

Appendix 19 - Information for applicants

IMPORTANT INFORMATION FOR ALL APPLICANTS

EMPLOYER OF CHOICE

Worcestershire Acute Hospitals NHS Trust regards itself as one of Worcestershire's employers of choice and welcomes applications from all sections of the community. Our staff are our greatest asset and the quality and safety of care we provide for our patients is directly linked to our success in recruiting and retaining dedicated and professional staff.

It is vital that we, as the employer, and all our employees, understand and accept our respective rights and responsibilities.

Please read the statement below carefully and make sure you have a clear understanding of the commitment we are asking you to make.

By submitting your application, you are telling us that you understand, and are happy to accept, your rights and responsibilities as detailed in Section 2 of this document and the associated Job Description of the post you have applied for.

In particular, we place great importance on recruiting staff who understand and can wholeheartedly sign up to the Mission and Values of the Trust – something which all successful applicants who reach interview will be asked to demonstrate.

If there is anything which you do not understand, or something which you feel uncomfortable in agreeing, please seek further advice from the Manager involved in your recruitment.

MISSION AND VALUES

Our mission is to be the safest, most patient centred and efficient Trust in the West Midlands.

This mission is supported by our core values;

Patients at the centre of all we do

Respect everyone

Improve and Innovate

Dependable services with good communication

Empower staff to take personal responsibility for actions and challenge if something is not right

Our staff pledge to uphold these values and take pride in the healthcare services they provide.

1. Management Arrangements

The Trust is managed by a Board of Executive and Non-Executive Directors. You can find full details of the Board at www.worcsacute.nhs.uk

2. Rights, Responsibilities and Standards

If you join our team your job description will set out the principal responsibilities and duties of the post. These will also be fully explained to you when you commence employment with the Trust. Any verbal instructions or written descriptions of your job, objectives, duties, and responsibilities should serve as a guide to the major areas for which you will be accountable. Because of the changing nature of the service we provide, the obligations upon you will inevitably vary and develop.

The duties and responsibilities in your job description are intended to represent current priorities and are not meant to be an exhaustive list as the role will inevitably vary and develop over time. You may from time

to time be asked to undertake other reasonable duties or move to another department. Any changes will be made in discussion with you in light of service needs.

3. Disclosures and Barring Service Disclosure

Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. A DBS disclosure will be undertaken where the position is eligible for a DBS check in accordance with the Protection of Freedoms Act 2012 and the DBS Guidance before the appointment is confirmed. A Standard Check will be undertaken for any employment which is concerned with the provision of healthcare services and which is of such a kind to enable the holder of that employer or person engaged in that employment to have access to the recipient of such services in the course of their normal duties. The Trust is legally required to undertake an Enhanced DBS check with DBS barred lists for Regulated Activity, where the individual is involved in Regulated Activity. "Regulated" activity for vulnerable adults and children is activity which involves providing healthcare or personal care. Conviction, cautions, reprimands and warnings will be disclosed in accordance with DBS filtering rules as per the guidance available at:

<https://www.gov.uk/government/publications/filtering-rules-for-criminal-record-check-certificates>.

4. Maintaining Confidentiality / Promoting Openness / Whistle Blowing

We regard ourselves as a Trust that promotes openness and we encourage staff to highlight areas of concerns about services to patients. You are free to raise concerns with a Board member (see above), your manager or trade union representative. You will be able to raise concerns through formal Trust reporting procedures which include our Whistle-blowers policy – a copy of which is available on the Human Resources section of the intranet.

All our staff must also recognise and respect the need for confidentiality. Other than in the performance of normal duty or with the specific consent of the Trust, you must not, during your employment with the Trust, disclose or use any confidential information relating to patients, staff, visitors or Trust business.

The Trust fully upholds the 'Caldicott Report' principles and you are expected within your day to day work to respect the confidentiality of patient identifiable information. This includes the safeguarding of all personal data stored on computers and memory devices as well as paper records.

The Trust is required to comply fully with the provisions of the Data Protection Act 1998. You must not at any time use any personal data held by the Trust for any purpose not described in its Register entry or disclose such data to a third party. In addition, you must follow Trust rules and instructions on all issues of data protection.

5. Health and Safety and Infection Control

You must be aware of the responsibilities placed on you under the Health and Safety at Work Act (1974), follow the Trust's health and safety policies at all times, and attend any Mandatory training. This will ensure that the agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors to the Trust.

You must also accept personal responsibility and accountability for Infection Prevention and Control practice. You should ensure you are familiar with, and comply with, all relevant Infection Control Policies for minimising the risk of avoidable health care associated Infection and undertake annual mandatory updates in Infection Control where required to do so.

6. Risk Management

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and to cooperate with any investigation undertaken. If incidents are not reported we cannot prevent them happening again.

7. Conflict of Interest

The Trust is responsible for ensuring that the services provided for patients meet the highest standard. Equally, the Trust must ensure that staff do not abuse their official position for personal gain or to benefit their family and friends.

The Trust's Standing Orders require you to declare any interest, direct or indirect, with contracts involving the Trust. You are not allowed to further your private interests in the course of your NHS duties.

8. Concerns, Complaints and Grievances

You can expect to work with some of the very best people, in some of the most modern facilities in the NHS. Your work will be enjoyable and rewarding. However, if, for any reason, you have a concern, complaint or grievance during your employment, you will, in the first instance, be able to raise the matter with your manager. If the matter is not resolved at this level you may pursue it in accordance with the Grievance Procedure which is available on the Human Resource section on the intranet and forms part of your contract of employment. These policies and procedures may be amended from time to time.

9. Performance and Conduct

The Trust, and most importantly the patients we serve, expect the highest standards of conduct and performance from all our staff. The Trust will take action against employees where their conduct or performance falls short of acceptable standards. This will include unauthorised absence, unacceptable levels of sickness absence, and inappropriate conduct towards colleagues, patients or visitors. Copies of the relevant Procedures are available on the Human Resources section of the intranet.

It is a condition of your employment that you inform your Manager immediately should you be convicted of a criminal offence during the course of your employment. It is also your responsibility to report, without malice, any misconduct carried out by other members of staff which may be detrimental to patients, staff, visitors, or to the reputation of the Trust.

10. Working Hours

Your hours and days of work and any shift arrangements will be set out in the job information pack. We will give you as much notice as possible of any temporary changes and consult with you on any permanent changes should they be necessary. We are also committed to meeting the standards set out in the European Working Time Regulations. This includes recording the hours you have worked, ensuring you are able to take breaks, and highlighting any instances where your pattern of working / hours may constitute a health and safety risk to yourself, patients, the public and other Trust staff.

You must inform us of any additional work you undertake or are planning to undertake for another employer. The Trust will permit you to undertake this additional work providing that we are satisfied that this does not conflict with the interest of the organisation, performance of your normal duties or with the requirements of the Working Time Regulations.

11. Smoking, Alcohol and Illegal Substances

As a health care body it is only right that we discourage smoking and do not permit the consumption of alcohol or use of illegal substances. Whilst on duty or on Trust premises, you must not smoke, consume alcohol or take illegal substances. Nor must you consume alcohol / take any illegal substances during breaks and / or prior to attending for work which could leave you under the influence of alcohol / drugs and therefore render you unfit for duty. Any breach of our Smoking and Workplace Alcohol Policies will lead to disciplinary action being taken against you.

12. Dress, Appearance and Hygiene

Keeping our hospitals clean and free from infection are top priorities for the Trust. We want our patients and visitors to have confidence in our staff and facilities. If you are required to wear a uniform provided by the Trust, you must do so at all times whilst on duty and in accordance with the Standards of Dress Policy. Where no uniform is provided you are required to wear appropriate work clothing, which should convey a

smart and professional image, at all times. You must comply at all times with Trust policies on hygiene and infection prevention and in clinical areas you must observe the hand wash / gel signs.

13. Place of Work

Your primary place of employment will be one of the Trust's principal sites, Alexandra Hospital, Kidderminster Treatment Centre or Worcestershire Royal Hospital. You may be required to work either on a temporary or permanent basis at any other Trust location. Any permanent change in your place of employment will be discussed in accordance with the agreed Management of Change Policy. You may also be required to travel on Trust business for which you will be reimbursed for fuel or other reasonable travelling expenses in line with Agenda for Change terms and conditions.

14. Declaration of Interests and Acceptance of Gifts

As a public body we must uphold the highest standards of business conduct. You must not allow yourself to be placed in a position, which causes, or could be claimed to cause, any conflict between your personal affairs and your NHS duties. Examples include recommending to a patient the use of a particular nursing home in which you have an interest, or recommending the use of a particular drug for personal gain. You must declare any interests, whether on appointment or when the interest is gained, financial or otherwise, in a private company, public sector organisation, voluntary organisation, or another NHS employer at a time when you become directly involved in negotiating or using the services of one or other of the above. Failure to do so could lead to disciplinary action being taken.

It is a long established principle that public sector bodies, which include the NHS, must be impartial and honest in the conduct of their business and that their employees should remain beyond suspicion. It is an offence for you to corruptly accept any inducement or reward for doing, or refraining from doing, anything in your official capacity. Corruptly showing favour, or disfavour, in the handling of contracts is also an offence.

To safeguard employees and patients, employees are advised that they should not involve themselves in advising and / or the writing of wills and bequests for patients and relatives. Assisting patients in the completion of these duties falls outside of your clinical commitments and obligations and may result in action being taken against you.

Guidelines on the declaration of interests and the acceptance of gifts are set out in the Trust policy; Standards of Business Conduct: Declaration of Interests and Acceptance of Gifts and Hospitality, on the intranet.

15. Dignity at Work

Our position on bullying and harassment of staff by managers, colleagues and members of the public is clear. It is completely unacceptable.

We expect everyone who works for this Trust to interact with each other in a polite, considerate, courteous, and professional manner.

If you feel that you are being bullied or harassed at work then **please** do not suffer in silence. If problems aren't brought to the attention of someone who can take action, then they will remain unresolved. Speak to your union representative, line manager (or if that isn't appropriate, a more senior manager) or a member of the HR team.

16. Some Specific Rights and Responsibilities

Issue	Obligations of the Trust	Obligations of the Employee
Infection Control	Ensure that appropriate infection control training is provided for staff.	Accept personal responsibility and accountability for your infection prevention and control practice.

	Provide sufficient resources to enable staff to follow good infection control practice.	<p>Ensure that you are familiar with, and comply with, all relevant policies</p> <p>Ensure that you receive mandatory updates in infection control (where required).</p>
Blood Borne Virus Exposure	Guarantee that advice from the Occupational Health Department will be provided in confidence.	<p>Seek, and follow, confidential advice from the Occupational Health Department if you are a healthcare worker who has any reason to believe they may have been exposed to infection with HIV or other blood borne viruses (e.g. hepatitis B or hepatitis C), in whatever circumstances.</p> <p>Accept that failure to do so may breach your duty of care to patients.</p>
Vulnerable Adults & Children	Ensure that training in Protection of Children Regulations is provided for all roles where appropriate.	Recognise that you have a responsibility to safeguard vulnerable adults and children from harm.
Equality & Diversity	<p>Encourage an open culture based on trust, mutual respect, and staff valuing each other and treating each other with dignity.</p> <p>Actively promote equality of opportunity in terms of both service provision and employment.</p>	<p>Ensure that you do not directly or unwittingly discriminate against other members of staff, patients or visitors on grounds of race, disability, gender, religious belief, age or sexual orientation.</p> <p>Familiarise yourself with all relevant equality & diversity policies and procedures ensuring compliance at all times.</p>
Harassment & Bullying, Dignity and Respect	<p>Take all reasonable measures to ensure that you enjoy a working environment in which your dignity is respected.</p> <p>Support you in the promotion of policies and practices that challenge discrimination, promote equality, respect individual needs, preferences & choices and protect human rights.</p>	<p>Take responsibility for your own behaviour and accept that harassment and bullying at work, in any form, is wholly unacceptable.</p> <p>Treat patients, visitors and colleagues with dignity and courtesy at all times.</p> <p>Report instances of bullying and / or harassment where these are witnessed.</p> <p>Make use of Trust 'Staff Support Advisors' you can find more information here.</p> <p>Attend the Chairman's staff surgeries you can find more information about how to book on here.</p> <p>Offer a personalised service reflecting the needs of the patient - recognising the whole person and not just the condition or ailment.</p>
Use of Resources	Encourage and empower everyone to contribute to the elimination of waste, duplication and delays.	Ensure that best use is made of Trust resources to avoid wastage and identify where resources could be better utilised.
Professional Codes of Conduct	Ensure that no member of staff is knowingly put in a position where they breach their code of conduct.	<p>Adhere to your respective code of professional conduct, where such a code exists.</p> <p>If your role is not covered by a professional code of conduct then you must adhere to the</p>

relevant Trust code.

If you are a manager, you must adhere to the NHS Manager's Code of Conduct.

17. Benefits of working for us:

There are a range of benefits to joining our team:

Pay and Conditions of Employment

The NHS now has some of the best pay levels and conditions of employment across Europe. Holiday entitlements, the pension scheme and flexible working opportunities are some of the best to be found across all employment sectors. Non-medical staff pay and conditions of service, often referred to as 'Agenda for Change' (AfC), are determined nationally by the NHS Staff Council. Medical Staff pay and conditions are determined by NHS Employers. Changes are negotiated and agreed at a national level with the Trade Unions that represent NHS staff and are amended from time to time. Local employment policies and procedures governing such areas as flexible working, special leave, discipline and so on are negotiated and agreed locally with the Trade Unions and are available on the Intranet.

Salaries are payable in arrears by monthly direct credit transfer to your personal Bank or Building Society account normally on the 27th of the month.

Pension

Your employment is pensionable and your remuneration will be subject to deduction of pension contributions in accordance with the National Health Service Pension Scheme. There is a contracting out certificate in force in respect of your employment and thus your employment is not covered by the State Earnings Related Pension Scheme. The National Health Service Pension Scheme allows for the transfer of pension scheme rights from certain other organisations and application must be made to the Pensions Officer within 12 months of your commencement in NHS employment. Under the Scheme's regulations, you will automatically be included in the Scheme and contributions will be deducted from your pay.

Should you wish to opt out of the Scheme you should complete form SD502 which is available from the HR Department. The Pension Scheme booklet will be given to you when you start work.

Equal Opportunities

The Trust is committed to providing a working environment in which individuals are treated fairly and afforded equal opportunities. No person, either as an employee or job applicant, will be discriminated against on the grounds of gender, marital status, age, race, colour, nationality, ethnic or national origins, religion, creed, disability, sexual orientation or Trade Union Membership. It is essential that you follow the Trust's rules very carefully on all aspects of equal opportunities since acts of discrimination on any of the above grounds will result in disciplinary action being taken.

Personal Development

We have three modern fully equipped education centres, excellent library services, and offer a wide variety of training programmes and events specially designed to support personal growth. We are committed to providing and promoting an environment which will support your continuous development. The aim is to enhance the quality of all services, embracing a philosophy of continuous improvement towards all our service provision whilst ensuring we have the right people, skills and knowledge to provide quality patient and health care. Your development will start on your first day of employment with our Induction Programme and will continue throughout your employment.

To achieve this we encourage staff to participate in flexible and open learning programmes to support job and career progression; and ensure all training and development programmes are clearly linked to our values and objectives and make a significant contribution to the delivery of high quality patient care.

We have strong links with the University College Worcester in respect of the training of nurses and midwives and with other local Universities and Colleges in respect of undergraduate/postgraduate trainees.

You are entitled to an annual appraisal, known in the Trust as a 'Personal Development Review' or 'PDR'. This is your opportunity to discuss your job and areas for your learning and development in line with the knowledge and skills needed in your role and your annual objectives. Your PDR is also a chance to discuss any issues you might be facing such as difficulties with colleagues, and also your aspirations for the future.

Sickness Absence and Occupational Sick Pay

The Trust aims to reduce levels of sickness among staff by keeping people well and making sure their working lives are in as safe and healthy an environment as possible. You will be paid Occupational Sick Pay as appropriate for periods of absence through illness or injury (in accordance with AfC rules)

It is essential that you read and follow the Trust's Sickness Absence Policy and Reporting Procedures available in your work area otherwise your absence will be deemed to be unauthorised for which you will not be paid and could face disciplinary action.

If you are absent for reasons of ill-health or injury, you must do everything possible to assist your recovery. You must not carry out any employment, paid or otherwise, nor participate in any other activity that may adversely affect your recovery, since this will be viewed as misconduct. All staff will have a return to work meeting with their manager. Unacceptable levels of sickness absence will result in formal action and will lead to dismissal on the grounds of ill health where there is no improvement.

The Trust also requires that you attend the Occupational Health Department should you be asked to do so by your manager in order that an up-to-date assessment of your health can be made. The outcome of this assessment will be shared with your line manager.

Occupational Health Services/Health and Wellbeing

Our Occupational Health Department offers staff a wide range of services. These include immunisation for Hepatitis B, BCG and Rubella; advice on rehabilitation or returning to work after sickness; advice on work-related health issues; help with quitting smoking; health education; workplace and VDU assessments; manual handling advice, fast-track physiotherapy and a counselling service.

Some of the most popular services are the alternative therapies that are provided for staff at reduced rates - including aromatherapy, chiropody and diet classes.

Our main base is close to the Worcestershire Royal Hospital in Worcester, where we opened a new £1.75 million state of the art Occupational Health centre in 2010. We offer:

- Mini health checks for staff, in the workplace
- Nurse-led health advice service
- Tips on weight management, stopping smoking or staying well

Shifting the focus to having a proactive approach to employee health and seeing the value of health promotion rather than counting the cost of ill health is now the mantra of many successful businesses.

We can also provide places on our award winning Self-Care course to help employees improve their health and wellbeing which has demonstrated good reduction in sickness absence rates.

Childcare and Flexible Working

Working in the NHS, being part of the team that delivers care 24 hours a day, every day, means that combining work and family responsibilities isn't always easy. We recognise there is a need to make the

NHS a place where parents want to work, and where they are able to strike the right balance between their work and life outside. The NHS has taken up the challenge and become one of the country's most flexible and family-friendly employers.

We offer childcare nurseries at Worcestershire Royal Hospital and the Alexandra Hospital and provide comprehensive information about all areas of childcare; (nurseries, child minders, nanny networks, 'After School' clubs and holiday play schemes) available across Worcestershire. We also give help and information on Child Tax Credit and Working Tax Credit.

Our flexible working opportunities are a new approach to working time and employment practices, designed to help staff to more easily combine work with the demands of a family or other personal responsibilities and interests. Some of the possible working options include:

- Part-time Working.
- Temporarily Reduced Hours - allowing individuals to reduce their hours for a specified period of time to deal with "special circumstances."
- Job Share.
- Staggered Working Hours - allowing staff to determine their work pattern on a planned weekly basis.
- Annual Hours - altering hours through the year to take account of, for instance, school holidays.
- Phased Return to Work - reduced hours when first returning from a prolonged break.
- Flexi-time.
- Compressed hours - for example a nine-day fortnight.
- Self-Rostering - allowing individuals to choose their pattern of work, within agreed parameters.

Annual Leave and Bank holidays

For the majority of staff the holiday year runs from 1 April to 31 March each year. The minimum entitlement for somebody working full-time is 27 days plus 8 Bank Holidays. This entitlement can increase to 33 days after 10 years NHS service. It is your responsibility to ensure that you take your full holiday entitlement during this period. Staff may be required to work on Bank Holidays to maintain services to patients.

Trade Union Membership

As an employee of the Trust, you are actively encouraged to join a recognised Trade Union/Professional Association, membership. There are several Trade Unions and Professional Associations represented on the Joint Negotiating and Consultative Committee.

Removal Expenses

Please note that Worcestershire Acute Hospitals Trust does not pay removal expenses to any members of staff.

18. And finally ...

Use of Telephones and Bleeps

You may use Trust telephones to make occasional and local personal calls or, for example, to notify family etc. if something unexpected has occurred such as the need to work late. Otherwise you must inform the switchboard operator who will make arrangements to bill you. All private calls made via a trust mobile telephone must be paid for.

Personal Effects

Any uniform, protective clothing, keys, identity badges, or other items that may be issued to you remain the property of the Trust and must be returned to your manager at the end of your appointment. The personal effects of staff are NOT covered by insurance taken out by the Trust. The Trust accepts NO liability for loss

or damage arising from fire, theft, etc. You are, therefore, recommended to consider making private insurance arrangements for your property.

Personal Security

Staff should take the usual precautions when moving around hospital sites or in the community during hours of darkness. Staff can ask for an escort if they need to leave the hospital building alone after dark.

Car Parking, Travel and Public Transport

Meeting the car parking demand from patients, staff and visitors is, in common with many hospitals, a major challenge. If you don't need a car for work our advice is not to bring it. For members of staff who require parking facilities, we have made the following provisions:

Worcester based Staff

All Trust Staff based at WRH are assessed as to whether they could reasonably be asked to Park at the Sixways Park and Ride service developed by the County Council at the Sixways Rugby Ground, 2 miles off site. More than 200 Park & Ride permits are to be held by Trust Staff to ensure the spaces at Sixways are utilised and to alleviate the intolerable parking congestion on site at WRH. Buses run on weekdays from 7am to 7pm every ten minutes stopping at all three entrances at WRH - A&E, Children's, and Main Entrance, as well as Aconbury.

All new recruits will be required to complete a Trust Application for Staff Car Parking Permit and Site Access.

- If you are not a shift worker **and your** work allows you to work fairly predictable hours, say 9 to 5 or 8 to 4, and **where** you have **no** or only the occasional requirement to visit other sites, then there is the presumption that you will park off site at the Six Ways Park & Ride facility.

The Application form has to be countersigned by your line manager who will advise whether you will be a full Park & Ride participant, or someone with the option to park on-site and Park & Ride. All staff who have permits to access on-site staff parking pay parking charges from salary, but full Park & Ride participants pay no such charges.

Kidderminster and Redditch based staff

New recruits should complete the Application for Staff car Parking Permit and Access Form. A staff car parking permit will be issued to you and you will have access to staff car parks at Kidderminster / Redditch as required. **All staff who have permits to access on-site staff parking pay parking charges from salary.** If your new job involves pre-planned visits to WRH then you will be given a Park & Ride pass so that for some or all of your visits to WRH you will use the Sixways Park & Ride.

You must only park in designated areas and not in visitor/patient car park areas.

Please retain this document with the job description and terms and conditions of service. Should you have any queries please do not hesitate to contact your line manager.

Trust Policy



Worcestershire
Acute Hospitals
NHS Trust