

Applying to NCH&C



About us

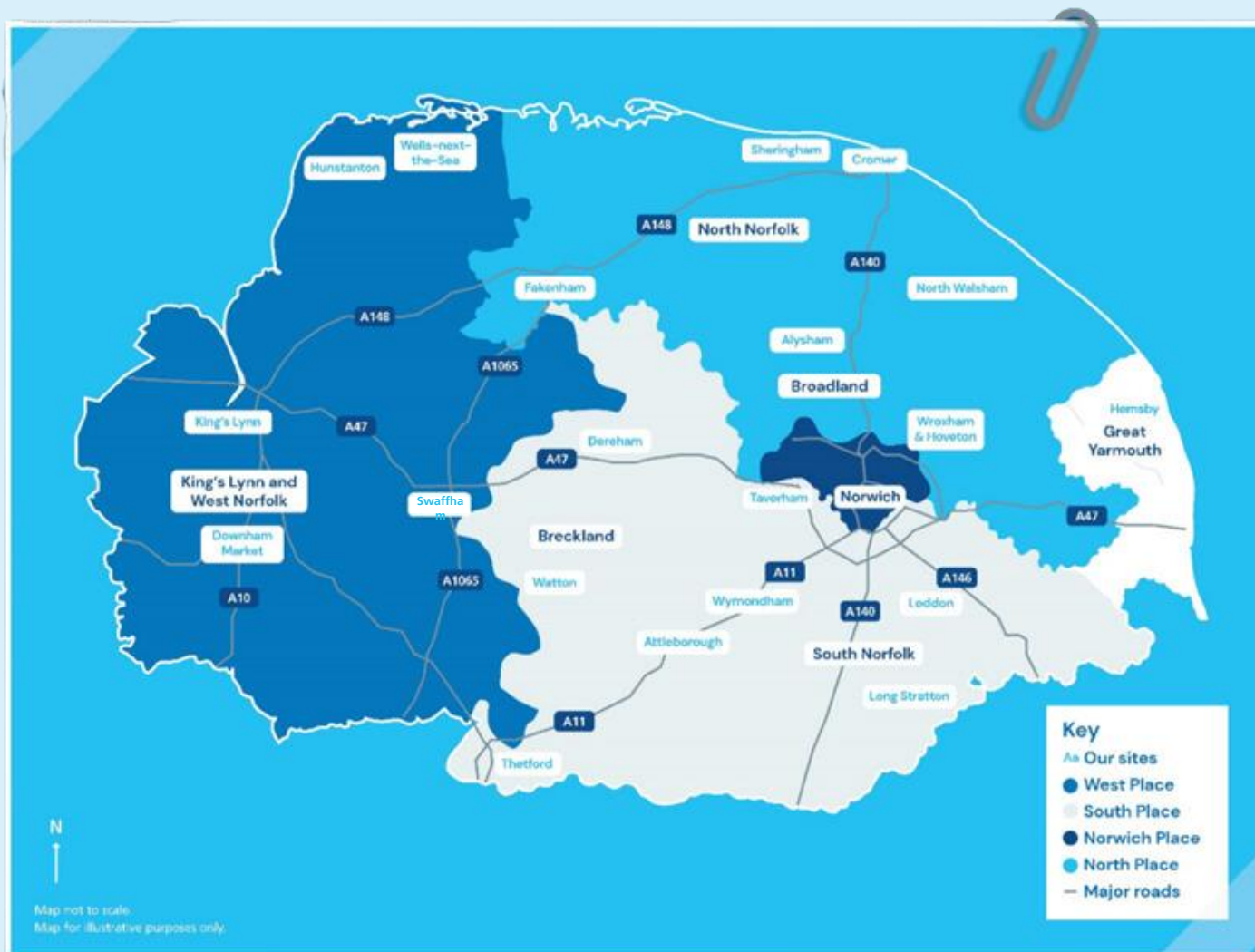
Norfolk Community Health & Care NHS Trust (NCH&C) provides community-based NHS health and care via more than 70 locations across Norfolk, as well as providing a specialist Early Supported Discharge service to stroke patients in Norfolk.

Serving a population of nearly 900,000, NCH&C delivers community dentistry, services for children, young people and families, therapies, community nursing, end of life care and specialist nursing, among others. We believe that people are better looked after locally and this belief drives us to work hard to bring expert care to patients in our seven community hospitals, within GP surgeries and in patients' own homes. Working in the community will provide you with the opportunity to develop longer-term and more personal relationships with patients, carers, and other professionals.

[Click here to view the Staff Experience at NCH&C film.](#)



Norfolk coverage and our places



Admission Avoidance
Amputee Rehabilitation
Biomechanics
Cardiac Rehabilitation
Care at Home
Children's Psychology
Children's Shortbreaks
City Reach (for the homeless)
Community Dentistry
Community Nursing
Community Paediatricians
Community Podiatry
Continence
COPD
Dermatology
Diabetes
Heart Failure
Inpatient Rehabilitation
Learning Disability
Neurology
Neurological Rehabilitation
Occupational Therapy
Orthopaedic Triage
Out of Hours Unplanned Care
Oxygen Management
Palliative Care
Phlebotomy
Physiotherapy
Speech and Language Therapy
Stroke Early Supported
Discharge
Tissue Viability
Wheelchair Service

What sets us apart?

NCH&C is proud to be the first standalone NHS community trust in the UK to achieve an 'Outstanding' rating from the Care Quality Commission (CQC).

Our focus is on continually improving the quality of care we offer to local people and on improving access to that care, helping people to move seamlessly from one service to another.

Praising NCH&C's "compassionate, inclusive and effective leadership at all levels", the CQC observed that our staff are well supported to make positive changes and innovations.



In March 2023 we were delighted to become one of the latest NHS trusts to be accredited as Veteran Aware, formally recognising our commitment to the armed forces community.



NCH&C is proud to be rated Gold for the quality of its clinical learning environment. This new accreditation reflects our commitment to providing high-quality support to students and learners.



NCH&C achieved the NHS Pastoral Care Quality Award for providing best practice pastoral care for international nurses and midwives.



NCH&C has been a proud member of the Employers Network for Equality and Inclusion (ENEI) since 2022. This membership provides the trust with continued and impartial professional education as to what inclusion looks like, to subsequently work to improve the experience of staff to impact the improved healthcare outcome of patients and service users.

In 2023 NCH&C achieved an ENEI Silver TiDE Award.



Why work for us?

NCH&C is committed to continuing to create a modern and inclusive work environment.

As part of this commitment, we actively promote flexible working opportunities where possible, to meet the needs and wishes of our workforce to maintain and improve their wellbeing.

The trust offers a range of flexibility, including flexible working patterns, and we would encourage you to discuss this with the recruiting manager before or during the application process if this would interest you.

We welcome applications from people who share our values and can help us deliver outstanding care in our local community.

Our vision

To improve the quality of people's lives, in their homes and community through the best in integrated health and social care.

Our values

Community

As one trust, we enhance the lives of our patients through our commitment, support and working together. We are proud to serve our local community by providing integrated quality services with our partner organisations. We respect and value the trust we are given to enter our patients' homes and lives.

Compassion

We provide compassionate, co-ordinated and personalised quality care that is safe and effective. We empower and educate our patients and their carers in the effective delivery and management of their own independence, health and wellbeing. We are dedicated to holistic, compassionate care and demonstrate this through our commitment to our personal and professional development.

Creativity

Our expertise, commitment and creativity are key to the successful delivery of our services. We are always open to new ideas that support us in delivering effective compassionate care to our patients. We continuously innovate and implement efficient delivery of care.

Community care in numbers

In Norfolk,
the community
team spends
51 hours
caring for leg
ulcers, every day

NCH&C community
teams spend
437 hours
driving to see patients
every day

1,631
patients
seen in their own
home in Norfolk,
every day

260,000
NHS staff
work within the
community

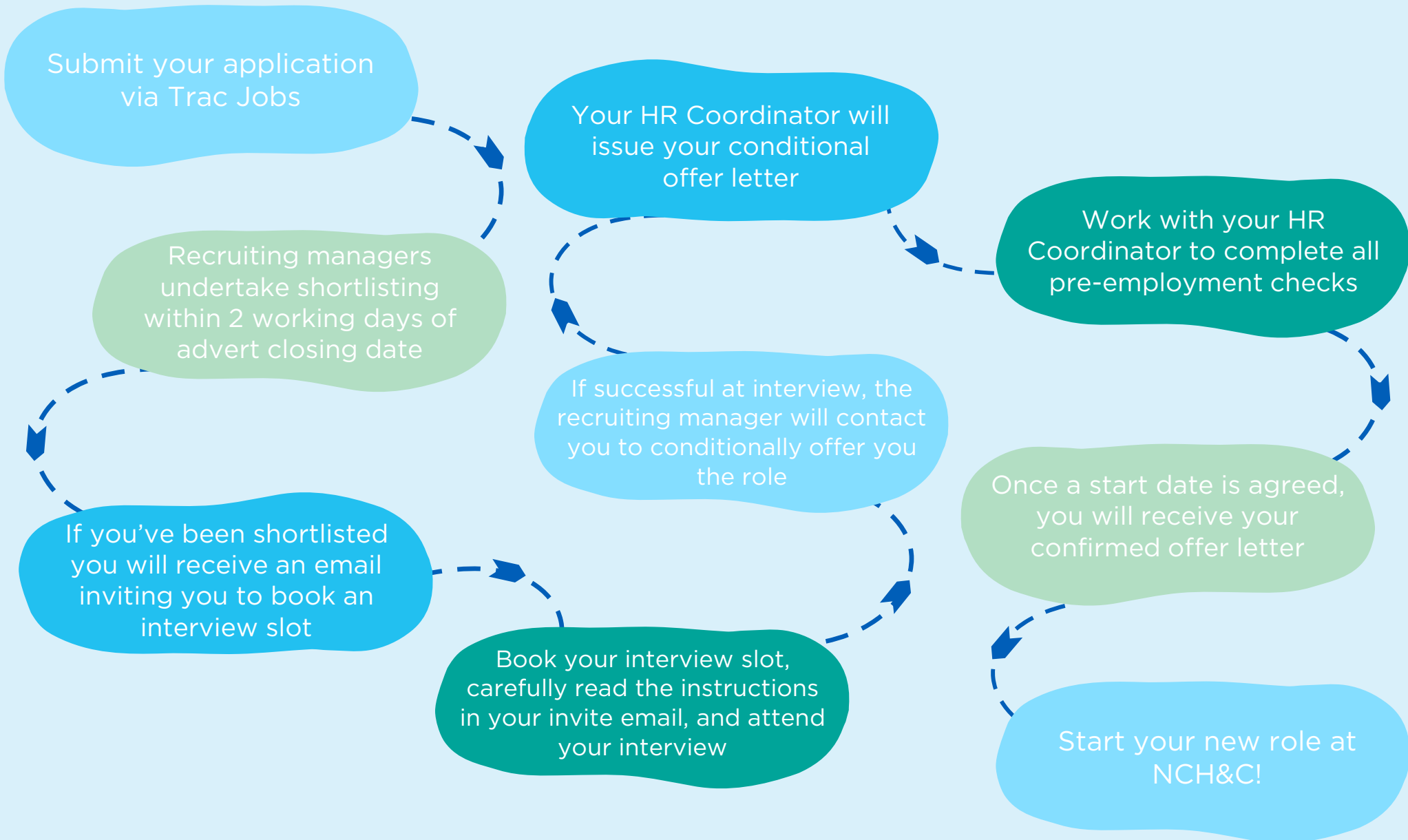
100,000,000
patient interactions
in the community every
year across the UK

There are 15
community
trusts
within the NHS

15% more
patients
were seen in the
community in 2021
compared to the
previous year – and
this increase is set
to continue



The Recruitment Journey



How can you prepare for the recruitment process?

Your Application

You will need to complete your application via Trac (NCHC's applicant tracking system), once you have completed this once, most sections (apart from your supporting statement) will save for any future applications you complete.

Include all previous employment with accurate dates you worked there. This will assist the recruitment team when sending employment requests to your previous places of work. Also briefly describe what you did in each role.

Include all relevant qualifications in your application form as well as anything you're currently studying.

When entering referee details, double check all email addresses (we can't accept personal email address such as Hotmail, Yahoo, Gmail etc, unless it's a character referee) are correct and that your referee is aware they may need to provide a reference for you.

In your supporting statement, be very explicit with what you write – nothing can be inferred, and you will only be shortlisted based on what is written. You should also include why you are interested in the role and why the role would suit you (experience/skills). All applications are shortlisted against the shortlisting criteria on the job advert (in the person specification section).

Trac emails can sometimes go to your email junk folder so make sure to check there throughout the process.

If you are applying for a clinical role, you will need a list of your vaccinations from your GP surgery for when your Occupational Health check is undertaken. You can proactively request these in advance and keep them in an accessible safe place as you may be asked for these on more than one occasion.

NCH&C also has a 'recommend a friend' recruitment referral scheme, this means someone already working for the organisation can recommend you for a role by sharing the advert with you, and you both will get £150 each!

How can you prepare for the recruitment process?

Preparing for Interview

Log into Trac to check the progress of your application and accept interview invites

Bring ID to interview, you can check what we accept by following this link:

<https://apps.trac.jobs/candidate/iddocs>

Prepare some notes of some real-life examples that would be good for interview, an interview is not a memory test, and we welcome you to bring notes in.

Competency based interviews are the primary recruitment process at NCH&C. This is when you are asked about a time you have demonstrated a particular skill or behaviour, and how you may approach a certain situation.



Conditional Offer

Contact your referees once you have been offered the role to set their expectations that the HR team will be sending them an employment request, these are purely factual requests. You will need to provide the most recent 3 years of referee's unless you're being recruited from an NHS organisation.

We can accept signed recruitment documents back via email or post. If unable to sign any documents with wet ink, please provide email confirmation that you are happy for it to be processed by the team.

If you haven't provided adequate ID at your interview, you will need to arrange a further ID check with your recruiting manager, contact details for this can be found in your conditional offer letter.

If emailing the HR Team for updates, please include the job reference number and job title in your email. You can check what pre-employment checks are complete by visiting the candidate Trac area: <https://apps.trac.jobs/new-candidate-site>

When you receive your Occupational Health link (for patient facing roles), this needs to be completed within 5 days before the link will expire.

Don't hand your notice in until all pre-employment checks are complete; you may be left with a gap between your old role and your new role.

Once you've started in your new role

- You may wish to sign up to the DBS Update Service if a DBS was undertaken for you, it costs £13 a year and must be applied for within 28 days of the issue date. This may benefit you in the future when applying for future roles. Further information can be found here: <https://www.gov.uk/db-update-service>
- You are required to attend Trust Induction within the first week of your new role at NCHC, your HR Coordinator will book you onto this.
- Order uniform by calling the Linen Chargehand on 01603 272241, if your manager hasn't already done so.
- You must sign your Contract on your first day and return to your line manager for placing in your personal file.
- If you will be based at Norwich Community Hospital, Colman Hospital or St James Clinic, you can apply for a parking permit by searching 'Travel' on the Loop and visiting their dedicated page. There is also a dedicated page for information for new starters.
- Familiarising yourself with the loop is also a great way to get to know NCH&C, this is the first place to look for answers to any queries you may have.
- Once started, you will have access to Self-service ESR – here you can undertake mandatory training, view and download payslips and P60's, change bank details, change your address, and view other areas such as your Total Reward Statement (NHS pension details).
- You can also download the MyNCHC app, where you'll find staff updates, helpful links, social media updates and latest vacancies, plus much more.

Apple (iOS) Users



Android Users

