

Band 2 and 3 Clinical Support Worker roles

Supporting employers to respond to current
issues

This session will cover -

National Job Profiles for HCSW at bands 2 and 3

- Clarifying the difference between the roles
- Guidance from JEG

Responding to local issues and union organising campaigns

Case study from Scotland

Time for your for questions at the end – please use the Q&A function

Current issues

- **Recent clarifying amendments to the national job profiles for band 2 and band 3 HCSW roles have been followed by an increase in requests for “rebanding” amongst the workforce.**
- **In some areas this has been coordinated by trade unions (notably Unison) and a collective response has been required.**
- **All jobs change over time and in some cases, the requirements of the role increase considerably as extra responsibility or skill is required.**
- **Chapter 3 NHS JE Handbook outlines a process for any staff member to request that the banding of their role is reviewed**

Back to basics - Job Evaluation...

WHY?

To determine a rank order of jobs (by job weight) to assist pay determination

To mitigate the risk of equal pay claims

HOW?

NHS Job Evaluation

A bespoke scheme, first introduced in 2004

Developed and maintained in partnership by the NHS Staff Council

Requires partnership working at local level

Utilises **National profiles** for commonly occurring roles where possible

WHAT IS A JOB PROFILE?

JOB PROFILES ARE NOT JOB DESCRIPTIONS

- A profile is a summary of evaluated roles.
- A profile is matched to a job description and other relevant information to determine a band outcome.
- A job description describes the main purpose and key responsibilities of the role.
- Profiles are not the same as person specifications which detail personal skills and qualifications.



Why were HCSW profiles reviewed?

A number of factors have impacted on CSW and MSW roles in the NHS since Agenda for Change was implemented in 2004, including -

- **Increased demands on services,**
- **Changes to ways of working and to nursing and midwifery roles leading to more delegation to CSW/MSW staff**
- **Development programs and the Care Certificate**
- **Apprentice recruitment**

JEG received evidence showing that banding outcomes were inconsistent and out of step when viewed against other NHS jobs. Employers had also reported some confusion over the interpretation of the differentiation between the bands, linked to the use of national profiles.

This presented a significant equal pay risk.

2004- 2021 profile history

2004 – separate profiles for Hospital, Community and Mental Health

2013 - combined nursing profiles introduced alongside original profiles

A sense check was done at the time the Care Certificate was introduced but no changes to profiles was made.

Work done to support the closing of band 1 also covered issues relating to band 2 and 3 support worker roles

2019 - Nursing Services and Nursing Community profiles archived and profiles in the Nursing Combined job family augmented

2021 - profiles for Bands 2 and 3 updated

2021 profile clarifications

The work done by the NHS Staff Council Job Evaluation Group did not alter the **already existing differentiation** between band 2 and band 3 Clinical Support Worker profiles

- No change to factor levels or profile scores
- Job statements clarified
- Extra examples of role tasks given
- References to NVQs removed and replaced by comparable, recognised educational levels .



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Band 2 changes

	2013 combined profile	2021 amendments
Job statement	1.Undertakes personal care duties 2.Report patient's condition to qualified staff	1.Undertakes personal care duties 2.Supports clients with toileting, bathing, dressing and meals 3.Records patient information
Knowledge, Training, Experience	Level 2 Range of routine work procedures, requiring job training Knowledge of personal care and related procedures NVQ2 or equivalent relevant experience	Level 2 Range of routine work procedures, requiring job training Knowledge of personal care and related procedures Vocational qualification at level 2 or equivalent relevant experience
Patient care	Level 3 Provides personal care to patients/clients Undertakes personal care duties:-Bathing, Toileting	Level 3 Provides personal care to patients/clients Undertakes personal care duties:-Bathing, Toileting, Dressing, support with meals, assist patients with their appearance

Band 3 changes

	2013 – combined profile	2021
Job statement	<p>1 Undertakes a range of delegated clinical care duties in hospital, community or other settings</p> <p>2.Record patient information</p>	<p>1.Undertakes a range of delegated clinical care duties in hospital, community or other settings</p> <p>2.Records patient observations and changes to patient clinical conditions</p> <p>3.Carries out limited clinical care duties</p>
Knowledge, Training, Experience	<p>Level 3 Range of work procedures and practices; base level of theoretical knowledge</p> <p>Knowledge of care and related procedures, clinical observations</p> <p>NVQ3 or equivalent experience</p>	<p>Level 3 Range of work procedures and practices; base level of theoretical knowledge</p> <p>Knowledge of care and related procedures, clinical observations, relevant legislation</p> <p>Short courses to undertake patient and clinical care duties completion of a competency-based workbook or equivalent relevant experience to vocational qualification level 3</p>
Patient care	<p>Level 4 Implement clinical care/ care packages</p> <p>Undertakes a limited range of delegated clinical care duties</p> <p>record patient observations</p> <p>collect specimens</p>	<p>Level 4 Implement clinical care/ care packages</p> <p>Undertakes a limited range of delegated clinical care duties relevant to the services provided/work area;-e.g. taking blood pressure, blood glucose monitoring, pregnancy testing, routine maternal and neonatal observations, observing patients for signs of agitation or distress, wound observations and simple wound dressings, removal of peripheral cannula, urinalysis, removal of catheter</p> <p>record patient observations,</p>

Profile review process

- **Work undertaken by NHS Staff Council Job Evaluation Group**
- **Based on evidence and agreed job information**
- **Informed by experience of representative bodies**
- **Sense checked by JE Lead reference group**
- **Signed off by NHS Staff Council**
- **Published on NHS Employers website along with guidance for employers and panels.**
- **Notification to service via JE leads and [NHS Workforce Bulletin \(9 August 2021\)](#)**

Updates from JEG when revisions were published

5 August 2021 - Clinical support worker roles - guidance for employers

Read this guidance in conjunction with the updated band 2 and band 3 clinical support worker profiles. This employer guidance is intended to assist you when reviewing clinical support worker roles, and updating local job descriptions, to ensure that job matching outcomes remain reliable, accurate, fair, and consistent.

5 August 2021 - Clinical support worker roles - guidance for matching panels

JEG has produced some additional guidance for matching panels to support them when undertaking job matching of Clinical Support Worker roles. The guidance covers panel questions and seeking clarification when reviewing job descriptions.

Unison campaigns – how to respond

Unison are organising in lots of Trusts around this issue.

They have produced templates for staff to complete to identify what, if any clinical duties they are expected to undertake and how often.

This evidence is then used to request rebandings.

Some Trusts have come to an agreement with Unison on how to proceed on an organisation wide basis.

Others are choosing to respond on a case by case basis.

- In both situations the first step is an assessment of JOB DESCRIPTIONS against the service operating model
 - Do they reflect the work that is needed/being done?
 - Ensure they are accurate and up to date
 - Ensure both role holders and managers agree them
- Work with JE Leads to check whether any changes made warrant starting the “Changed jobs” process described in Chapter 3 of the NHS JE Handbook.
- Determine how this process will run if there are multiple jobs to review.
- Partnership working is key!

The Glasgow experience

Presenter – Paul Watt



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Unison collective grievance (@1000 Band 2 HCSWs) followed by other staffside organisations

- **Background & context:** out of date job descriptions; claims mainly in Acute Services;
- **Partnership Steering Group** formed to agree process for managing regrading claims. Also agreed standardized HCSW job descriptions for Band 2 & Band 3 roles in Acute Services
- HR teams distribute claim forms to Lead Nurses & Senior Charge Nurses for sign off/authorization
- **Issues?** HR & Unison rep meet with manager & employee(s) to resolve (*in reality, very few issues arose*)
- **Processing claims:** JE Leads batch similar claims then matching panel assess changes (similar to review process) followed by consistency checking.
- Current exercise in NHS Scotland to assess all Band 2 HCSWs to ensure appropriate grading for role

Issues to consider

WORKING IN PARTNERSHIP WITH STAFF SIDE WILL BE KEY

Capacity

Whilst Job Descriptions are being reviewed, it is essential you work to ensure that you have the JE capacity to undertake additional panel work and any necessary reviews.

Check out the training offer described here - <https://www.nhsemployers.org/articles/job-evaluation-training>

If banding is increased, backdating will need to be agreed.

JE Handbook says this is for local agreement and is usually to when the post holder and manager agree that roles have changed. If there are lots of jobs affected, it may be necessary to negotiate a date for backdating purposes en bloc.

Summary



Band 2 and 3 profiles - levels and scores have not changed



Additional examples given, esp in Factor 6, Patient Client Care



Guidance is available (employers) (panels)



Agreed, accurate and up to date job descriptions are essential



Good JE practice is underpinned by good partnership working

Thank you.
Any questions

Useful links -

- [NHS JE Handbook](#)
- [Guidance for employers](#)
- [Guidance for matching panels](#)