



# Careers in the wider healthcare team

**Caring, compassionate, committed**

Make a difference with a career in health

# Welcome

## A career for you

There are more than 350 roles in health, and many of them are part of a wider team which works alongside other health professionals for the benefit of patients and the public. As well as the NHS itself, a great many large and smaller organisations provide healthcare and work to prevent ill health in the UK. These include public and private sector organisations, community interest companies, social enterprises and charities, and you could work for the NHS or any one of these other organisations in a health role.

Some roles give you direct contact with patients, while in others you are part of a vast support network vital to delivering healthcare and preventing ill health, and good team-working is essential. Some jobs are in hospitals, others are based in the community, and, increasingly health and social care services are integrated or co-ordinated in order to provide a seamless service for people with a range of needs.

We actively recruit people of all ages, backgrounds and levels of experience, including people who have worked in other sectors or who bring life experience from outside the world of work. This helps us to understand the different needs of patients, families and carers, and to provide the best possible service every day.

## NHS values and the 6Cs of compassionate care

To apply for any job or apprenticeship in the NHS or in an organisation that provides NHS services, or for a course with clinical placements in the NHS, you'll need to show how you think the values of the NHS Constitution would apply in your everyday work.

### The NHS Constitution values are:

- > Working together for patients
- > Respect and dignity
- > Commitment to quality of care
- > Compassion
- > Improving lives
- Everyone counts

**These values may also be promoted as the 6Cs of compassionate care, as part of Leading Change, Adding Value. The 6Cs are:**

- > Care
- > Compassion
- > Competence
- > Communication
- > Courage
- > Commitment

Find out more about the NHS Constitution and the 6Cs at:

 [www.healthcareers.nhs.uk/nhsconstitution](http://www.healthcareers.nhs.uk/nhsconstitution)

 [www.healthcareers.nhs.uk/6Cs](http://www.healthcareers.nhs.uk/6Cs)

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# Your career in the wider healthcare team

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

You might be interested in cutting-edge technology, caring for the elderly, providing hospitality, administration, estates or 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 patients and provide healthcare for the future, you can find a role that is right for you.**

Find more information about careers in the wider healthcare team by going to

 [www.healthcareers.nhs.uk/explore-roles](http://www.healthcareers.nhs.uk/explore-roles) and visiting the wider healthcare team section. NHS organisations in England and Wales advertise their vacancies, including apprenticeship opportunities, at

 [www.jobs.nhs.uk](http://www.jobs.nhs.uk)

You can also search for apprenticeships in health at

 [www.gov.uk/apply-apprenticeship](http://www.gov.uk/apply-apprenticeship)

Or if you have any questions, you can call our helpline on

 **0345 60 60 655**

or email

 [advice@healthcareers.nhs.uk](mailto:advice@healthcareers.nhs.uk)



# FAQs

## Who works in the wider healthcare team?

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There are lots of different roles in the wider healthcare team, including administration, clinical support staff, corporate services, domestic services, estates services and support services. So you'll find lots of opportunities whether you want to work directly with patients or would rather provide support behind the scenes.

## What do I need and where can I train as a healthcare assistant (HCA)?

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You don't usually need any formal qualifications or training to apply for healthcare assistant posts in the health sector. Some relevant care experience, such as volunteering, can be really helpful.

To find out what sort of qualifications, skills and experience are required, have a look at the person specification for each vacancy. This will give you the details you need to help you decide whether you have what is needed already, or need to do something else first. Apprenticeships in clinical support are often available as a way into providing direct patient care.

## How can I train as a phlebotomist?

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To train as a phlebotomist, you will usually need to be employed in an appropriate role in the NHS, such as a healthcare assistant or healthcare science assistant/associate, and your employer will support you to do a part time course in phlebotomy/venepuncture while you are working.

## What qualifications do I need for administrative posts in the NHS?

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There are various roles in administration in the NHS, including medical secretary and receptionist, as well as those in finance, communications/public relations and human resources, for example. There are also opportunities in management.

For further information see the **Getting started in the wider healthcare team** section.

## Where can I find assistant practitioner courses?

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You need to be employed by the NHS to access courses and training relevant to the role of an assistant practitioner. You'll usually need experience of working in a relevant support role at a fairly senior level. So if you are applying for a vacancy as an assistant practitioner, you will need to make sure that you meet the criteria contained in the person specification for the post before applying.

## Are apprenticeships available to join the wider healthcare team?

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Apprenticeships in areas such as business administration and some clinical support roles have been available for some time.

Increasingly, apprenticeships are being developed at different levels (including intermediate, advanced, higher and degree) and offered in other areas of the wider healthcare team too, including estates, domestic services, corporate and support services.

See our information about apprenticeships: [www.healthcareers.nhs.uk/apprenticeships](http://www.healthcareers.nhs.uk/apprenticeships)

# Which role is right for you?

The wider healthcare team offers you a unique range of career options and each role has one thing in common – they are essential to the running of health services.



It may be the doctor who carries out the life-saving operation and the nurse whose skills help the patient recover, but, 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 essential team.

Members of our wider healthcare team design, construct and maintain healthcare 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 wider healthcare team is grouped into six main areas:

- administration
- clinical support services
- corporate services
- domestic services
- estates services
- support services

There is more information about each of these in the next section.









# Wider healthcare team roles at a glance

The boxes on the following pages set out examples of roles in the wider healthcare team. You can find more detailed information about all the roles described in the following pages on the Health Careers website at [www.healthcareers.nhs.uk/explore-roles](http://www.healthcareers.nhs.uk/explore-roles)

There are also short videos about some of the clinical support roles on our YouTube channel: [www.youtube.com/Healthcareers](http://www.youtube.com/Healthcareers)

To search for jobs and apprenticeships in the NHS, go to [www.jobs.nhs.uk](http://www.jobs.nhs.uk), and for more information about professional bodies and all other contacts, please visit the individual role page for the careers you are considering at [www.healthcareers.nhs.uk/WHT](http://www.healthcareers.nhs.uk/WHT)

For job vacancies with other health organisations visit [www.gov.uk/jobsearch](http://www.gov.uk/jobsearch)

For job vacancies in local government, visit [www.lgjobs.com](http://www.lgjobs.com)

For apprenticeship vacancies in the health sector, you can also visit [www.findapprenticeship.service.gov.uk/apprenticeshipsearch](http://www.findapprenticeship.service.gov.uk/apprenticeshipsearch)



See **real-life** stories of people working in some of the wider healthcare team roles at the end of this section







## Administration

In healthcare, 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, 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 will like these roles. You'll need a good general education and basic computing skills. Secretaries and receptionists will need keyboard and switchboard skills.

Type of work	Main responsibilities
<b>Clerk</b>	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 in an office, doing general tasks, such as filing and photocopying, in a clinic, arranging appointments and checking patients in, or, on a ward, collating information and helping to admit and discharge patients.
<b>Medical record-keeper</b>	As we move from paper to electronic records, medical record-keepers are crucial 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.

Type of work	Main responsibilities
<b>Medical secretary</b>	In this role you will manage 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 much of the time and deal with confidential clinical information.
<b>Receptionist</b>	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 surgery. You might make appointments, check patients in and arrange transport, usually using a computer system.
<b>Secretary/typist</b>	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 manage a filing system.
<b>Switchboard operator/telephonist</b>	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, visit [www.healthcareers.nhs.uk/administration](http://www.healthcareers.nhs.uk/administration)





## Clinical support services

Clinical support staff work in a huge variety of settings across health. 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.

Some roles involve close contact with patients, others do not. There is a wide range of opportunities for you to choose from and, as you extend your knowledge and skills, you may be able to undertake further training to become a senior healthcare assistant, nursing associate, therapy assistant, assistant practitioner or even start training to become a healthcare professional.

### Who will it appeal to?

Everyone who has contact with patients, including those working in nursing, midwifery, dentistry and the allied health professions, needs personal qualities such as a caring attitude, reassuring manner and respect for patients' dignity. For example, some healthcare science assistants and associates may work with both patients and equipment, so they need an interest in technology and the ability to pay close attention to detail. Others may be purely laboratory-based and need an aptitude for science, accuracy and efficiency.

Type of work	Main responsibilities
<b>Dental support worker</b>	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.
<b>Healthcare science assistant and associate</b>	Healthcare science assistants support qualified healthcare scientists in using complex, specialist equipment to diagnose, measure and treat a wide range of different conditions. Your exact responsibilities will depend on the area of healthcare science you work in.

Type of work	Main responsibilities
<b>NHS 111 roles</b>	NHS 111 is a 24 hours-a-day, seven days a week telephone advice service for patients, members of the public and healthcare professionals to phone if they have an urgent medical concern. NHS 111 service advisers and health advisers take details of the caller's problem and use a clinical decision support system to help assess people over the phone, make appropriate referrals and give health advice to enable patients to manage their symptoms.
<b>Nursing associate</b>	Nursing associates are senior clinical support staff. They work with other healthcare support workers and registered nurses to deliver care for patients and the public. You could work across any of the four fields of nursing: adult, children's, mental health, or learning disability.
<b>Nursing healthcare assistant</b>	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, assisting with 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.
<b>Occupational therapy assistant</b>	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.
<b>Physiotherapy assistant</b>	In this role you will help qualified physiotherapists to rehabilitate patients after an injury, surgery, illness or disability. This might involve showing them how to use mobility aids, setting up equipment and working on exercises with them.



Type of work	Main responsibilities
<b>Prosthetic/orthotic technician</b>	Prosthetic technicians manufacture artificial replacements (prosthetics) for patients who are missing a limb. Orthotic technicians make splints, braces or special footwear for people of all ages who may have conditions such as arthritis, spina bifida or a stroke. You'll work closely with a registered prosthetist or orthotist, depending on your area of expertise.
<b>Radiography assistant (imaging support worker)</b>	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.
<b>Speech and language therapy assistant</b>	This role gives you the opportunity to assist a qualified speech and language 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.











## Corporate services

Staff in a variety of key areas deliver the core services on which the whole organisation depends. Some, such as chaplains and health play staff, 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 to receive.

### Who will it appeal to?

Professionals who are attracted to the idea of using and developing their skills in a healthcare setting. An example would be a finance professional who has the responsibility to provide budgetary analysis, 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.

Type of work	Main responsibilities
<b>Chaplain</b>	Chaplains offer spiritual care and emotional support to patients and staff. They usually work in hospital-based teams. Chaplains are recruited from across the faith communities, according to the needs of local people.
<b>Finance staff</b>	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.
<b>Health play staff</b>	You will be a key member of the team looking after children and young people in hospital. 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.

Type of work	Main responsibilities
<b>Human resources staff</b>	The human resources department deals with everything relating to the employment of staff – everyone 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 will be to help employees benefit from work-life balance policies. You will work closely with health unions and professional bodies.
<b>Nursery nurse and nursery assistant</b>	You could work mainly with young patients, although you may work in a nursery caring for children of NHS staff. If you're a nursery assistant, you'll work under the supervision of a qualified nursery nurse.

For more information about roles in corporate services, visit [www.healthcareers.nhs.uk/corporateservices](http://www.healthcareers.nhs.uk/corporateservices)







## Domestic services

The experience of patients in hospital depends to a large extent on comfortable, hygienic surroundings, clean linen and nutritious, well-presented food. Some patients 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 wellbeing. It will be a matter of personal pride for you that a patient's stay in hospital is as comfortable as possible. These roles will appeal to you if you have an aptitude for hospitality and an awareness of hygiene and nutritional issues.

Type of work	Main responsibilities
<b>Catering manager/ catering assistant</b>	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.
<b>Chef and cook</b>	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 a varied range of foods for patients, staff and internal functions.

Type of work	Main responsibilities
<b>Domestic services staff</b>	As a member of the domestic services team, you will help keep the hospital environment safe and clean 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.
<b>Housekeeper</b>	Housekeepers work with senior nurses to make sure wards are clean, safe and welcoming for patients and visitors. In this role you will ensure that catering and cleaning meet the demanding standards of the NHS, help to minimise hospital acquired infections such as MRSA, and that the ward equipment is well maintained. Some housekeepers also supervise patient transport and clerical and linen services.
<b>Linen services staff</b>	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 NHS organisations have their linen cleaned by external contractors, which means monitoring and checking to ensure that the linen supplied meets standards set by the trust.

For more information about roles in domestic services, visit [www.healthcareers.nhs.uk/domesticservices](http://www.healthcareers.nhs.uk/domesticservices)



## Estates services

Most hospitals today consist of multiple new and old buildings, many within extensive grounds, while smaller community-based providers generally have smaller properties. What they have in common is that they all 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 all working together. Patients value and enjoy bright, welcoming surroundings and it can have a positive impact on their wellbeing and recovery. Health staff also need the right working environment to provide the best care for patients.

### Who will it appeal to?

Some roles in estates will attract those who like practical, hands-on work – both 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 surroundings for 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 management roles, you'll need to be a good leader and have good project management skills.

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

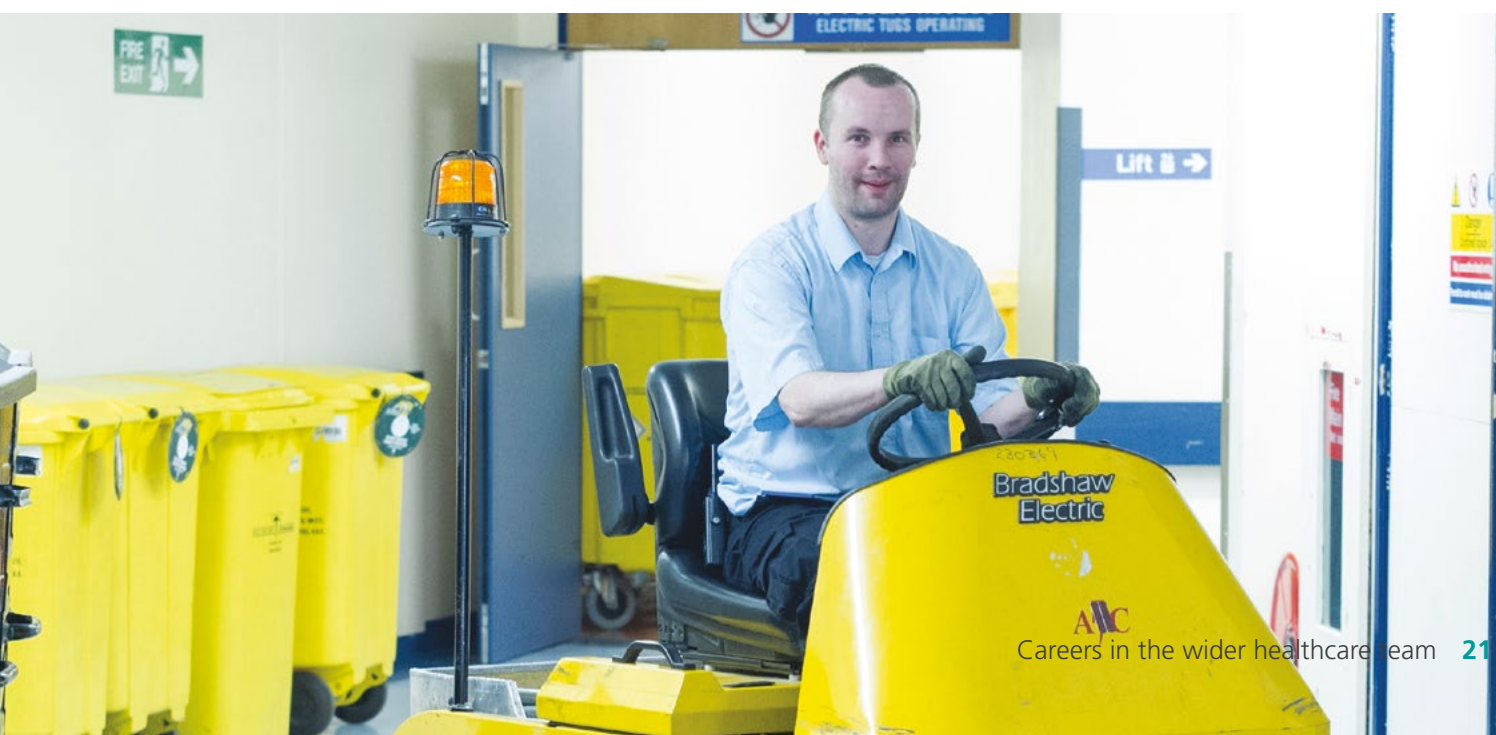
Working under the direction of the maintenance or estates manager, many members of staff may have the opportunity to work at several different sites. In the roles we list here, you will work on new buildings, and on extensions and repairs to existing buildings.



Type of work	Main responsibilities
<b>Architect</b>	As an architect in the NHS, you'll be involved in designing new buildings and extensions to original buildings, as well as renovations. Your expertise will be particularly vital when working with the many listed buildings that form part of the NHS estate. An ambitious building programme is currently underway involving some major projects, funded through partnerships between the public and private sectors.
<b>Estates maintenance staff</b>	Staff involved in maintaining buildings 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.
<b>Caretaker</b>	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.
<b>Electrician</b>	As an electrician, you could be involved in construction projects. You will also maintain and repair existing systems.
<b>Engineer</b>	In this role you will manage hospital maintenance programmes – 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.

Type of work	Main responsibilities
<b>Estate technician</b>	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.
<b>Gardener/grounds staff</b>	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 landscape work.
<b>Plumber</b>	As a key member of the skilled construction team, you might install plumbing and heating systems into new building projects. You'll also help maintain and repair existing systems and equipment, working under the direction of the maintenance or estates manager.
<b>Surveyor</b>	As a surveyor, your skills will be important when working alongside architects on new building and renovations, in particular on large-scale projects where major capital expenditure is involved.

For more information about roles in estates services, visit [www.healthcareers.nhs.uk/estates-services](http://www.healthcareers.nhs.uk/estates-services)





## Support services

Support staff provide essential day-to-day services, often working closely alongside the healthcare team. For example, they 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?

Those with a reassuring manner and confidence in dealing diplomatically with tricky situations - all important skills for roles such as security staff, fire safety officers and porters. Drivers and messengers need flexibility, reliability and good driving skills. And sterile services staff need a keen awareness of hygiene issues.

Type of work	Main responsibilities
<b>Audiovisual technician</b>	IT is a growing area with technicians supporting the ever-increasing technical data required and management systems utilised in health. 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.
<b>Driver</b>	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 staff and take patients to and from hospital. And, there are opportunities for drivers in some national health authorities to deliver blood and organs and distribute health service supplies.



Type of work	Main responsibilities
<b>Fire safety officer</b>	As a fire safety officer, you will advise on safe practice and give regular training sessions to all staff on fire prevention and 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.
<b>Porter</b>	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.
<b>Security staff</b>	As a member of the security staff, you will ensure that hospitals are 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.
<b>Sterile services/decontamination technician</b>	Sterile services/decontamination units have an essential part to play in fighting infection within hospitals. You will be responsible for decontaminating complicated reusable medical equipment, reassembling and repackaging it to high standards, ready for use in areas such as operating theatres.
<b>Storekeeper</b>	Healthcare 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.

For more information about roles in support services, visit [www.healthcareers.nhs.uk/supportservices](http://www.healthcareers.nhs.uk/supportservices)



# Real-life stories



# Administration

## Name


Shamima Akhtar

## Job title

Receptionist/health records,  
Royal Oldham Hospital

## Entry route

A-levels



**"It's busy here but there's  
a great atmosphere and it's a  
really friendly place to work."**

## How I got into the role

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.

## What I do

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.

## The best bits

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.





# Clinical support services

## Name

Luke Watson

## Job title

Nurse cadet,  
Gateshead NHS Foundation Trust

## Entry route

Healthcare assistant apprenticeship



**"I love watching a person progress and improve from admission to discharge."**

## How I got into the role

Initially I was interested in being a paramedic after getting my BTEC National Diploma in Sport and Exercise Sciences, but decided to try and get some healthcare experience. I started a healthcare assistant apprenticeship and worked in A&E for 13 months, which gave me a feel for the health sector. I loved every minute!

I decided to pursue a career in nursing and when a new cadetship course started at the trust, I jumped at the chance to get a place as a way to acquire the necessary qualifications and experience to apply for university. The cadetship has allowed me to gain enough UCAS points to apply for a degree in adult nursing, while keeping my practical skills 'sharp'.

## What I do

I have placements in various wards and help with patient mobility, personal care and patients' individual health needs. I also assist with procedures such as catheter care, monitoring blood pressure, temperature, dietary and fluid intake, and help patients with feeding if they need it.

I help lots of different healthcare professionals with their daily tasks: everyone from nurses, doctors and healthcare assistants to porters. I've worked in many different departments and wards around the hospital – medical, haematology, gastroenterology, surgical, orthopaedics, palliative care, and community and day case departments - which means I've cared for many different types of patients.

## The best bits

Having a direct influence on a person's health is very fulfilling and I love watching a person progress and improve from admission to discharge. I build a rapport with both the patients and their families, so we can help improve their health, living environment and social circumstances.

Looking ahead, I hope to qualify and register as an adult nurse and progress up the career ladder to a charge nurse role.



# Corporate services

## Name

Lydia Wager

## Job title

Income and costing  
accountancy assistant,  
Royal Cornwall Hospitals NHS Trust

## Entry route

Extended diploma in business studies



**"Being able to relate my  
work to helping someone  
in the hospital is the  
driving force for me."**

## How I got into the role

I did a course in business studies, book-keeping and accounts part time while working as a hotel housekeeper and waitress, and decided a finance career was for me.

I chose the apprenticeship route because I knew it would provide a gateway to an NHS career. It was an amazing opportunity to gain workplace experience, while achieving a qualification and earning a salary. I won a Learndirect Award for Intermediate Apprentice of the Year in 2013.

I was lucky enough to get a management accounts and income clerk apprenticeship at Royal Cornwall Hospital and then a band 2 permanent role in the income and costing team. I was responsible for preparing the monthly accounts and raising invoices, providing administrative support, inputting, retrieving and collecting confidential data.

## What I do

I'm currently working in a band 4 role, covering a colleague's maternity leave as income and costing accountancy assistant.

Working in finance, the months come around in a similar routine and everyone in the team has their own monthly tasks. I am responsible for costing the non-Payment by Results data each month, which are the 'high cost' elements of a patient's attendance at the trust. I also prepare data for invoices for care provided to patients from outside Cornwall. In short, most of my job is preparing data so that our commissioners (the people who 'buy' services from the trust for their patients) pay us each month!

## The best bits

I love working in a team but working independently on my own tasks is also very fulfilling. Being able to relate my work to helping someone in the hospital is the driving force for me, and I know that, every day, I am developing a successful career at the same time as making a positive difference.



# Domestic services

## Name

Rizal San Pedro

## Job title

Chef, Wirral University Teaching  
Hospital NHS Foundation Trust

## Entry route

Apprenticeship

**"I just want to serve quality food.**

**If I'm not happy with the food**

**when I taste it in the kitchen**

**then it doesn't go out."**



## How I got into the role

I'm originally from the Philippines where I was a civil engineer. I moved to Wirral in 2001 as my wife came over here to work as a nurse. Initially I got a civil engineer job but took some time off to look after my family.

I later started working as a catering assistant at Arrowe Park Hospital. My mother owns her own restaurant in the Philippines so I knew a lot about cooking. When the chef left two years ago I had the opportunity to become a chef and I have just completed my level 2 apprenticeship.

## What I do

It's always very busy. We plan first thing in the morning what we are doing that day. We always work ahead and if needed, we stay to prepare the next day's menu. It's very challenging. I want to provide a decent meal every single day. Every day we have a different menu.

I especially like it when I get the opportunity to cook international food such as Asian, Mediterranean and Italian. I just want to serve quality food. If I'm not happy with the food when I taste it in the kitchen then it doesn't go out. I'm always really proud of what I'm doing.

## The best bits

I love my work. It's an amazing job. The other chefs have been very supportive and sharing with me all their experience of working in restaurants. Their attitude is phenomenal and, because of their experience, they work really professionally. I've learned a lot from them.





## Estates services

### Name

Louise English

### Job title

Senior property manager,  
Yorkshire Ambulance Service  
NHS Trust

### Entry route

Temporary role in estates

**"The best bit is feeling that I  
contribute in some small way to  
delivering successful healthcare  
services to patients."**



## How I got into the role

I had decided to return to the north east after living and working in London without any real career path. Shortly after returning, I was offered a three-day temporary role with what was then a primary care trust, right on the cusp of its abolition.

At that time, I thought that 'estates was just for boys' so I did not give much thought to staying long-term. However, I found this role really enjoyable and, at the same time, the team allowed me to learn and develop. Six months later I was offered a permanent position. I soon caught the 'property bug' and began structuring my further education around property surveying.

I knew that to progress my career in the sector, I would have to become chartered. In January 2016, I enrolled for a Master's degree in real estate surveying as a distance learner, working full time and studying in my spare time.

## What I do

I am responsible for actively managing all property-related matters and transactions. This includes acquisition and disposal of leasehold and freehold property interests; negotiating leases and licences from both a landlord and tenant perspective; ensuring the estate is delivering maximum income; managing the estate in line with the departmental strategy; resolving landlord and tenant queries and disputes; and preparing business cases and options appraisals for property matters.

## The best bits

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.



# Support services

## Name

Stephanie Ferris

## Job title

Porter, Royal Berkshire NHS  
Foundation Trust

## Entry route

Applied through NHS Jobs

**"I love meeting the patients  
and always have their best  
interests at heart."**



## How I got into the role

I was working as a carer in the community but was keen to move to a permanent position and thought that portering was the perfect way into an NHS career. I'm motivated and a natural team player which is an important quality in this job. I love meeting the patients and always have their best interests at heart.

## What I do

Every day I take and collect patients to and from X-ray or CT scanning and bring them back to their ward or department. Patients are in either a wheelchair or a hospital bed. I also deliver necessary medication and escort patients within the x-ray department if that's what they need.

I have been working as a porter at the trust for the last six months or so and am learning new things every day. I am also signed up to do an NVQ level 2 in portering and this trust was one of the first to implement the course.

The job's definitely challenging sometimes, particularly when patients need persuading to go for certain procedures. We have to liaise with other departments to ensure that all the information we have is correct, that the patients are well enough to be transported, and that we're taking them for the correct procedure at the correct time.

## The best bits

In any one day, I encounter a huge variety of people! It's very rewarding when my team leader hears from staff and patients to say how pleased they are with the service I'm providing. I get to know the patients and vice versa; just having a chat and a laugh can make them feel better. It makes you feel good to know your hard work is appreciated and that you make a difference to the patients.

If you enjoy meeting different people and can relate to and sympathise with them, NHS portering could be the job for you.







# Getting started in the wider healthcare team

There is a tremendous variety of opportunity within the wider healthcare team. Whatever role you choose, or 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 if you choose.



## Apprenticeships, traineeships and cadet schemes

Apprenticeships provide the opportunity to earn and work towards nationally recognised qualifications at the same time, and are an increasingly common way for employers to recruit into roles including many in the wider healthcare team. Apprenticeships aren't just for school and college leavers; many are open to people of any age.

You'll find intermediate, advanced and some higher apprenticeships already offered in areas such as business and administration, finance, human resources, clinical support services and estates. You can often find apprenticeships in other areas of the wider healthcare team too. Some degree apprenticeships are also available, with more in development.

Some employers offer traineeships – courses with work experience that get you ready for work or an apprenticeship. Traineeships last up to six months.

Other employers have developed their own locally-run cadet schemes - for example in nursing, preparing cadets for entry into professional nurse training.

Wherever you work, your organisation will support your continued development, and may fund further training and study.

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 your local healthcare provider.

**A** Look out for the A on the Health Careers website to see which roles are available as an apprenticeship [www.healthcareers.nhs.uk/apprenticeship](http://www.healthcareers.nhs.uk/apprenticeship)



**Remember that if you're applying for a role either directly in the NHS or in an organisation that provides NHS services, you may be asked to show how you think the values of the NHS Constitution apply in your everyday work. Find out more at [www.healthcareers.nhs.uk/nhsconstitution](http://www.healthcareers.nhs.uk/nhsconstitution) and [www.healthcareers.nhs.uk/6Cs](http://www.healthcareers.nhs.uk/6Cs)**

## Work placements and volunteering

Doing volunteer work or arranging a work placement is the best way to find out if a role is right for you. It will give you experience of the working environment, show you the kind of work you would be doing and the people you would be helping, and let you talk with people who are already doing the job.

The number and type of work placements or volunteering opportunities available vary, depending on where you are in the country. Experience doesn't always need to be gained in the NHS either, so think about the independent health sector, charities and other organisations where healthcare is provided as a way of gaining experience.

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

For more information about opportunities in your area, get in touch with your local trust or healthcare provider or voluntary organisations to find out what is available. You can also find more information on gaining experience at [www.healthcareers.nhs.uk/experience](http://www.healthcareers.nhs.uk/experience)

For more information about careers in the wider healthcare team, visit [www.healthcareers.nhs.uk/explore-roles](http://www.healthcareers.nhs.uk/explore-roles)

Speak to your careers adviser, call our helpline on 0345 60 60 655 or email [advice@healthcareers.nhs.uk](mailto:advice@healthcareers.nhs.uk)



## Administration

For some administration roles, such as typist or telephonist, you will need certain training 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 vary and there is a lot of flexibility.

You might start 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.

**Apprenticeships in business administration, record keeping, customer services, medical secretarial and other administrative roles are often available.**

## Clinical support services

For these roles, personal qualities, such as a mature attitude, commitment and motivation, are the most important requirements. It will help if you can demonstrate your enthusiasm by having done some relevant voluntary work or work experience. 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 work in the clinical and science areas of health without any formal qualifications. It is also a great way to progress through experience and training, both on and off the job, which could include studying for vocational qualifications or, at more senior levels such as assistant practitioner or nursing associate, a foundation degree. With aptitude and further study, it is possible to qualify as a healthcare professional (eg as a nurse, radiographer, or healthcare science practitioner) and go even further up the career ladder.

**Apprenticeships in clinical support, therapy support, healthcare support and related roles (for example nursing associates and associate ambulance practitioners) are often available.**



## Corporate services

There is a wide range of roles in corporate services and it is possible for you to join the health sector at any level. For some of the professional roles, such as chaplain or architect, 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 move into health. If so, you will come in at a more senior level, either staying within your specialism or progressing to other high-level positions within the health service.

To work in health play, you'll need to study for a foundation degree with a healthcare play specialism.

**Apprenticeships are often available in areas such as finance, human resources and sometimes in nursery work, with opportunities to study part time for professional qualifications.**

## Domestic services

If you have a relevant qualification in cooking, food hygiene, hotel services or cleaning science, you could join as a chef, head chef, department supervisor or manager. However, employers may accept proven ability and experience 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.

**Apprenticeships in areas such as food preparation and hospitality are often available.**



## Estates services

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

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

**Apprenticeships are sometimes available in estates roles such as gardening and estates maintenance, with opportunities to progress into (or directly enter) more senior roles through higher or degree level apprenticeships.**

## Support services

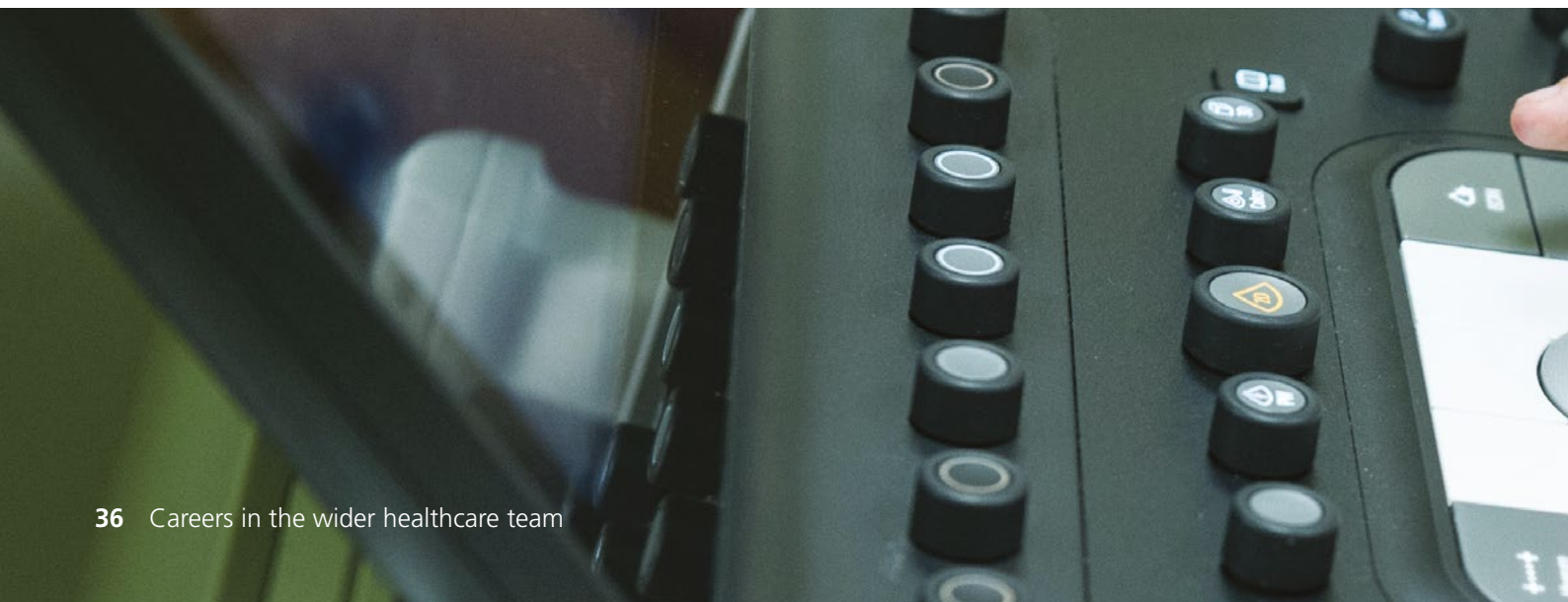
As with corporate services, the wide range of positions in support services brings opportunities at all levels. Drivers require experience and an appropriate licence, while fire safety officers are usually former firefighters who have had extra training.

Audiovisual technicians need a relevant City and Guilds qualification or the equivalent.

You could work in sterile/decontamination services with no formal qualifications and go on to train as a technician. You could 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 vocational qualification level 2 or 3. 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 be part of a team are important.

**Apprenticeships available include those in decontamination science, and stores and distribution.**



# Next steps and progressing your career

If you've decided you'd like to work in this area, 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 provides information about which universities offer which courses. Individual universities will be able to tell you what they look for from applicants. For example, getting some relevant experience is an excellent way of showing your commitment and enthusiasm.

If you are already working but 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 Health Careers service can help. Call us on **0345 60 60 655**, email [\*\*advice@healthcareers.nhs.uk\*\*](mailto:advice@healthcareers.nhs.uk) or visit our website at [\*\*www.healthcareers.nhs.uk\*\*](http://www.healthcareers.nhs.uk)

To search for jobs, go to [\*\*www.jobs.nhs.uk\*\*](http://www.jobs.nhs.uk), and for more information about professional bodies and all other contacts, visit the role page for the roles you are considering via [\*\*www.healthcareers.nhs.uk/explore-roles\*\*](http://www.healthcareers.nhs.uk/explore-roles)

For apprenticeship vacancies, search NHS Jobs (above) and [\*\*www.findapprenticeship.service.gov.uk/apprenticeshipsearch\*\*](http://www.findapprenticeship.service.gov.uk/apprenticeshipsearch)

For job vacancies with other health organisations, visit [\*\*www.gov.uk/jobsearch\*\*](http://www.gov.uk/jobsearch)

For job vacancies in local government, visit [\*\*www.lgjobs.com\*\*](http://www.lgjobs.com)





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?
<b>Studying for your GCSEs</b>	<ul style="list-style-type: none"> <li>➤ Check what your likely exam grades/results will be.</li> <li>➤ 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?</li> <li>➤ Are there any particular skills or experience that will improve your chances of getting into your chosen career?</li> <li>➤ Enquire about volunteering or work experience.</li> <li>➤ Find out if you need any specific A-levels, or equivalent qualifications.</li> <li>➤ Consider the option of an apprenticeship.</li> <li>➤ Search NHS Jobs <a href="http://www.jobs.nhs.uk">www.jobs.nhs.uk</a> and <a href="http://www.findapprenticeship.service.gov.uk/apprenticeshipsearch">www.findapprenticeship.service.gov.uk/apprenticeshipsearch</a></li> </ul>	Subject teachers Your careers adviser Professional bodies Health Careers National Careers Service
<b>Studying for A-levels or another course at your school or a local college</b>	<b>As GCSEs, plus:</b> <ul style="list-style-type: none"> <li>➤ If you need to study a particular degree, investigate which universities offer it.</li> <li>➤ Investigate any further qualifications you might need for your chosen role.</li> <li>➤ Search the NHS Jobs website (above) and speak to your local trust to get an idea of current vacancies.</li> <li>➤ Consider the option of an apprenticeship.</li> </ul>	Subject teachers Your careers adviser UCAS Health Careers Professional bodies NHS Jobs National Careers Service
<b>At university</b>	<b>As A-levels</b>	University careers service Health Careers Professional bodies NHS Jobs National Careers Service
<b>Looking for a new career</b>	<b>As A-levels, plus:</b> <ul style="list-style-type: none"> <li>➤ 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.</li> </ul>	Health Careers Jobcentre Plus Professional bodies NHS Jobs UCAS National Careers Service



# Fulfil your potential

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

You will also be encouraged to extend your range of skills and knowledge and take on new responsibilities through the Knowledge and Skills Framework (KSF). The KSF is available on the NHS Employers website:

**[www.nhsemployers.org/SimplifiedKSF](http://www.nhsemployers.org/SimplifiedKSF)**

The health career framework on p.42-43 makes it easy to see at a glance how you can progress within your chosen career.

Other organisations that provide healthcare and work to prevent ill health will offer similar development opportunities and the chance to review your work. It's a good idea to discuss career development with any employer you are considering.



# Benefits of working in the NHS

If you work in the NHS, you will enjoy one of the most competitive and flexible benefits packages offered by any employer in the UK and a wealth of opportunities to develop your career. You will join one of the country's most respected organisations and one which has the values of compassionate care and staff wellbeing at its very heart.

If you work in the private or voluntary sectors or another public sector organisation, your pay and benefits will vary depending on your employer.



## Your pay in the NHS

Most jobs are covered by NHS terms and conditions of service (Agenda for Change) pay bands, except doctors, dentists and very 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 advisers 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 and the most up-to-date salary information in your chosen career, visit [www.healthcareers.nhs.uk/pay](http://www.healthcareers.nhs.uk/pay)





## One of the UK's best pension schemes

The NHS Pension Scheme is one of the most generous in the UK. Every new employee automatically becomes a member, unless you choose to opt out.

## Other employment benefits for NHS staff

Everyone employed under the NHS 'Agenda for Change' pay system is entitled to:

- 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
- pay enhancements to reward out-of-hours, shift and overtime working
- career and pay progression based on the application of knowledge and skills
- annual personal development review to support career aspirations
- occupational health services
- study leave for sponsored courses

Many of these benefits apply across the whole of the NHS, although local organisations may offer additional benefits, such as cycle to work schemes and nurseries. Many local shops, restaurants and services offer discounts to health staff too, including most gyms and leisure centres. Health Service Discounts is an employee benefit provider for many NHS organisations and offers discounts and deals for NHS staff on shopping, holidays and financial services from well-known brands: [www.healthservicediscounts.com](http://www.healthservicediscounts.com)

Get more information about the benefits and opportunities offered by the NHS at [www.healthcareers.nhs.uk/payandbenefits](http://www.healthcareers.nhs.uk/payandbenefits)

## Health and wellbeing at work and your work-life balance

The NHS is committed to helping staff to stay well, including serving healthier food, promoting physical activity, reducing stress, and providing health checks covering mental health and musculoskeletal problems.

**The NHS will help you combine your work with commitments in your everyday life and at different stages of your career - whether you're studying for a new qualification, raising a family or have other responsibilities.**

The size and diversity of the NHS means we can offer you a range of flexible working and retirement opportunities. Part time roles and job-share opportunities are often available, as well as term-time only, evening and weekend positions. Many people take an extended break to look after young children or other dependants who need special care, or to study full time.

As well as advice and support for people looking after sick or elderly relatives, the NHS provides a range of childcare services for employees, including:

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

You can find more information on health and well-being at work at [www.nhsemployers.org/healthyworkplaces](http://www.nhsemployers.org/healthyworkplaces)



# Health career framework

This health 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 real-life story on page 29 describes how Louise English has progressed within the wider healthcare team. You can follow her 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 health careers and where they may fit on the health career framework. It is not exhaustive; details on other careers can be found in the relevant booklets and on the Health Careers website.

	Initial entry level jobs	Support workers	Senior healthcare assistants/technicians	Assistant practitioners/ Associate practitioners	Practitioners	Senior practitioners/ specialist practitioners	Advanced practitioners	Consultant practitioners	More senior staff
Allied health professions		Therapy clinical support worker	Occupational therapy rehabilitation assistant	Assistant practitioner in occupational therapy	Occupational therapist	Senior occupational therapist	Advanced occupational therapist (team leader)	Consultant occupational therapist	
Ambulance service team		Patient transport service driver	Emergency medical dispatcher	Control room duty officer	Paramedic	Specialist paramedic	Advanced paramedic	Consultant paramedic	Clinical director of service
Dental care team		Dental nurse	Student dental technician	Assistant dental technician	Dental technician	Senior dental technologist			
Health informatics	Health records assistant	Support desk assistant	Medical records clerk	Helpdesk adviser	Web developer	Special projects manager	Head of communications	Access, booking and choice manager	Director of information management and technology
Healthcare science		Phlebotomist	Newborn hearing screener	Genetic technologist	Trainee clinical scientist	Clinical scientist (genomics)	Higher Specialist Scientist trainee	Consultant clinical scientist (medical physics)	Director of regional genetics services
Management				General office manager	Payroll manager	Projects manager	Head of accounts	Maxillofacial laboratory manager	Director of human resources
Midwifery		Healthcare assistant (maternity)	Maternity support worker		Midwife	Community midwife	Head of midwifery	Consultant midwife	Director of maternity services
Nursing	Nurse cadet	Healthcare assistant (nursing)	Senior healthcare assistant	Community care assistant	Staff nurse	Senior staff nurse	Clinical charge nurse	Nurse consultant in stroke	Director of nursing
Pharmacy	Pharmacy porter	Medicines counter assistant	Senior pharmacy assistant	Pharmacy technician	Pre-registration pharmacist	Pharmacist		Lead pharmacist for admissions	Director of clinical support services
Psychological therapies		Healthcare assistant (mental health)	Mental health support worker	Assistant clinical psychologist	Psychological wellbeing practitioner	High intensity therapist		Consultant clinical psychologist	Assistant director - clinical professional practice
Public health	Young health champion	Health champion	Health trainer	Stop smoking adviser	Health improvement practitioner	Senior health improvement practitioner	Specialty registrar in public health	Public health consultant	Director of public health
Wider healthcare team	Porter	Maintenance assistant	Asset administration officer	Transaction co-ordinator	Property manager	Senior property manager	Head of property	Head of estates	

**For further copies of this  
booklet please contact:**

Tel: 0345 60 60 655

email: [advice@healthcareers.nhs.uk](mailto:advice@healthcareers.nhs.uk)

[www.healthcareers.nhs.uk](http://www.healthcareers.nhs.uk)

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