities within EKHUFT.

It's part of the wider NHS England Five Year Forward View Pledge and also supports the CQC's public engagement strategy, which noted that it is the responsibility of all to lead the way on creating an inclusive workforce that is representative of the community we serve.

The Trust is working with Kent Supported Employment to identify a small number of departments or wards to pilot a scheme where a job opportunity is created as part of a 'job carving' process and put forward to people with learning disabilities to apply. The normal recruitment process will be adapted to suit the selection.

As a result the following information sessions have been arranged to make managers aware of how they can be involved, support and put themselves forward to be part of the project:

Kent and Canterbury Hospital

23 September 9.30am – 11.30am (Conference Room, Postgraduate Centre)

30 September 2.00pm – 4.00pm (Conference Room, Postgraduate Centre)

William Harvey Hospital

19 September 9.30am – 11.30am (Seminar Room, Postgraduate Centre)

27 September 9.30am - 11.30am (Conference Room, Postgraduate Centre)

These two hour sessions will be run by Kent Supported Employment and will provide:

- An overview of the Supported Employment Model
- The Five Year Forward Learning Disabilities Pledge & its benefits
- In-work strategies supporting all staff members
- Job Carving – looking for departments to come forward and be a piloted. This will involve identifying job tasks and employing someone with learning disabilities
- What the recruitment process would look like – having a work trial first rather than a formal interview
- External support that would be put into place
- Real life case studies

Due to having Bright Futures based at the Queen Elizabeth the Queen Mother Hospital, this project will be focused at the William Harvey Hospital and Kent and Canterbury Hospital initially.

If you are interested in attending one of the events and wish to support the project, please e-mail Twyla Mart: twyla.mart@nhs.net



4.2. Job Carving

Kent Supported Employment made appointments and went to see each department and spend some time there to review, discuss and evaluate what the requirements would be. They looked at the possibility of carving out elements of job task to create a job role, via a Job analysis. The role requirement included what the physical, sensory and academic demands, core routines would be.

From the job analysis a job description and personal specification was drawn up for the hiring manager to review and confirm (**Appendix Two**). Once this was confirmed the request to recruit was added into the Trust approval process. At the time of supporting the pilot project East Kent Hospitals University NHS Foundation held a Vacancy Review Panel, which would ordinarily mean that these types of job roles would not be approved to be appointed to. Due to signing up to the pledge there was executive approval, and agreement that these posts would not need to go through the panel process.

Unfortunately only two out of the four positions were taken forward to be recruited too.

4.3. Advertising

Traditionally all positions are advertised on the NHS national website, called NHS Jobs. It was decided that that this would be considered as a barrier and not the best way to support someone with learning disabilities in applying for a job role. Due to this the Trust decided to advertise their vacancies via social media platforms and contacted relevant local charities, supported living and educational providers.

All interested parties were asked to e-mail their C.V (as most people would have access and support to have this already created) and with a supporting letter to the Resourcing Manager. Interestingly the Facebook page created some good and positive external interest; there were 150 links through to the website and almost 2,000 people read the post. In comparison to other current news stories, it was deemed as high.





Learning disability pledge

The Chief Executive of East Kent Hospitals University NHS Foundation Trust, (EKHUFT) Matthew Kershaw, has signed a pledge demonstrating the Trust's commitment to support the employment of people with learning disabilities.

The NHS benefits from having a workforce that is as diverse as possible. We need to make the most of the range of talents, expertise and experience of a workforce that also represent the patients that we serve.

In a project jointly supported with Health Education England for Kent, Surrey and Sussex, EKHUFT has identified a number of departments and wards to pilot a scheme where a job opportunity is created as part of a 'job carving' process.

Job carving is a term for modifying job duties, and can be used in different circumstances, to create specialist job roles and free the time of skilled staff. The process also involves swapping job duties to make the most of individual skills.

We are now delighted to announce we have positions that could soon be yours!

All we are asking for is a letter of interest and CV, and you can be part of something special. For more information, look at the Advert's and Job Description's below.

- [Job Description 1](#)
- [Job Advert 1](#)
- [Job Description 2](#)
- [Job Advert 2](#)

The Chief Executive of EKHUFT, Matthew Kershaw, said: "More than 1.5 million people in the UK have a learning disability, and in the past many have faced discrimination and exclusion, even though they have so much to offer. The NHS benefits from having a workforce that is diverse and represents the patients that the NHS serves."

"As a forward-thinking and inclusive Trust, we want reach out to all sections of the community, and that's why we support – and want to be a part of – this NHS England initiative. This is also part of our improvement journey and will help us truly make this a great place to work."

Anyone wishing to know more about the scheme should call Kent Supported Employment on 03000 421 552.

“As a forward-thinking and inclusive Trust, we want reach out to all sections of the community...”

Matthew Kershaw, Chief Executive



4.4. Applications

The C.V's and covering letters were assessed and scored from the personal specification with the following outcomes:

- Administration Support Assistant - 6 hours a week - Kings Ward
6 Applications - 5 Shortlisted
- Administration Support Assistant - 20 hours - Renal Outpatients
12 Applications - 7 Shortlisted

A large proportion of the applicants applied for both positions.

Kent Supported Employment was involved in the shortlisting and at the time it became evident that we had not forward thought what the definition of having a learning disabilities was and especially the difference between that and the learning difficulty. Kent Supported Employment confirmed that anyone who had Asperger's would not automatically fall under the umbrella of having a learning disability. We also had an applicant who had cerebral palsy. His parent was saying that due to his condition it has affected his learning, which meant in her eyes he did have a learning disability.

To gain some clarification NHS England confirmed the eligibility criteria was:

'For the NHS learning disability employment work we have used the definition of learning disability from Valuing People Now as follows:

- ***a significantly reduced ability to understand new or complex information or to learn new skills;***
- ***a reduced ability to cope independently;***
- ***an impairment that started before adulthood, with a lasting effect on development.***

This means that the person will find it harder to understand, learn and remember new things, and means that the person may have problems with a range of things such as communication, being aware of risks or managing everyday tasks



So we only include dyslexia, autism and Asperger's if the above characteristics are also present, which they may well be for your candidates'

It was decided that this wasn't something that could be decided from a CV or covering letter and a judgement would need to be made while meeting them at the selection day.

The other query that was raised at this point, which wasn't identified at the outset, was how would having a minimal hour job, such as the 6 hours a week affect applicants benefits. East Kent Hospitals University NHS Foundation drew upon Kent Supported Employment's experience to provide some advice, which meant that it would very much depend on an individual's circumstances and with the Governments 'Universal Credit' being rolled out; it would make this issue much easier. We decided this was a question we would ask at the selection day, so we could provide some support if required.

4.5. Invites to Interview

All regret letters were sent out to candidates who were not shortlisted (**Appendix Three**)

All invite to interview letters were sent out via e-mail as an easy read document (**Appendix Four**) and asked for them to confirm their attendance. They were allowed to bring someone with them for support and they would be asked to do a 'working interview/Selection'

4.6. Interview

Both sets of interviews were compiled of some of the following exercises:

- Having a discussion to learn more about them, making it a two way discussion
- Showing and then asking them to complete a laminating exercise
- Orientation exercise - Following an easy read (also following pictures) instructions taking them around the Hospital and gaining signatures from specific people.
- Using the IPad to undertake a patient survey. There was a patient on Kings Ward who was also a Nurse and agreed to help us with this part of the



selection. The patient really enjoyed it and it was a good opportunity to help make an assessment.

- Filing exercise with clear easy read instructions.

We felt that it was important that the candidates were allowed to bring someone for support, but with one particular candidate the mother answered all the questions and didn't allow her daughter the opportunity to talk and it became a one sided conversation. From speaking with the mother, she didn't have any additional help from any other type of external provider. It was a good opportunity to explain what else the Trust did in 'Bright Futures' as her daughter would very much benefit from this course. It showed that by having the experience of running 'Bright Futures' for many years we were able to sign post and provide some alternatives.

The filing exercise was undertaken via using easy read instruction, but also was completed on the ward. We felt it was important for them to experience the busy atmosphere of doctors, nurses, therapy staff and porters all around them.

Each exercise was supported by a different member of staff and scored using **Appendix Five.**

4.7. Offers and Regrets

All offer letters were sent out in the normal format. On reflection, an easy read document should have been created. Feedback was provided if requested and a lot of candidates did want to have this feedback. Both successful candidates went through the same pre-employment checks as any other staff member. They both commenced 22nd May 2017 and went to the same Trust Welcome Day, where they were greeted by HR.

4.8. Induction

There is a number of mandatory e-learning training required. We arranged for support from the local college to help one employee. They helped break down the learning and sat with them for support. The other successful candidate managed to undertake the training with support for staff members on the ward.



The facilitator on the Trust's Welcome Day was made aware of the two new starters and broke down some of learning if required and ensured that he continued to check on them both throughout the day.

Development for the future would mean looking at what reasonable adjustments could be made within the Trust Welcome Day.

4.9. On-going Support

There was a transport issue where the employee lived quite a distance and the employee's mum could no longer afford to drive her to work. She didn't have any support other than the college, which was due to end in the summer of 2017. HR worked with Kent Supported Employment to provide additional support and try to get her signed up as a client directly with Kent Supported Employment. This issue is now resolved. It became difficult as the Trust did not have that direct communication with the mum and was unsure with confidentiality on what could be done. Kent Supported Employment were an important part of resolving this.

5. Lessons Learnt

Despite initially having a strong interest and a true passion to supporting the pledge, due to clinical activity and the need to be mindful of the budget, it meant that two of the four interested parties didn't move through with advertising their positions. Despite continued chasing, the departments didn't get into a position to take it forward

While the positions were advertised it took some time to get the word out and communicated to the targeted areas. It is felt if the positions were advertised over a longer period of time, the interest and applications would have been greater.

On reflection it would have been beneficial to have undertaken a mapping exercise to plan the expected hurdles. This may have highlighted how we intended to make the assessment on if the candidates had a learning disability.

Apart from training at the beginning of the pilot project, it should have been included in the plan to provide continued training and maybe include within the Trust Disability Steering/Support Group. This would be a good forum to share experiences and help solve any problems/issues.



The overall project was communicated across the Trust and gaining buy-in on a larger scale did prove somewhat difficult, mainly due to operational pressures. If an Executive Sponsor was identified this would support further appointments under this pledge, moving forward.

From reviewing the job carving element of the project, any further appointments made via the job carving method, could now be completed in-house without the support of an outside supplier.

6. Summary

The overall conclusion has meant the Learning Disability Pilot Project was success with 2 appointments that are now fully embedded into the organisation.

The project has enabled better awareness across the Trust not only via the training being provided at the beginning via Kent Supported Employment, but also through various staff groups working directly with the 2 appointees. It has been seen as the beginning of a cultural shift to embracing a more inclusive workforce. This can be seen from a statement from one of the Hiring Manager's (**Appendix Six**).

The working interview proved to be a valuable and advantageous element of the adapted recruitment process. It has shown a different way of making the assessment by using a scoring method that wasn't in the traditional way of appointing the highest scoring individual. The scoring ensured that it was fair; all aspects of learning disabilities were accounted for and not discriminated against. This would be best practice for all types of recruitment and implementing this as part of daily activity would act as a good assessment tool for all candidates, not just for candidates with learning disabilities.

The Trust would like to continue its Social Corporate Responsibility via creating more positions through the job carving method. The HR department have gained additional skills, knowledge and experience through the project regarding making vacancies more accessible to all sectors of the community and taking into account the differing needs of potential applicants. This is something we aim to build upon further and utilise in the future. It is also envisaged that the work for the pilot project can be shared with the Trust Equality and Diversity Lead. This will raise awareness and inclusion within the Disability Steering/Support Group. The Trust plans to refresh and re-energise the work from the project and communicate this through both its internal and external communication



channels. Examples of this include external promotion at recruitment events and internally through the on-site hubs to ensure staff are aware and can get involved.



Appendix One

Employing People with Learning Disabilities - 5 Year Forward Pledge

<u>Title</u>	<u>Task/Details</u>	<u>Lead</u>	<u>Timescale</u>	<u>Completed</u>
Agree Proposal Paper	Submit proposal paper and action plan to the Trust CEO and Management Board	Twyla Mart		
Communications Plan	<p>To communicate the NHS England Pledge on behalf of East Kent Hospitals University NHS Foundation. This will include:</p> <ul style="list-style-type: none"> • Signing the Pledge online • Gaining local press interest • Trust News • Executive Director Blog announcement • News Flash • Executive Brief • Resourcing Newsletter • Communications via external partners (East Kent College, Canterbury College, Kent Supported Employment, Shaw Trust, Remploy) • Social Media • Training/Awareness Course for Line Manager's • Divisional Communications through support of the HR Business Partners • Recruitment and Retention Forums • Trust Recruitment and Selection Policy • Adding into all Trust Diversity and Inclusion sessions 	Jaz Mallan & Twyla Mart with Communications Support	April/May 2016	

Continuation of Bright Futures	Working in partnership with 'Kent Supported Employment' and 'East Kent College' to provide an annual programme to young adults with learning disabilities that enables them to learning employability skills as well as experiencing real work within a clinical and non-clinical environment. The course commences in September and ends annually in July. Each intern will complete a minimum of three different job roles, with a dedicated 'Mentor' (member of staff) in each role. The College and Kent Supported Employment supply Job Coaches to provide support in systematic job training at the beginning of each job as well as when required.	Twyla Mart & Daniel Marsden	On-going	Implemented in 2009, maintained and on-going
Request Health Education Kent, Surrey and Sussex Funding	HEE KSS's Intellectual Disabilities Programme are accepting proposal for funding to support 'Workforce Development for People with Intellectual Disabilities'. East Kent Hospitals University NHS Foundation to submit a proposal for £20K. The request includes a backdated research to view the last 5 years of Bright Futures, gather data/feedback and evaluate the outcomes, results and successes. The proposal also allowed for up to 30 days work to identify jobs that are appropriate for 'Job Carving', gaining stakeholder buy in, training session, setting up a separate recruitment process and supporting it to be embedded into daily activity.	Daniel Marsden & Twyla Mart	Submitted: 4 th Jan 16 Returned Response: 22 nd Jan 16 Confirmed Outcome: 9 th February 2016 - for £18k	Requested for funds to be transferred on 11/06/2016
Meeting with Kent Supported Employment to set up new initiatives	To work closely with Kent Supported Employment to provide any of their clients who require a 12 week work experience for up to 16 hours per week. This would support them in gaining some real work experience and support them in their future developments. The focus will be for the WHH.	Twyla Mart & Resourcing Team	Met: 16 th Nov 15 Meeting: 2 nd Feb 16 for a further proposal	15 th March 2016

Meeting and working with Remploy	Remploy would be able to provide clients to identified suitable jobs for individuals with learning disabilities. Once jobs have been identified or been 'Job Carved' details along with the Job Description would be provided to Remploy to gain interest in the position. Remploy would support their clients in preparing for an interview/Selection day and if successful would provide on-going support for each client.	Twyla Mart & Resourcing Diversity and Inclusion Lead	April 2016	21 st March 2016
Meeting and working with Shaw Trust	Shaw would be able to provide clients to identified suitable jobs for individuals with learning disabilities. Once jobs have been identified or been 'Job Carved' details along with the Job Description would be provided to Remploy to gain interest in the position. Shaw Trust would support their clients in preparing for an interview/Selection day and if successful would provide on-going support for each client.	Twyla Mart Resourcing Diversity and Inclusion Lead	April/May 2016	
Meeting and working with MenCap	Meeting to understand the service that MenCap provides and how it can be best utilised as part of the NHS England Five Year Forward Pledge and in partnership with East Kent Hospitals University NHS Foundation.	Twyla Mart Resourcing Diversity and Inclusion Lead	April/May 2016	
Job Carving	Identifying 3 areas where the process of job carving a role would beneficial to the department. Reasons for job carving (analysing duties and utilising particular areas) would be to release easier/more straight forward tasks and duties, such as stocking cupboards, changing bedding, welcoming patients to the job carved role, which in turn allows for high level duties to be undertaken and focused on. Look to work with an external partner to support implementation	Twyla Mart & The Resourcing Team, Divisions and HR Business Partners	May/Aug 2016	

<p>Review of advertising</p>	<p>A lot of people of learning disabilities would not look for a job on the internet. Looking at other media that would be the correct platform to target candidates. This would including gathering advertising research and looking at:</p> <p>Working with partners (Kent Supported Employment /MenCap/Shaw Trust & Remploy)</p> <p>Job Centres</p> <p>Leaflets/Posters</p> <p>Community Centres</p> <p>Day Centres</p> <p>Trust's current advertising agency</p> <p>This will provide an opportunity to raise awareness for Diversity and Inclusion across the board.</p>	<p>Jaz Mallan, Twyla Mart, Resourcing Diversity and Inclusion Lead and Bruce Campion-Smith</p>	<p>May/Aug 2016</p>	
<p>Application forms & Correspondence</p>	<p>Look to use specially designed application forms either by creating East Kent Hospitals University NHS Foundation own or using NHS Employers template. These are in bigger front and easier questions to understand. To review all correspondence and rather than using letters to communication using 'easy read' with pictures and symbols.</p>	<p>Jaz Mallan, Twyla Mart & Resourcing Diversity and Inclusion Lead</p>	<p>May/ Aug 2016</p>	

<p>Reviewing Selection</p>	<p>Reviewing the selection method of job roles that have been identified as suitable for an individual with Learning Disabilities. Rather than using the traditional method of a panel interview the following options are more likely to gain the best results:</p> <ul style="list-style-type: none"> • Activity led • Job trial • Informal discussions with line managers 	<p>Jaz Mallan, Twyla Mart & Resourcing Diversity and Inclusion Lead</p>	<p>May/Aug 2016</p>	
<p>Communicating and training managers</p>	<p>Create training/awareness sessions for Line Manager's on the types of learning disabilities, what that means for the individuals (a day in the life of), and benefits of employing someone with learning disabilities, external support that can be accessed. How the recruitment process would be different and on-going support after selection.</p>	<p>Jaz Mallan, Twyla Mart & Resourcing Diversity and Inclusion Lead</p>	<p>April 2016 and ongoing</p>	

Candidate information pack



East Kent
Hospitals University
NHS Foundation Trust



Great
healthcare
from great
people

**Administration Support
Assistant - Renal Outpatients
Ref: 344-TMRENALKCH**



Are you passionate about people? Then this could be the start of something special...

Dear candidate

Today, the team at East Kent Hospitals will care for more than 2,000 people. Most of these people and their loved ones will be at a significant moment in their lives - an emergency situation, a diagnosis, a new life, a last chance to say goodbye, or a new chance to learn or regain skills.

That's why if you are passionate about people, you're the perfect fit for us, whether you are a health professional or someone who can bring your valuable skills 'behind the scenes'.

Our vision is 'great healthcare from great people' - if you are great at what you do and want to work in an environment where you can give your best, come and be part of us!

In return, we promise to give you all the opportunities and development we can, so you can enjoy a great career with us. We also offer a great reward package, from help with childcare to fantastic discounts to enjoy whatever you are doing in your time off. Whether it's big-city stores, the coast, funky boutiques, a cutting-edge club scene or vineyards, cider farms, castles and cathedrals you're after, we have it all on our doorstep!

With some fantastic schools, and quick and easy access to London - and Europe - it's a great place to live and work.

We're one of the biggest acute trusts in England. We provide the full range of district general hospital services. The William Harvey Hospital in Ashford, and Queen Elizabeth the Queen Mother Hospital in Margate, are east Kent's district general hospitals, while Kent & Canterbury Hospital in Canterbury is a specialist services hub which provides adult medical care. Our new hospital in Dover, the Buckland, and Royal Victoria Hospital, Folkestone, provide a variety of outpatient, diagnostic and minor injury services, alongside a range of services throughout the local area.

We have high ambitions for our Trust, the patients it serves and the people who work here. We prize involving all our staff in what we do, and together been on a fantastic improvement journey which has led to a recent recommendation from the CQC that we be taken out of special measures. We are proud of what we have achieved to date and are excited about what's to come.

If you have a disability or long-term health problem, we are committed to offering reasonable adjustments throughout the recruitment process and employment.

If you would like more information or help, please contact the Resourcing Team on 01227 866450 or resourcing@nhs.net, who will be happy to help.

Yours faithfully

Matthew Kershaw, Chief Executive

Our vision, mission and values

Our vision is: *'Great healthcare from great people'*

Our vision is deliberately simple but sums up what we want to achieve for every patient every day.

Our mission is: *'Together we care: improving health and lives'*

Our mission statement explains why we exist – what East Kent Hospitals is here to do.

Our values are:



Our values describe what's important to us and what we want it to feel like to work and be treated here.

Our priorities are:

Patients

We want to enable all our patients (and clients who are not ill) to take control of all aspects of their healthcare by 2021.

People

We want to identify, recruit, educate and develop a talent pipeline of clinicians, healthcare professionals and broader teams of leaders, skilled at delivering integrated care and designing and implementing innovative solutions for performance improvement.

Provision

We want to clearly identify 'what business we are in', 'what we want to be known for' and 'what our core services are'. We need to provide the right services and do it well.

Partnerships

We want to define and deliver sustainable services and patient pathways together with our health and social care partners, by 2021.

■ You can find out more about what we do, and how our Trust is structured, by visiting our website at www.ekhuft.nhs.uk

Job Description

1. JOB DETAILS

Job Title:	Administration Support Assistant
Division:	Specialist Division
Band:	2
Location:	Kent and Canterbury Hospital
Responsible to:	Matron
Accountable to:	Divisional Director

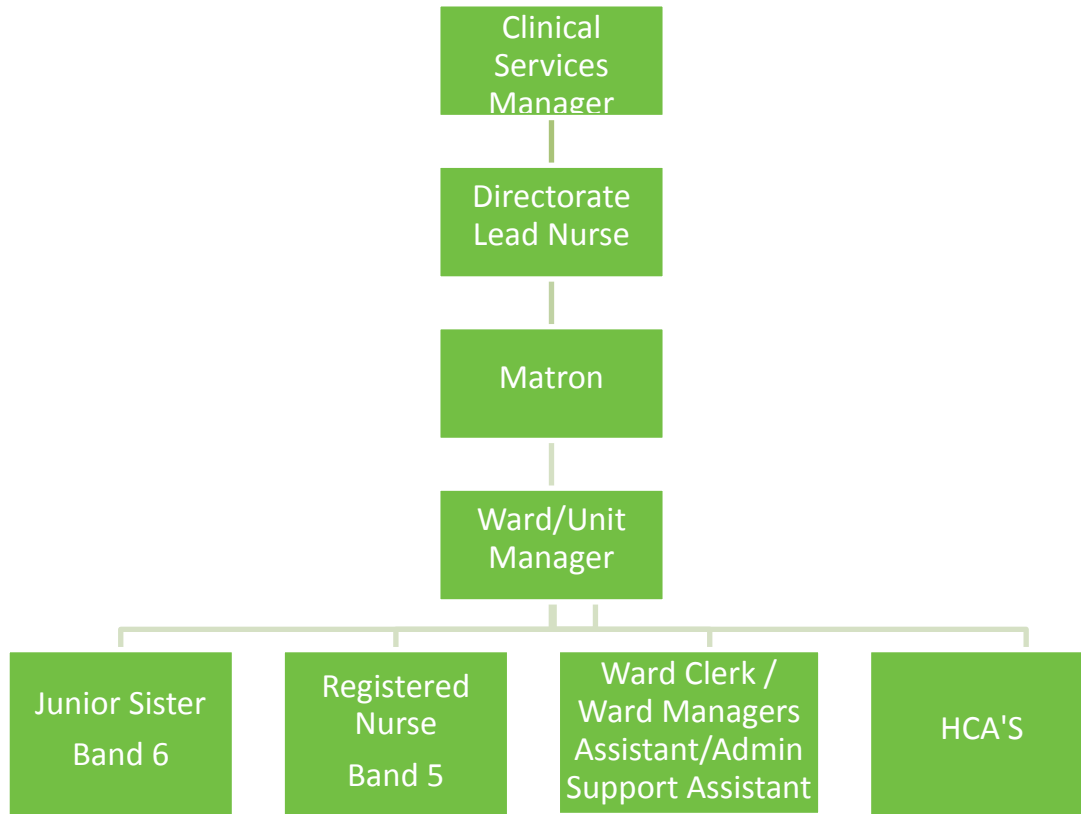
2. JOB PURPOSE

The post holder will provide direct administration support to the Renal Outpatients department. Renal Outpatients provides care to patients from general renal to pre and post kidney transplants. To maintain a high standard of customer service when dealing with staff, relatives and patients.

3. DIMENSIONS

Financial and Physical	Manages	None
	Impacts	None
Workforce	Manages (Bands and WTE)	None
	Located	None
	Impacts	None
Other		

4. ORGANISATION CHART



5. KEY RESULT AREA

- To undertake photocopying as required by the Matron and Clinical Staff
- Provide administration support to the Matron
- On occasions laminate information
- Collecting and ordering stationary for replenishment
- Regular collection and delivery of post
- Archiving and filling notes
- Gathering and pulling notes in preparation for clinics
- Ensure that all leaflets held within Renal Outpatients are stocked up at all times and remain presentable
- To assist in the smooth running of the main reception area
- Transfer blood samples to the pathology department
- Take prescriptions to the Pharmacy department
- Transferring/taking patient notes to the Outpatients department
- Develop and maintain effective working relationships with all members of the multidisciplinary team
- Ensure all patients are treated in a kind and courteous manner
- Maintain patient confidentiality
- Recognise own limitations and seek advice when appropriate, identifying own learning needs to discuss with line manager

- Participate in an annual appraisal with relevant reviews and to follow your personal development plan as agreed with your line manager
- Assist in maintaining a clean and tidy environment at all times
- Report any concerns or problems to your line manager
- Undertake all mandatory training
- Any duties commensurate with grade as deemed necessary by a responsible member of the management team

6. VALUES AND BEHAVIOURS

The post holder is required to uphold and model the Trust values in everything they do.

7. COMMUNICATIONS AND WORKING RELATIONSHIPS

As part of the role you will have to work with all staff who work for the Trust as well as patients and visitors to the hospital.

8. ENVIRONMENT

<u>Category</u>	<u>Description/Definition</u>	<u>Frequency/Measures</u>
Working Conditions	Busy environment and on occasions exposure to verbal aggression from patients/relatives Use of a PC	Frequent
Physical Effort	Physical effort for periods of time standing, kneeling, walking and pushing a trolley containing patient notes	Frequent
Mental Effort	Interruptions from staff, patient's relatives and visitors. Managing time	Frequent
Emotional Effort	Dealing with difficult people; staff, patients, relatives and visitors.	Occasional

9. MOST CHALLENGING PART OF THE JOB

The ability to ensure that patient care is the top priority while completed administration and associated tasks.

We confirm that the details of the above post as presented are correct. This is a description of the duties of the post as it is at present. This is not intended to be exhaustive. The job will be reviewed on a regular basis in order to ensure that the duties meet the requirements of the service and to make any necessary changes.

Person Specification

Criteria Group	Essential	Desirable	Measurement/ Testing method
Experience	Previous experience of working in an office environment or any relevant administration background	Working in a public facing role	C.V/ Interview/ Selection
Skills	<p>Ability to work efficiently in a pressurised and busy environment</p> <p>Able to communicate effectively</p> <p>The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post</p>	<p>Ability to prioritise own workload</p> <p>IT skills</p>	C.V/ Interview/ Selection
Knowledge	<p>Basic level of literacy</p> <p>Confidentiality</p>	An awareness of patient sensitivity	C.V/ Interview/ Selection
Qualifications	Literacy based qualification		C.V/ Interview/ Selection
Other	The post holder will have access to confidential information that must not be divulged to any other unauthorised person at any time. This is in compliance with the Trust Data Protection Policy		C.V/ Interview/ Selection

Terms and Conditions Summary

Band	2
Salary Scale	<p>£15,251 - £17,978 per annum pro rata</p> <p>Progression through the pay scale will be determined on an annual basis. It will be subject to the post holder demonstrating the required standards of performance, conduct and completion of statutory and role specific training.</p>
Hours of work	20 hours per week
Annual Leave Entitlement	<p>Annual leave entitlements are based upon the following lengths of NHS service (pro rata if applicable):</p> <p>On Appointment = 27 days After five years = 29 days After ten years = 33 days</p>
Pension Scheme	<p>As an NHS employee you will be entitled to join the NHS Pension scheme and will be enrolled from your first day of service, if you meet the eligibility criteria. Employees who are not eligible to join the NHS Pension Scheme may instead be enrolled in the Trust's Alternative qualifying scheme, NEST.</p> <p>Your remuneration will be subject to the deduction of superannuation contributions in accordance with the relevant scheme.</p>
Contractual Notice	<p>Bands 1-5 = 4 weeks notice Bands 6-7 = 8 weeks notice Band 8 + = 12 weeks notice</p>
Probationary Period	<p>New staff appointed to East Kent Hospitals University NHS Foundation Trust in this post will be subject to a 6 month probationary period. During this time you will be required to demonstrate to the Trust your suitability for the position in which you are employed. This period may be extended at the Trust's discretion and is without prejudice to the Trust's right to terminate your employment before the expiry of the probationary period. In the event that a decision is taken to terminate your contract of employment during or at the end of your probationary period, you will be entitled to a notice period in line with the statutory timescales, which for employees with less than one year's service is one week.</p>
Confidentiality	<p>The Post holder must maintain the confidentiality of information about patients, staff and other health service business in accordance with Trust Policy.</p>
Data Protection	<p>The postholder, for the purposes of the Data Protection Act 1998, consents to the processing of all or any personal data including sensitive personal data as defined under the Data Protection Act 1998 (in manual, electronic or any other form) relevant to their employment, by the Trust</p>

	and/or any public body or any other third party as nominated by the Trust for the purposes of audit and bound by a duty of confidentiality.
Risk Management	The post holder will ensure compliance with the Trust's risk management policies and procedures. These describe the Trust's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm, and stress that all staff have a responsibility to minimise risk.
Infection Control	In accordance with the Health Act (2006) all staff are expected to comply with National and local Infection Control policies and procedures and any other related infection prevention policies or procedures. In addition all staff who's normal duties are directly or indirectly concerned with patient care should ensure they have received annual mandatory training (including hand hygiene).
Equal Opportunities	The post holder will treat all colleagues, service users and members of the public with respect and dignity regardless of their gender, age, race, colour, religious beliefs, religion, nationality, ethnic origin, social background, sexual orientation, marital status, disability, real or suspected HIV/Aids status, criminal background and Trade Union status. The Trust has Policy for Equality and it is the responsibility of all staff to ensure that this is implemented.
Health & Safety	All staff must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe condition for employees, patients and visitors.
Safeguarding Children	Everyone employed by the Trust regardless of the work they do has a statutory duty to safeguard and promote the welfare of children. When children and/or their carers use our services it is essential that all concerns for the safety and welfare of children and young people are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow the Safeguarding Children procedures and the Trust's supplementary Safeguarding Children Policy which is accessed electronically on the Trust's Intranet site. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend Safeguarding Children training and updates at the competency level appropriate to the work you do and in accordance with the Trust's Safeguarding Children Strategy.
Safeguarding Adults	Everyone employed by the Trust regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults. When patients and/or their carers use our services it is essential that all protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow Trust policies in relation to safeguarding vulnerable adults. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend vulnerable adult protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's vulnerable adult protection training guidance.
Professional and NHS	You are required to act at all times in accordance with the relevant professional Codes of Conduct and Accountability (including, where

Codes of Conduct	applicable, those for Board Members). In addition, all management staff must comply with the 'Code of Conduct for NHS Managers' and 'Standards of Business Conduct for NHS staff'.
Financial Management and Control of Resources	All staff are responsible for the security and the property of the Trust, avoiding loss or damage, and being economical and efficient in the use of resources. Staff are required to act in accordance with the rules and regulations as described in the Trust's 'Policy Relating to the Financial Management and Control of Resources'.
Mandatory Training	All staff are required to attend mandatory training as designated by the Trust.
No Smoking	East Kent Hospitals University NHS Foundation Trust has a no smoking policy. Staff are not permitted to smoke within or on Trust premises

Please note that these terms and conditions are subject to change and may differ from your proposed contract should you be successful in your application.

For further information, the NHS Terms and Conditions of Service Handbook [can be found here](#).

Appendix Three

Resourcing Team,
 Kent & Canterbury Hospital
 Ethelbert Road
 Canterbury
 Kent
 CT1 3NG

Tel: 01227 866450
 Twyla.mart@nhs.net

Private & Confidential




DATE






XXXXXXXXXXXX

XXXXXXXXXXXXXXXX

XXXXXX

Dear XXXXXX,

	<p>Thank you for applying for our vacancy, Administration Support Assistant at William Harvey Hospital.</p>
	<p>We received lots of interest for this job.</p>
	<p>We can only see a small number of people to interview.</p>

	<p>We have looked at your C.V, and unfortunately there were other people who met our requirements for the role more closely.</p>
	<p>I really liked reading your C.V and would like for you to apply for other jobs we have in the future.</p>
	<p>Please keep viewing the Trust's Facebook page for other opportunities.</p>
	<p>Yours sincerely</p>  <p>Twyla Mart Resourcing Manager</p>

Appendix Four

Resourcing Team
 Kent & Canterbury Hospital
 Ethelbert Road
 Canterbury
 Kent
 CT1 3NG

Tel: 01227 866450
 Twyla.mart@nhs.net




DATE





Private & Confidential

XXXXXX






XXXXXX

Dear «FirstName»,

	<p>Thank you for applying for our vacancy, Administration Support Assistant at Kent & Canterbury Hospital.</p>
	<p>We have looked at your CV and are very impressed.</p>
	<p>We feel that you have met the criteria required for the job role.</p>

	<p>We would like you to come for a working interview, which means we will get to know you and will ask you to do some of the jobs that you would do if you were successful.</p>
	<p>The interview will be at «Time» on «Date» April 2017 at Kent & Canterbury Hospital.</p>
	<p>Please take a seat in the seating area next to the Main Reception in the 1937 building and somebody will come to meet you when we are ready.</p>
	<p>During the interview, we will sit together and have a drink and get to know you better.</p>
	<p>You will then be asked to follow instructions to complete some tasks that are part of the job.</p> <p>Don't worry there will be different ways for us to explain what you need to do.</p>

	<p>We will require some identification documents from you.</p> <p>Can you please bring your passport to the interview if you have one</p>
	<p>If you do not have a passport, but you have a full birth certificate, can you please bring that instead.</p>
	<p>Can you please also bring your latest letter about the benefits you receive; this will confirm your current address.</p>
	<p>If you have a bank statement, can you please bring this</p>

	<p>Can you please email me at twyla.mart@nhs.net to confirm you will be attending.</p>
	<p>If you require any adjustments for the interview, please let me know via email.</p>
	<p>You may bring someone with you to the interview if you wish. Can you please let me know beforehand if you will be bringing someone.</p>
	<p>Yours sincerely,</p>  <p>Twyla Mart Resourcing Manager</p>

Appendix Five

Assessment Form

Candidate: «FirstName» «LastName»

Completion of Task			
The candidate did not file any of the documents in the allocated time	The candidate filed some of the documents in the allocated time	The candidate filed most of the documents in the allocated time	The candidate filed all of the documents in the allocated time

Accuracy of Task			
The candidate did not file any of the documents in the correct section of the files	The candidate filed some of the documents in the correct section of the files	The candidate filed the majority of the documents in the correct section of the files	The candidate filed all of the documents in the correct section of the files

Support Required			
The candidate did not require any support during the task	The candidate required a small amount of support during the task	The candidate required some support during the task	The candidate required a lot of support during the task

Willingness to ask for help			
The candidate was not comfortable asking for help with the task	The candidate was slightly uncomfortable asking for help with the task	The candidate was comfortable asking for help with the task	N/A - the candidate did not require any help to complete the task

Awareness of Surroundings			
The candidate was not at all distracted by the environment around them	The candidate was occasionally distracted by the environment around them	The candidate was often distracted by the environment around them	The candidate was continuously distracted by the environment around them

Appendix Six

I was involved in the interviews for XXXXXX to come and work with us. This was the first time we have employed someone with learning difficulties and the first time I have been involved in recruitment. I found interviewing quite difficult as most of the interviewees are deserving of the job although XXXXXX did stand out from the others.

This was XXXXX's first full time paid job. At the start she was understandably very shy and nervous. XXXXX's position is as an administration support assistant and we were given suggestions of the work she could do by our matron Kelly Wells. We also spoke to our administrators and they suggested various jobs that she could do to help them.

XXXXX has now has a job plan with various jobs that she does on a daily and weekly basis and although initially she needed quite a lot of support, she is now much more independent. She frees up time for the administrators as they have passed jobs on to XXXX such as filing, collecting the post, clinic prep etc.

Working closely with XXXXXX has changed my perception of people with autism, something I knew very little about. She is a happy, quiet person who works hard and is not afraid to ask if she does not know how to do something. She joins in with the office banter and is very grateful for the opportunity she was given to work with us and says she loves her job.