

## **Framework for Managing New and Changed Job requests for UNISON Band 2 Healthcare Support Workers, NHS Greater Glasgow and Clyde**

### **1. Introduction**

- 1.1 The purpose of the framework is to describe the partnership arrangement, aligned to the NHS Greater Glasgow and Clyde New and Changed Job procedure, to enable management and staff side to review new and changed job requests for Band 2 Healthcare Support Workers.
- 1.2 The framework reflects the current new and changed job process and aims to assist staff and service management in describing, confirming and agreeing changes to duties and responsibilities with reference to the Agenda for Change Job Evaluation Scheme.
- 1.3 The process for reviewing the bands for Health Care Support Workers is a result of representation by UNISON who have sought to identify staff working beyond the remit of their original banding under Agenda for Change.

### **2. Notification of New and Changed Job Requests**

2.1 To ensure a consistent approach in the coordination of all requests, the new and changed job process will be managed by a central team supported by the NHS Greater Glasgow and Clyde Job Evaluation Unit.

2.2 A central log of all new and changed job requests will be maintained by Workforce Information who will record all personal details and date new and changed job requests are received.

2.3 The Job Evaluation Unit will prepare a set of key documents for Senior Charge Nurses to consider and for the new and changed job panels to review. The documents will include:

- The case management form which has been submitted by UNISON
- An authorisation document which will require completion by the Senior Charge Nurse and authorisation and submission by an appropriate line manager and budget holder e.g. Clinical Services Manager or General Manager

2.4 A copy of the documents will be sent to all Senior Charge Nurses for their review. A full briefing to Senior Charge Nurses, Lead Nurses and General Managers will be delivered to provide information on the process and to respond to any questions.

### **3. Process for Staff and Senior Charge Nurses**

3.1 Senior Charge Nurses will be required to complete a standard recording and authorisation template (Appendix 1). This template requires Senior Charge Nurses to confirm the job title, and to confirm the tasks and activities carried out by the Healthcare Support Worker. The Senior Charge Nurse will also be asked to provide details of any other duties related to patient care and to describe the supervision arrangements in place when the individual is carrying out their duties.

3.2 In summary the Agenda for Change job profile descriptors for Healthcare Support Worker roles are as follows:

## **Band 2.**

- 1) Undertakes personal care duties for patients in hospital or similar settings
- 2) Reports patient condition to qualified staff

## **Band 3.**

- 1) Undertakes a range of delegated clinical patient care duties in hospital similar settings
- 2) Records patient information

## **4. Line Management Authorisation**

4.1 NHS Greater Glasgow and Clyde has a responsibility to ensure that staff are recognised in banding terms under the Agenda for Change pay and job evaluation scheme for duties that they perform in support of service delivery.

4.2 Senior Charge Nurses will be required to review the documentation and agree the content of the new and changed job request. The Clinical Services Manager or General Manager as designated budget holders should authorise new and changed job requests within their area to provide oversight on job roles within their area of responsibility. The General Manager will be responsible for authorising the new and changed job request and emailing the Job Evaluation Unit with the new and changed job description documentation.

4.3 A meeting with the staff member, UNISON and Human Resources representative would only be necessary where there are key questions relating to the factual accuracy of the statements provided by the Health Care Support Worker or where there are any questions which require clarity by either party. The measure for "sign off" will be based on the tasks that staff have been asked to perform as part of their agreed duties and any decision not to recognise these tasks will be explored during the meeting.

## **5. Failure to Agree New and Changed Job Request**

5.1 In the event that there is a failure to agree the new and changed job documentation, the case will be referred to senior Human Resources and UNISON representatives to review the case and to support the Senior Charge Nurse and Health Care Support Worker in reaching a shared understanding and agreement on the duties and responsibilities for the role. In the event that there is a disagreement between the Senior Charge Nurse and the employee with the duties and responsibilities recorded, the new and changed job request should be escalated to the joint group.

## **6. Processing of New and Changed Job Requests**

6.1 Based on the staff list, a Partnership team of representatives from the Job Evaluation Team and UNISON will cohort individual requests by ward/department and sector. These will then be recorded, coded and logged on CAJE to enable job matching to take place.

6.2 The Partnership team will be co-ordinated by the joint Job Evaluation leads and UNISON. .

6.3 The job matching panel will include one UNISON staff side representative and other trained job evaluators identified by the Job Evaluation leads from the Trade Union organisations and management representatives. UNISON will identify sufficient trained job evaluators to ensure that the evaluation process is completed swiftly. All panel members will be trained Job Evaluators.

6.4 The panel outcomes will then be subject to a consistency checking process which will consider the outcomes and be comprised of a different set of management and staff side Job Evaluators in line with the Agenda for Change Job Evaluation Scheme

## **7. Outcomes**

7.1 Staff and line management will be notified on the outcome in writing at least 10 days after the Consistency checking process.

7.2 Where the outcome is successful, the effective date of change to the Agenda for Change pay band will be from the date the original new and changed job request was lodged and received by NHS Greater Glasgow and Clyde.

7.3 In applying the change to pay, Healthcare Support Workers will experience no detriment with regard to unsocial hours or any prior protection and all cases will be reviewed on an individual basis with discussion on pay and migration with individuals and UNISON.

7.4 In applying the change to pay, as there is no change to the working pattern of Healthcare Support Workers from this process, then paragraph 2.13 of the Agenda for Change Terms & Conditions of Service Handbook will apply:

7.5 If on promotion, the working pattern remains substantially the same, staff will move to the first incremental point producing an increase when basic pay and the percentage enhancement for unsocial hours, are combined.

7.6 This will be done by taking the average level of unsocial hours paid in the four month period prior to the effective date.

7.7 In applying the change to pay, as Healthcare Support Workers are not voluntarily applying for a new or promoted post as part of this process, then any existing protection arrangements will be continued.

7.8 For any marked time protection arising from changes to Agenda for Change pay rates; protection will continue at the existing rates until it is no longer required.

7.9 For any organisational change protection arising from service changes; protection will continue at the existing rates and will also continue to be uplifted by the value of all future annual pay awards at 1st April each year. It is recognised that, over time, increments on the Band 3 may result in protection no longer being required.

7.4 Following the band outcome of a changed job, the postholder may wish to request a review of the outcome. The postholder will discuss the request for a review with their line manager and the line manager requires to support the employees request for a review in terms of agreeing the content of the review submission is a true, fair and accurate reflection of the job demands. No new information contrary to the submitted job description will be accepted as part of the review submission. All review documentation requires to be submitted

to the relevant Head of People and Change for submission within the 3 months of the notified Matching outcome.

7.5 The Review Panel should comprise of a minimum of four trained and experienced job matchers; two from management and two from staffside. A Review Panel will consider whether there is a case for a review. If no then the review will not be progressed and the panel will document their rationale. If yes then the panel will assess the submission. The Panel require to consider whether the change would affect the band outcome and advise as appropriate. There will be no right of appeal and no right to submit a grievance based on the outcome

7.6 Where Healthcare Support Workers are successful in their new and changed job request, the Healthcare Support Worker will be provided with a new and changed job description which they will be required to sign and return to their line manager. This will be retained in their personal file. The job description will include the revised duties and responsibilities commensurate with the confirmed Agenda for Change pay band.

***This form must be used to submit additional job information for use in the New and Changed Jobs process to match Nursing Healthcare Support Worker roles.***

The additional job information contained in this form must be agreed between the employee(s) carrying out the role and the Senior Charge Nurse (or other authorised line manager). In completing this form, Senior Charge Nurses will also be provided with a copy of the UNISON case form.

This form must be submitted by email to the Job Evaluation Unit by the appropriate General Manager and a copy retained in each employee's personal file only after completion of the process i.e. Senior Charge Nurse and Lead Nurse review and authorisation.

**Completed forms should be emailed to [Rachel.Fyfe@ggc.scot.nhs.uk](mailto:Rachel.Fyfe@ggc.scot.nhs.uk) using 'Healthcare Support Worker Submission Form' as the subject header. Please remember to send Part 1 and Part 2 when submitting completed forms.**

<b>Employee Name</b>	
<b>Employee pay number</b>	
<b>Job Title</b>	
<b>Case form number</b>	
<b>JEU Code (for JEU use)</b>	
<b>Department/Ward</b>	
<b>Sector/Service/Site</b>	
<b>Agreed by: Senior Charge Nurse</b>	
<b>Authorised by: Clinical Services Manager/General Manager</b>	

**HCSW Changed Jobs Process – Authorisation Form (part 2)**

<b>JOB TITLE</b>	
<b>JEU Code</b> <b>(for JEU use)</b>	

*Please indicate (X) the tasks/activities regularly carried out in this role.*

Task/activity	Carried out in this role?		Task/activity	Carried out in this role?	
	Yes	No		Yes	No
Urinalysis testing			Venepuncture		
Nutritional screening			Wound dressing		
MRSA screening			Wound observation		
BMI measurement			Cannulation		
FOB testing			Removal of cannulae		
Take blood pressure			Stoma bag changing		
Basic life support			Escorting patients		
Pregnancy testing			Making entries in patient records		
Patient observations			PC skills		
Completing patient daily charts			SCI Audit system		

**The patient care tasks detailed above (as noted in the Yes column) are carried out in this role. Training, development and/or instruction is provided as required to ensure standards and procedures are followed.**

**The knowledge required to perform these tasks is usually gained through on the job experience and/or training and other learning and development activities.**

**The role requires postholders to act on their own initiative when carrying out tasks. Supervision is available when required.**

**Any other duties that are related to patient care can be added below. Please include a concise explanation of the duty, task or activity.**

6<sup>th</sup> February 2018