



**COVID-19 Vaccination Programme
Workforce and Training Workstream**
Local retention guide for support staff –
candidate information pack

Version 2, June 2021



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Getting Started

How do I get started?

This guidance will help you to reflect on and discuss what you might like to do in the future in health and social care and what options might be available to you. Take some time to consider where you are today and then use some of the thoughts below to guide your exploration and career conversation later on. Remember this is about you and what you might like to achieve in the future.

What do I want my working hours to be?

What are my opportunities for employment?

Will I need training?

How will I be supported?

What are my aspirations?

Based on my research, what roles would I be suitable for?

What was my background before being part of the Vaccination programme?

Why do I want to work in the NHS?

What have I enjoyed the most about being a Vaccinator?

What setting do I want to work in?

Will this impact on any welfare support I receive?

I am considering another role in health or social care (now or at some point in the future) and would like to explore this in greater depth. Here are some things I should have in mind while exploring roles.

Why stay in the NHS?

The NHS is an incredibly rewarding place to work – you can truly make a difference to people’s daily lives.

Take a look at these videos to find out more about why many people choose to work in the NHS.

Use [this website](#) to find out more about the many benefits of working in the NHS, including competitive pay, flexible benefit packages, and opportunities for learning and development.



[*NHS England and NHS Improvement - We are the NHS: then, now, always.*](#)

[*Health Education England \(HEE\) - Cradle to Grave.*](#)



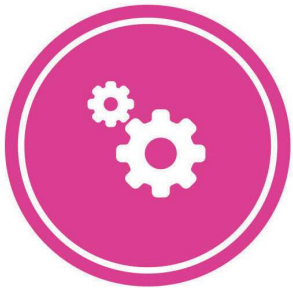
Further resources:

- Visit [this website](#) to find out more about what the NHS does and how it is structured.
- Step Into the NHS also has [this helpful webpage](#) which provides an overview of the history of the NHS and the breadth of opportunities within it.
- [This article](#) by NHS Professionals includes quotes from a variety of NHS staff explaining the reasons why they love working in the NHS.

What are the NHS values?



When applying for a job in the NHS you will need to demonstrate the [NHS Constitution](#) values. Think about any work experience or volunteering you have done in which you have demonstrated these values.



Working together for patients

Patients come first in everything we do.

For example, we put the needs of patients before organisational boundaries to deliver excellent customer care. We speak up when things go wrong.



Respect and dignity

We value every person.

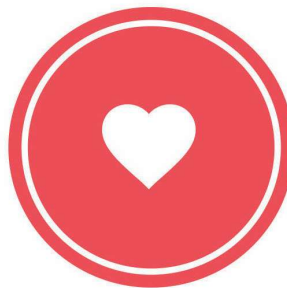
For example, we respect their aspirations and commitments, and seek to understand their priorities, needs, abilities and limits. We are honest and open about our point of view and what we can and cannot do.



Commitment to quality of care

We strive to deliver quality care every time.

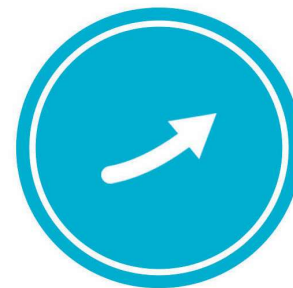
For example, we encourage feedback from patients, families, carers, staff and the public. We use this to improve the care we provide.



Compassion

We ensure that compassion is central to the care we provide.

For example, we search for the things we can do, however small, to give comfort and relieve suffering. We find time for patients, their families and carers, and our colleagues.



Improving lives

We strive to improve health and wellbeing.

For example, we cherish excellence and professionalism in clinical practice, service improvements and innovation. We recognise that all have a part to play in making ourselves, patients and our communities healthier.



Everyone counts

We maximise our resources for the benefit of the whole community.

For example, we make sure nobody is excluded, discriminated against or left behind. We accept that some people need more help, that difficult decisions have to be taken.



Careers in Health and Care

What roles are there?

The NHS isn't only doctors and nurses. There are a wide variety of other roles which are critical to the delivery of quality services and care. This includes **clinical support roles, roles in social care** and **non-clinical roles** for those who are interested in non-patient-facing work.

Basic English and Maths skills are required for all of these roles and employers may ask for GCSEs or equivalent qualifications.

Some roles require specific previous experience, however many only require some experience in health or care (in an employed, voluntary or personal capacity).

Social Care Roles

- Activities Worker / Coordinator
- Care Worker
- Community Transport Driver
- Learning Mentor
- Personal Assistant
- Rehabilitation Worker
- Social Work Assistant

To find out more about what it is like to work in Social Care and where to find opportunities, visit the [Prospects website](#) and the [HealthCareers website](#). For information about support roles in Social Care and entry requirements, visit the [ThinkCareCareers website](#).

Healthcare (Clinical) Support Roles

- | | |
|--|--|
| <ul style="list-style-type: none"> • Ambulance Care Assistant / Patient Transport Service Driver • Call Handler / Emergency Medical Dispatcher • Cardiographer • Creative Therapy Support Roles • Dental Support Worker • Dietetic Assistant • Donor Carer • Emergency Care Assistant • Healthcare Assistant / Healthcare Support Worker • Maternity Support Worker • Newborn Hearing Screener • Occupational Therapy Support Worker | <ul style="list-style-type: none"> • Orthopaedic Technician • Orthotic Technician • Patient Transport Service Call Handler • Pharmacy Assistant • Phlebotomist • Podiatry Assistant • Physiotherapy Assistant • Prosthetic Technician • Radiography Assistant • Speech and Language Therapy Assistant • Support, Time and Recovery Worker • Theatre Support Worker |
|--|--|

For an overview of the UK healthcare sector, visit the [Prospects website](#). For more information about the wide range of clinical support roles available and their entry requirements, visit the [HealthCareers website](#).

Non-Clinical roles

- Administration and Business Support
- Support Services (e.g. Equipment, Health & Safety)
- Domestic Services (e.g. Catering & Hospitality)
- Estates Services (e.g. Facilities)
- Corporate Services (e.g. HR, Finance, IT)

For more information about non-clinical roles in the healthcare sector and entry requirements, visit the [HealthCareers website](#).

What is a Healthcare Support Worker (HCSW) or Healthcare Assistant (HCA)?



Healthcare support workers (HCSWs), or Healthcare Assistants (HCAs), play a crucial role in providing high quality and compassionate care to patients. They work as part of wider health or social care teams, working under the supervision of registered healthcare professionals.

Where do they work?

HCSWs or HCAs work in a wide variety of settings, including hospitals, GP practices, mental health units or in the community.

What tasks to do they do?

Typical duties of a HCSW or HCA include:

- Making sure patients are comfortable
- Helping patients move around
- Washing and dressing patients
- Taking basic observations and updating patient records
- Keeping departments tidy and ensuring equipment is clean
- Serving meals and helping patients eat

Where can the role lead?

Once you have gained enough skill and experience as a HCSW/HCA, you may be able to progress to a role as a [Senior Healthcare Support Worker](#) which involves more duties and responsibilities. After a further period of time, you may be able to train as a [Nursing Associate](#) and later on train to be a [registered Nurse](#). Alternatively, after working as a Senior HCSW/HCA for a while, you could choose to train as an [Assistant Practitioner](#) and later on train in a particular specialism to become an [Allied Health Professional](#).



[NHS Health Careers – Life as a healthcare support worker](#)

More information about Healthcare Support Workers is available on the [Royal College of Nursing](#) and [HealthCareers](#) websites.

Interested in a career in Nursing?

Nurses provide direct care to patients and work in a variety of settings, including hospitals, schools, GP practices and in the community.

There are [four main fields of nursing](#): Adult, Children's, Mental Health and Learning Disability.

If you're interested in a career in nursing, there are several pathways available to you:

1

Nursing Degree

You could enrol on a Registered Nurse degree course at a university. The [HealthCareers website](#) outlines the benefits of having a Nursing degree.

First you would need to decide which field of Nursing you would like to qualify in. University courses in the four different fields of Nursing can be found using the [HealthCareers Course Finder](#). Dual courses are available if you would like to qualify in more than one field.

From 2021, some universities are offering Adult Nursing courses using a [blended learning approach](#), where much of the content is delivered online. These courses can be found using the [HealthCareers Course Finder](#).

2

Nursing Apprenticeship

If you would prefer not to study full-time, a [Level 6 Registered Nurse degree apprenticeship](#) is a flexible, work-based route into Nursing which combines university study and paid work placements.

This apprenticeship usually takes 4 years to complete, however if you already have a relevant Level 5 qualification (such as a [Nursing Associate](#) or [Assistant Practitioner](#)) you may only need to complete a 2-year 'top up' or 'conversion' apprenticeship.

Apprenticeship opportunities can be found on [NHS Jobs](#) or on the [UK Government website](#).

3

Nursing Associate

The [Nursing Associate \(NA\)](#) role is a relatively new role which bridges the gap between Healthcare Support Workers and Registered Nurses.

Nursing Associates work across all four fields of nursing.

Once you have enough experience as a Nursing Associate you may be able to complete a shortened Registered Nurse degree apprenticeship in 2 years.

More information on how to become a Nursing Associate is available on the [Nursing and Midwifery Council's website](#).

For more information about the different careers and routes into Nursing, visit the [HealthCareers website](#) and the [Nursing and Midwifery Council's website](#).

What are Allied Health Professionals?



Allied Health Professionals (AHPs) make up the third largest clinical workforce in the NHS. They work in a variety of settings, including hospitals, patients' homes and in the community, and play a key role in improving the health and wellbeing of patients.

There are many different roles within the Allied Health Professions:

- Art Therapist
- Diagnostic Radiographer
- Dietician
- Drama Therapist
- Music Therapist
- Occupational Therapist
- Operating Department Practitioner
- Orthoptist
- Osteopath
- Paramedic
- Physiotherapist
- Podiatrist
- Prosthetist/Orthotist
- Speech and Language Therapist
- Therapeutic Radiographer

Routes into AHP careers:

Allied Health Professionals are registered healthcare professionals so a relevant degree is required to qualify as one.

However, there are degree apprenticeships available which enable you to combine study and paid work.

Visit the HealthCareers website for more information on [studying to become an AHP](#).

There are also support roles available within the Allied Health Professions if you are not interested in studying toward registration.

For more information about the Allied Health Professions, take a look at these websites:

- [HealthCareers – AHPs](#)
- [NHS – The 14 allied health professions](#)
- [HEE – Allied Health Professions](#)
- [HEE – Experience a day in the life of an AHP using virtual reality](#)
- [HEE – AHPs, a universe of opportunities](#)
- [Prospects – 7 healthcare careers to consider](#)

Resources to support career exploration

Lots of resources and guidance are available to support you to explore potential roles and determine which you are suitable for. Use your learnings to inform the career conversation you have later on.

Information and guidance

Resources to help you get started on your journey

[Working in health](#)

[Who works for the NHS?](#)

[Exploring your options](#)

[Planning your career](#)



Exploring roles and careers

Resources to help you find out more about specific roles

[Health careers – explore roles](#)

[350 careers, One NHS, Your Future](#)

[Step into the NHS Careers A-Z](#)

[Skills for Care: Job roles in social care](#)

National Careers Service: [Healthcare](#) and [Social Care](#)



Healthcare Support Workers / Healthcare Assistants

Resources to give you an overview of the role of a HCSW/HCA

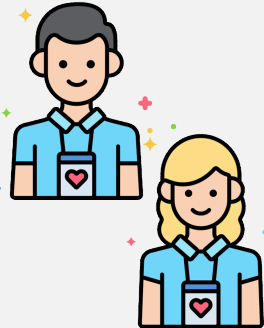
[Healthcare Support Worker overview](#)

[Healthcare Assistant overview](#)

[Careers resource for Nursing Support Workers](#)

[Career paths for Nursing Support Workers](#)

[HCSW2020 Accelerated Care Certificate](#)



Careers Tests

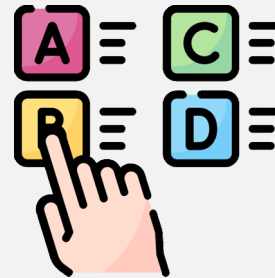
Resources to help you assess which roles are right for you

[Find Your Health Career](#)

[Step into the NHS careers test](#)

[Is adult social care for you?](#)

[National Careers Service Skills Assessment](#)





Apprenticeships

What are apprenticeships?

Apprenticeships provide paid routes into a variety of NHS careers through a blended approach of classroom and on-the-job training. There are lots of videos on the [Health Education England \(HEE\) YouTube channel](#) which demonstrate the huge range of apprenticeships that are available.

NHS apprenticeships are available at four levels which each have different entry requirements:

- 1. Intermediate (Level 2) apprenticeships** (equivalent to 5 GCSEs at grades 9-4 or A*-C)
There are no set entry requirements for an intermediate apprenticeship, but employers may set their own. Completing an intermediate level apprenticeship provides the skills you need for certain roles or allows entry to an advanced level apprenticeship.
- 2. Advanced (Level 3) apprenticeships** (equivalent to 2 A-levels)
To start an advanced level apprenticeship you should have 5 GCSEs (at grades 9-4 or A*-C) or have completed an intermediate level apprenticeship.
- 3. Higher (Levels 4, 5, 6 and 7) apprenticeships** (equivalent to a foundation degree and above)
To start a higher level apprenticeship you should have 2 A-Levels (or equivalent) or have completed an advanced level apprenticeship.
- 4. Degree (Levels 6 and 7) apprenticeships** (equivalent to a full Bachelor's or Master's degree)
To start a degree level apprenticeship you should have 2 A-Levels (or equivalent) or have completed an advanced level or higher level apprenticeship.

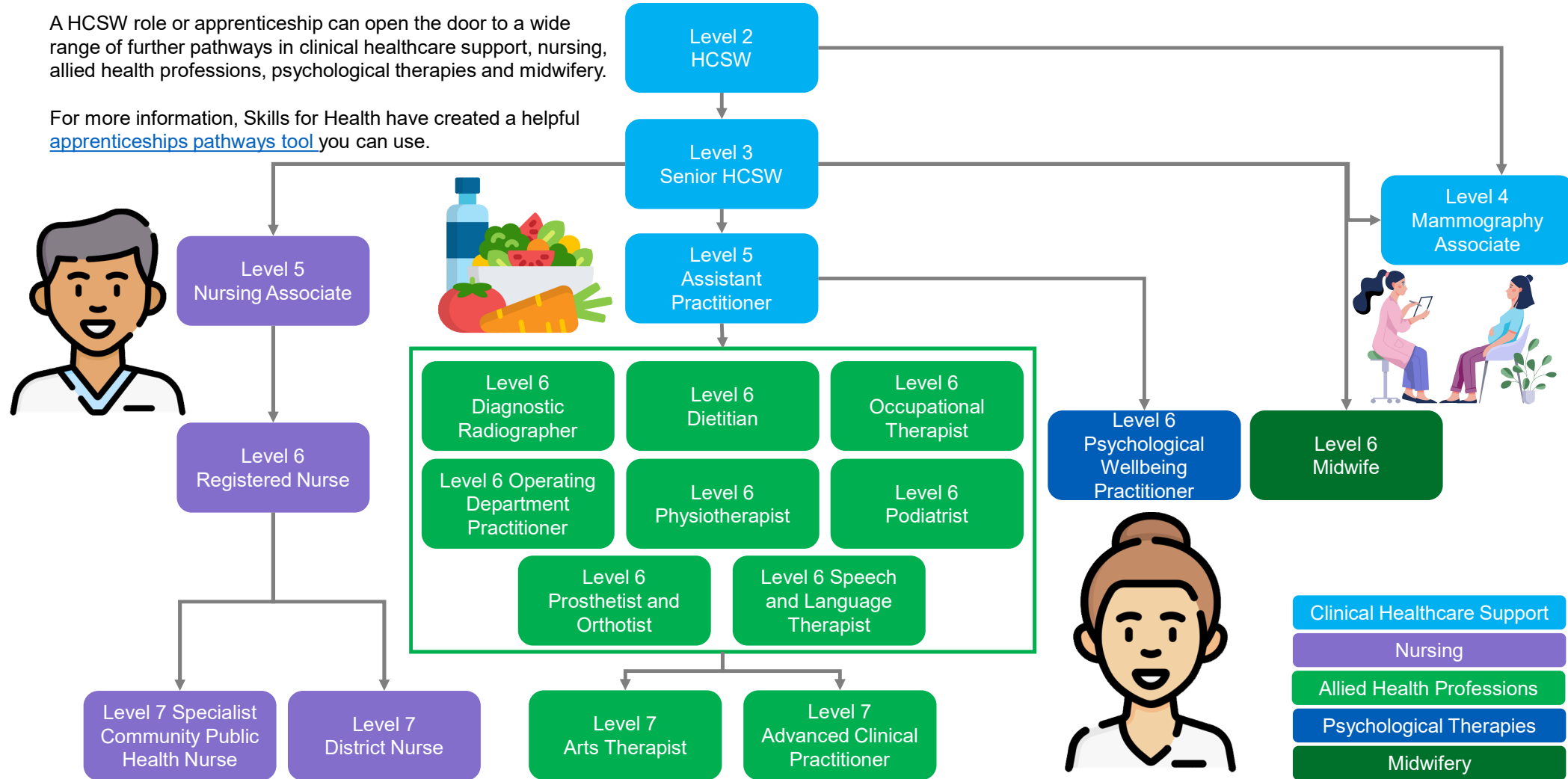
For more information about NHS apprenticeships, take a look at the following websites:

- [Health Careers – Apprenticeships](#)
- [Health Careers - PDF overview of apprenticeships in health](#)
- [Apprenticeship Pathways Tool](#)
- [Step into the NHS - Apprenticeships](#)
- [Apprenticeships in social care](#)
- [Apprentice real life stories](#)

Where can a Healthcare Support Worker (HCSW) apprenticeship take me?

A HCSW role or apprenticeship can open the door to a wide range of further pathways in clinical healthcare support, nursing, allied health professions, psychological therapies and midwifery.

For more information, Skills for Health have created a helpful [apprenticeships pathways tool](#) you can use.

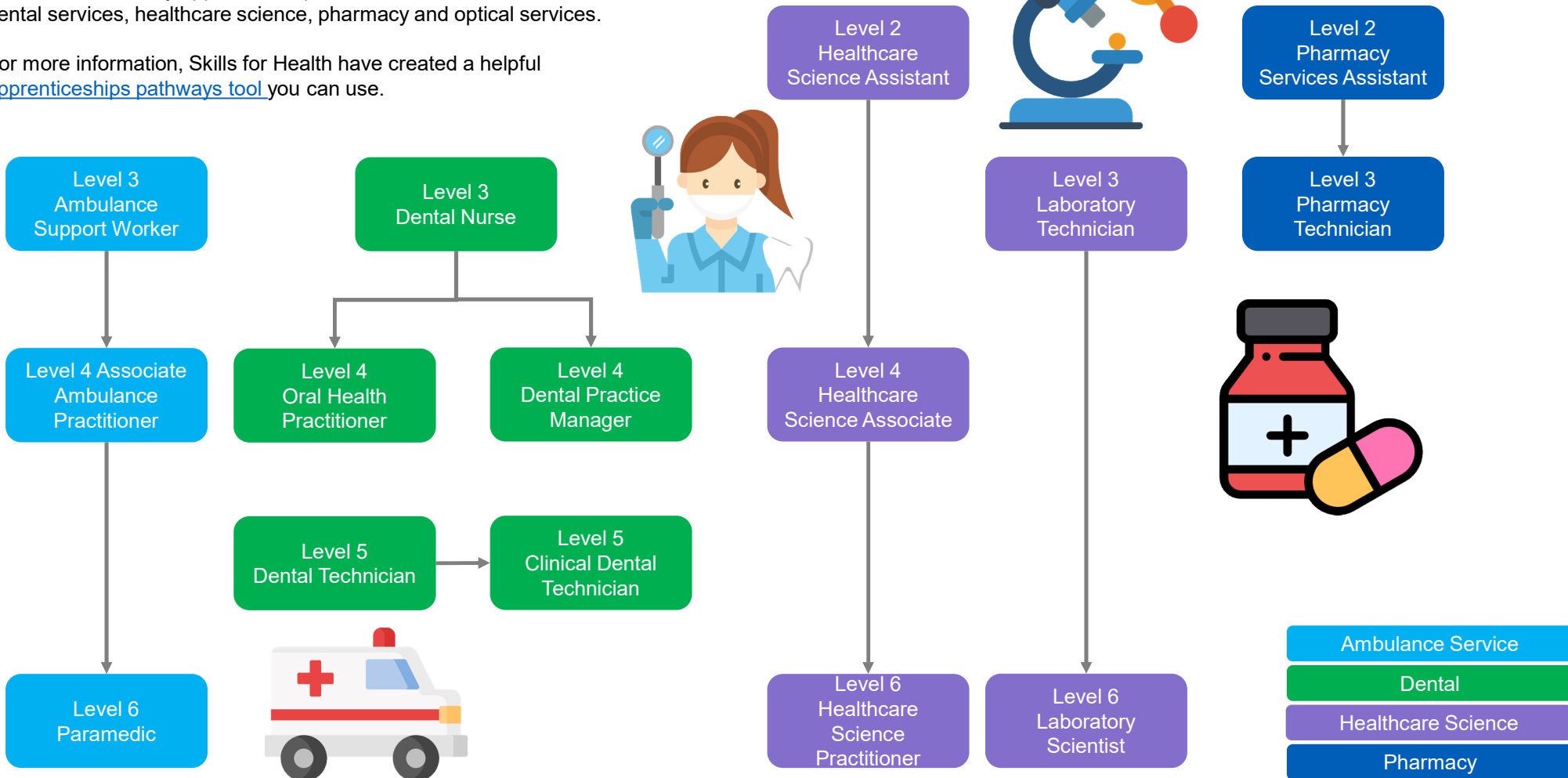


- Clinical Healthcare Support
- Nursing
- Allied Health Professions
- Psychological Therapies
- Midwifery

What other clinical apprenticeship pathways are there?

There are also many apprenticeships available in ambulance services, dental services, healthcare science, pharmacy and optical services.

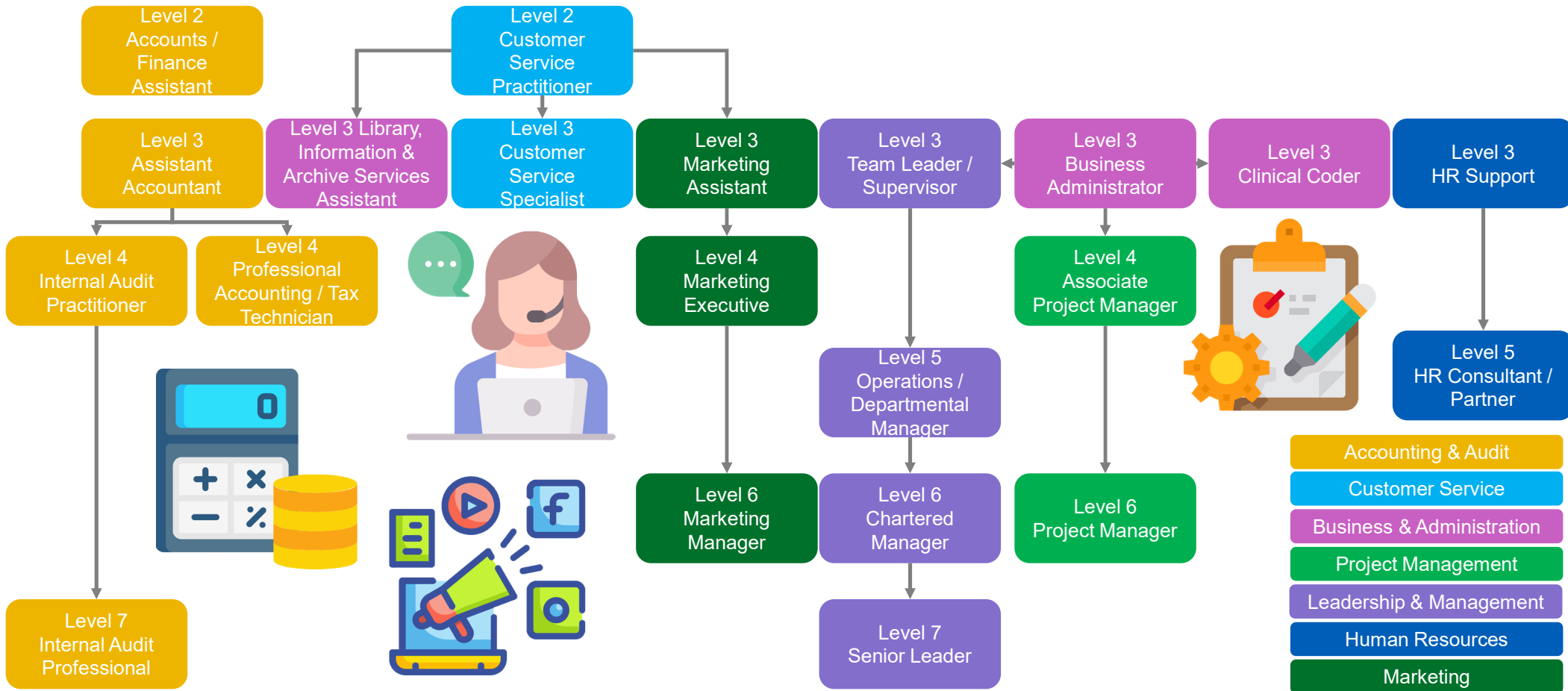
For more information, Skills for Health have created a helpful [apprenticeships pathways tool](#) you can use.



What apprenticeships are there in Corporate Services or Management?

If you would prefer to work in a non-clinical role, there are a huge variety of apprenticeships in corporate services and management.

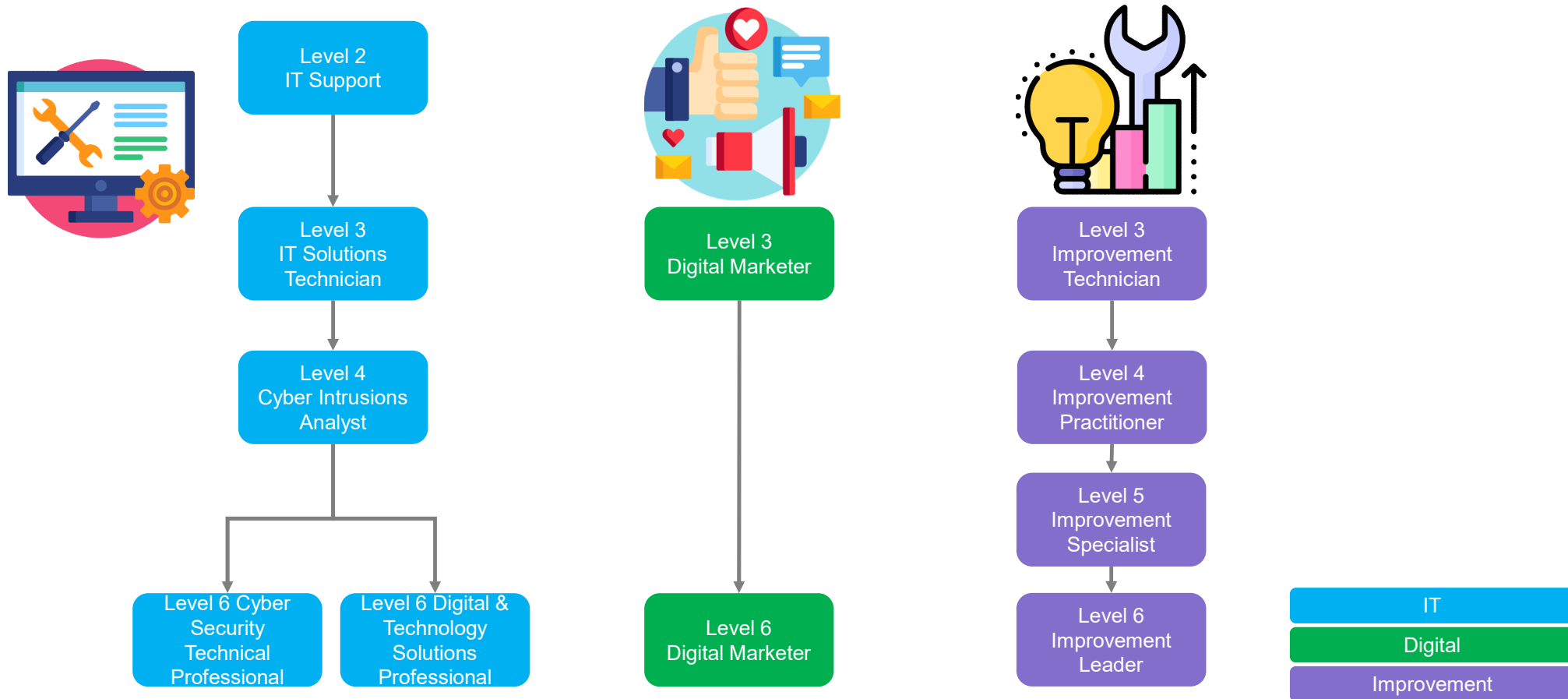
For more information, Skills for Health have created a helpful [apprenticeships pathways tool](#) you can use.



What apprenticeships are there in IT/Digital or Improvement?

If you would prefer to work in a non-clinical role, there are a huge variety of apprenticeships in corporate services and management.

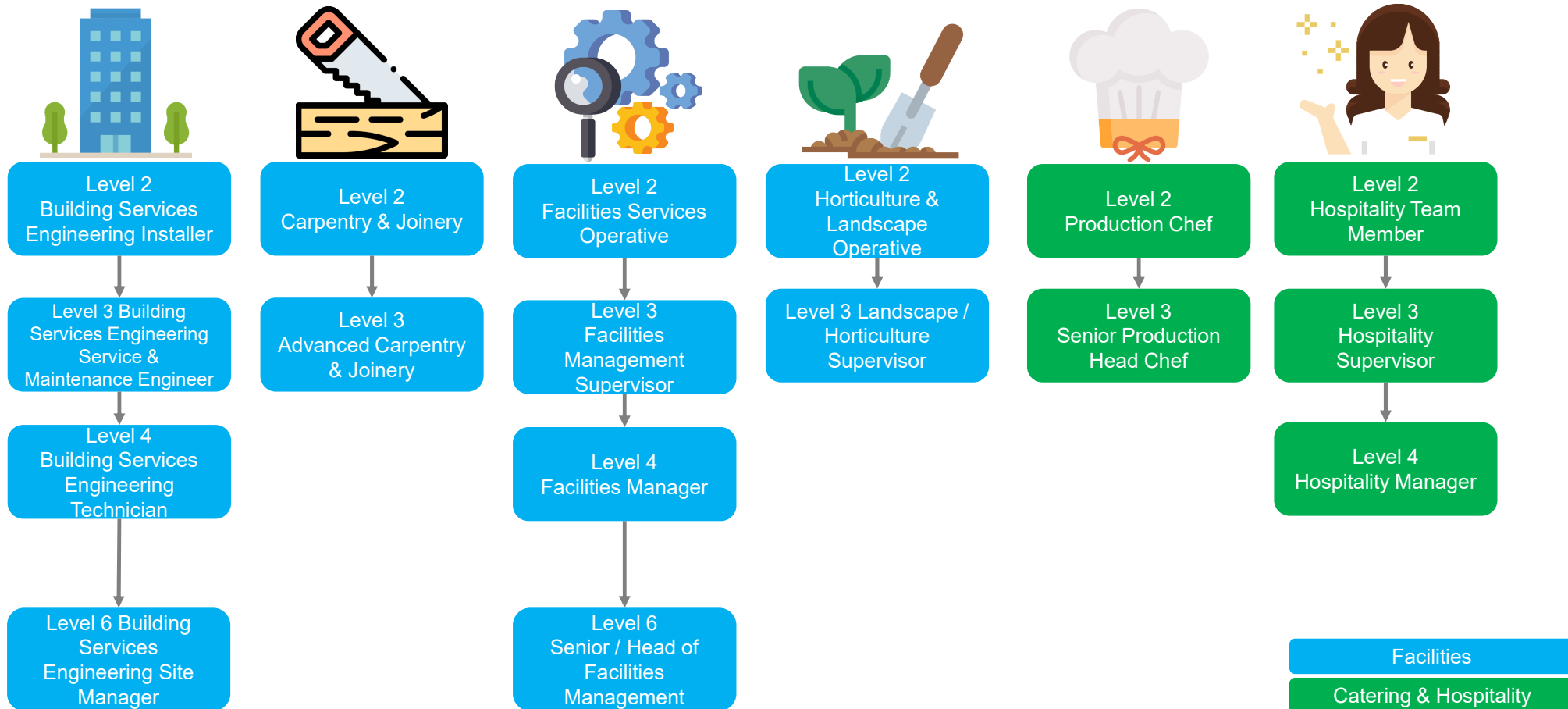
For more information, Skills for Health have created a helpful [apprenticeships pathways tool](#) you can use.



What apprenticeships are there in Facilities or Catering and Hospitality?

If you would prefer to work in a non-clinical role, there are a huge variety of apprenticeships in facilities or catering and hospitality.

For more information, Skills for Health have created a helpful [apprenticeships pathways tool](#) you can use.





Having a Career Conversation

What is a career conversation like?

In a career conversation, the coach will encourage you to explore possibilities, focus your attention and help you identify your next steps. The diagram below shows the general structure that a career conversation usually follows to help you know what to expect.



Preparing for your career conversation

Here are some areas for you to consider before your conversation. Use these four areas to help guide you through the conversation.

1

Know yourself

Consider what your ultimate goal is for both the meeting and your next role in health and care. Consider your key strengths, 'hard' technical skills, 'soft' transferable skills, work values and your areas of interest.

2

Explore possibilities

Start looking yourself at what options might be best suited to you and use the meeting to confirm this and what the possibilities are.

3

Making choices

Assess what development needs you may have. Take a look at the careers sites for what skills and qualifications you might need. Ask about what support you can expect to gain those skills and qualifications required.

4

Making it happen

Consider "*what is the one development need I have?*" and focus on that.

Useful reflections to help you prepare:

- Which roles interested you during your exploration?
- What results did you get from the careers quizzes?
- Do you have all the skills / experience required for these roles?
- What transferable skills do you have?
- What did you gain from your experience as a vaccinator?
- What can you do to boost your employability?
- What do I need to do to make this happen?
- What can the organisation/coach do to support me to do that?
- What development do I need to do - how can I be supported to do that?



Applying for a Job

Resources to help you make a career choice

With over 350 careers available in the NHS, it can be daunting making a decision on which path to follow. The NHS has lots of useful tools and resources to help you make a career choice.

The [NHS Career Management Framework](#) breaks career planning down into four stages:

1. Self assessment – this is about discovering your values, skills and interests, to gain an understanding of what you want from work.
2. Exploring your options – this is about exploring what roles are available and narrowing down your options.
3. Decision-making – this is about evaluation your options and deciding which roles to apply for.
4. Applications and interviews – this is about how to make your application stand out and impress an interviewer.

When it comes to making a career choice, there are several exercises you can do to help make a decision:

- The [values exercise](#) helps you identify your work-related values to help you set career goals.
- The [SWOT analysis](#) helps you identify the strengths, weaknesses, opportunities and threats associated with the roles you are considering.
- The [life-line exercise](#) helps you review significant decisions you have made in the past to help you make decisions about your future career.
- The [factors exercise](#) helps you compare a variety of roles you are considering and identify what factors of a job are most important to you.
- The [pros and cons exercise](#) helps you weigh up the positives and negatives of a particular job option.
- The [force field exercise](#) helps you identify the forces for and against a career option.

Transferable skills

There are many roles in the NHS which do not require a formal qualification or 'hard' technical skills. For these roles, employers are generally looking for 'soft' transferable skills which can be applied in a wide variety of jobs.

What transferable skills do I need for a role in health or care?

There are certain skills which most employers will be looking for regardless of the role. For example, **communication**, **teamwork**, **organisational skills** and **time management**. They will also be looking for good **Maths and English skills**.



For patient-facing roles, employers will also be looking for **people skills** and **customer service skills** that show you are able to care for patients and engage with members of the public.

For administration roles, they will be looking for **IT and keyboard skills**.



Depending on the role, they may also be looking for **problem-solving skills** and the ability to **work well under pressure**.

For more information on transferable skills and advice on how to identify which transferable skills you have, visit these websites:

- [HealthCareers: Identifying transferable skills](#)
- [National Careers Service: Identifying skills and upskilling](#)
- [Prospects: What skills do employers want?](#)

You may not even realise what transferable skills you have, so it is a good idea to take the time to think about these before you apply for a job. In an interview, you will be asked to provide examples of times you have demonstrated these skills, so make sure you have some ready.

The 6 Cs of Care

If you are interested in a role in health or care, it would be beneficial for you to familiarise yourself with the “6Cs of compassionate care” and think about examples of how you may have demonstrated these values through work, volunteering or in your personal life.

What are the 6 Cs?

The 6 Cs are a set of values required by all patient-facing health and social care staff. This includes not only registered healthcare professionals, but also clinical support staff and non-clinical staff who may come into contact with patients or members of the public.

The 6 Cs are:



Making Every Contact Count



If you are interested in a role in health or care, it would be beneficial for you to familiarise yourself with the principle of “Making Every Contact Count” and think about examples of how you may have demonstrated MECC through work, volunteering or in your personal life.

What is Make Every Contact Count (MECC)?

MECC is an approach to behaviour change that uses the day-to-day interactions that health and social care staff have with people to support them in making positive changes to their physical and mental health and wellbeing. MECC interventions don't need to be undertaken by healthcare professionals, everyone can have a role to play.

The 4 As:

Ask (use the opportunity to strike up a conversation or respond to a situation, e.g. a smoker's cough or difficulty using stairs, during day-to-day contact with someone).

Assess (decide if you feel the time is right to continue the conversation, if not leave the door open for another time).

Advise (give messages about the benefits of healthy lifestyle change and tips to achieve them).

Assist (share information or signpost people to where they can find local support).

To learn more about Making Every Contact Count, including why it is important, how to have a MECC conversation, and how to signpost people to relevant resources, there is a free e-learning programme on [e-Learning for Healthcare](#).

How can you improve your chances of getting a job?

There are many opportunities for you to boost your employability and maximise your chances of success.

1 Advanced statutory/mandatory training

You may have already completed some of the statutory/mandatory e-learning package for your role in the vaccination programme. Another opportunity to enhance future employability is to complete additional modules in this package (such as advanced Safeguarding or Resuscitation).

Statutory/mandatory e-learning modules are [available to complete on e-LfH](#). They are free and accessible to anyone who wants to complete them.

2 HEE Care Certificate

The [Care Certificate](#) ensures healthcare support workers have the skills to provide safe, compassionate and high-quality care.

The [e-learning modules](#) are free to complete. You may have already completed some as part of your training for the vaccination programme.

Once you have completed a module, you should download a PDF certificate as evidence to provide to future employers.

3 NHS Leadership Academy Edward Jenner Programme

The [Edward Jenner programme](#) is a free online programme that supports health and social care staff to develop essential leadership skills.

The course is designed to help you deal with the daily challenges of working in healthcare, care for patients and provide leadership for those around you.

There are approx. 40 hours of online learning which can be completed at your own pace. You then need to submit a piece of written evidence to receive the award.

4 PHE All Our Health Programme

The “All Our Health” e-learning programme provides support and guidance for health and care professionals on how to embed prevention within their work, helping to reduce health inequalities, premature morbidity and mortality.

The e-learning sessions are free and available [on e-LfH](#).

Once you have completed a module, you should download a PDF certificate as evidence to provide to future employers.

5 HEE IT skills pathway

The [IT Skills Pathway](#) provides access to quality assured, customisable learning and assessment products from basic digital skills through to more advanced Microsoft Office products.

The IT skills pathway is a free resource which is delivered by Health Education England (HEE)’s partner work area ([Digital Learning Solutions](#)).

All of the learning is delivered through the IT Skills Pathway network of training centres.

6 Functional Skills

Many roles and apprenticeships require GCSE Maths and English or equivalent qualifications. If you do not have these qualifications, there are online Functional skills courses available in Literacy and Numeracy.

There is also a Digital Numeracy Functional skills course which provides digital skills which are useful for Administrative roles.

Free online learning tools are available on the [Skills for Health website](#).

7 Access to courses on e-LfH

There is a wide range of e-learning courses which are free and accessible through the [e-LfH platform](#). You can complete courses which are of particular interest to you, and which provide you with skills and knowledge in a certain field of expertise to support you in a future role in healthcare.

Once you have completed a module, you should download a PDF certificate as evidence to provide to future employers.

8

Experience

Many roles do not require a specific qualification, however employers may want you to have had some relevant experience (whether that be in a paid or voluntary capacity). If you do not have any previous experience in the healthcare sector, there are several ways you can [gain some experience](#) before applying for a role, such as through an internship or by volunteering.

Helpful resources for when you are ready to apply for a job

How to use NHS jobs:

- [NHS Jobs – An introduction to NHS Jobs](#)
- [NHS Jobs - Candidate help page](#)
- [NHS Jobs - FAQs](#)
- [NHS Business Services Authority - help and support for applicants using NHS jobs](#)

How to write a successful application:

- [NHS Jobs - Making successful applications](#)
- [NHS Jobs – Step-by-step guide to completing an application](#)
- [Prospects – Write a successful job application](#)
- [Prospects – What skills do employers want?](#)
- [National Careers Service – How to fill in an application form](#)

How to write a CV and cover letter:

- [Prospects – CVs and cover letters](#)
- [Prospects – Example CVs](#)
- [Prospects – Skills-based CV example](#)
- [National Careers Service – How to write a CV](#)
- [National Careers Service – How to write a cover letter](#)

Preparing for an interview:

- [NHS Jobs – Managing the interview](#)
- [Prospects – Interview tips](#)
- [Prospects – How to prepare for an interview](#)
- [National Careers Service – Interview advice](#)
- [National Careers Service – The STAR method](#)
- [Jobsite – Modern interview guide](#)

Other helpful resources

[Health Careers – FAQs on working in health](#)

[Health Careers – Agenda for Change pay rates](#)

[Royal College of Nursing – Advice on the Agenda for Change](#)