

Combined nursing profiles

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Band 2
Nursing: Clinical Support Worker

Nursing Services: Clinical Support Worker Nursing (Hospital)
Community Services: Clinical Support Worker Nursing (Community)

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Profile Label: **Nursing: Clinical Support Worker**

Job Statement: 1. Undertakes personal care duties for patients in the community, in hospital or other settings
 2. Supports patients / clients with toileting, bathing, dressing and meals
 3.. Records patient information

Factor	Relevant Job Information	JE Level	Score
1. Communication & Relationship Skills	Provide and receive routine information requiring tact or persuasive skills; barriers to understanding Exchanges factual information with patients using persuasion, reassurance, tact, empathy; may overcome barriers to understanding, e.g. patient/client has physical impairment, mental health condition or learning disabilities	3a	21
2. Knowledge, Training & Experience	Range of routine work procedures, requiring job training Knowledge of personal care and related procedures, vocational qualification at level 2 or equivalent relevant experience	2	36
3. Analytical & Judgemental Skills	Judgements involving facts or situations, some requiring analysis Assesses patient's health, safety and wellbeing while undertaking personal care, deciding whether to refer to other staff as appropriate	2	15
4. Planning & Organisational Skills	Organises own day to day work tasks or activities Prioritises own work activities	1	6
5. Physical Skills	Physical skills obtained through practice Hand eye co-ordination for manoeuvring wheelchairs, bathing patients/clients, using hoists; standard driving	2	15
6. Responsibility for Patient/Client	Provides personal care to patients/clients Undertakes personal care duties, e.g. bathing, toileting, dressing, support with meals and assisting patients with their appearance	3(a)	15
7. Responsibility for Policy/Service Development	Follow policies in own role, may be required to comment Follows policies, may participate in discussions on proposed changes to procedures	1	5
8. Responsibility for Financial & Physical Resources	Personal duty of care in relation to equipment, resources/Handle cash, valuables; safe use of equipment other than equipment used personally; maintain stock control Careful use of equipment/handles patient/client valuables; ensure equipment used by others, e.g. hoists, is safe and properly used; orders supplies	1-2abc	5-12
9. Responsibility for Human Resources	Demonstrate own activities to new or less experienced employees Demonstrates own duties to new starters	1	5
10. Responsibility for information Resources	Record personally generated information Contributes to updating patient records eg,by recording basic patient information such as fluid balance (intake and output) and nutrition, height, weight and age	1	4
11. Responsibility for Research & Development	Undertake surveys or audits, as necessary to own work Occasionally participates in audits, surveys, research and development activities	1	5
12. Freedom to Act	Well-established procedures, supervision close by/Standard operating procedures, someone available for reference Carries out routine personal care duties, supervision available/ Acts on own initiative when delivering personal care, supervision accessible	1-2	5-12
13. Physical Effort	Frequent moderate effort for several short periods/ frequent moderate effort for several long periods; occasional intense effort for several short periods	3c-4bc	12-18

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	Turns, manoeuvres patients/clients for toileting, bathing using aids; toileting, bathing without mechanical aids		
14. Mental Effort	Frequent concentration; work pattern predictable Concentration for personal care procedures, standard driving. Follows routine	2a	7
15. Emotional Effort	Occasional/frequent distressing or emotional circumstances Care of patients/clients with chronic illness/conditions, terminally ill and deaths	2a-3a	11-18
16. Working Conditions	Occasional highly unpleasant conditions/ frequent highly unpleasant conditions Foul linen, body fluids	3b-4b	12-18
JE Score/Band		Band 2	179-212

Profiles used:

Nursing Services: Clinical Support Worker Nursing (Hospital)
Community Services: Clinical Support Worker Nursing (Community)

Band 3

Nursing: Clinical Support Worker Higher Level

Nursing Services: Clinical Support Worker Higher Level Nursing (Mental Health)

Nursing Services: Clinical Support Worker Higher Level Nursing (Hospital)

Community Services: Clinical Support Worker Higher Level Nursing (Community)

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Profile Label: **Nursing: Clinical Support Worker Higher Level**

Job Statement:

1. Undertakes a range of delegated clinical care duties in hospital, community or other settings
2. Records patient observations and changes to patient clinical conditions
3. Carries out limited clinical care duties

Factor	Relevant Job Information	JE Level	Score
1. Communication & Relationship Skills	Provide and receive routine information; barriers to understanding Exchanges factual information with patients using persuasion, reassurance, tact, empathy; may overcome barriers to understanding, e.g. patient/client has physical impairment, mental health condition or learning disabilities	3a	21
2. Knowledge, Training & Experience	Range of work procedures and practices; base level of theoretical knowledge Knowledge of care and related procedures, clinical observations, relevant legislation; short courses to undertake patient and clinical care duties, completion of a competency based workbook or equivalent relevant experience to vocational qualification level 3	3	60
3. Analytical & Judgemental Skills	Judgements involving facts or situations, some requiring analysis Assess patient/client condition through observations/ test results, assess comfort of patient/client, instigate emergency procedures	2	15
4. Planning & Organisational Skills	Organise own day to day work tasks or activities; Plans own work activities:	1	6
5. Physical Skills	Physical skills obtained through practice/ Developed physical skills; manipulation of objects, people; narrow margins for error; Highly developed physical skills, accuracy important; manipulation of fine tools, materials Hand eye coordination required when using test equipment, e.g. blood glucose monitors, psychometric testing, manipulating wheelchairs, driving/Restraint of patients/clients; venepuncture, neonatal blood spot screening	2-3ab	15-27
6. Responsibility for Patient/Client	Implement clinical care/ care packages Undertakes a limited range of delegated clinical care duties relevant to the services provided/work area; record patient observations , 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	4a	22
7. Responsibility for Policy/Service Development	Follow policies in own role, may be required to comment Follows policies, may participate in discussions on proposed changes to procedures	1	5
8. Responsibility for Financial & Physical Resources	Personal duty of care in relation to equipment, resources/Handle cash, valuables; safe use of equipment other than equipment used personally; maintain stock control Careful use of equipment/handles patient/client valuables; ensure equipment used by others, e.g. hoists, is safe and properly used; orders supplies	1-2abc	5-12
9. Responsibility for Human Resources	Demonstrate own activities to new or less experienced employees/ Day to day supervision Demonstrates own duties to new starters/ supervises work of students and junior staff	1-2	5-12
10. Responsibility for information Resources	Record personally generated information Contributes to updating patient records	1	4
11. Responsibility for Research & Development	Undertake surveys or audits, as necessary to own work Occasionally participates in audits, surveys, research and development activities	1	5
12. Freedom to Act	Standard operating procedures, someone available for reference Acts on own initiative when delivering patient/client care, supervision accessible	2	12
13. Physical Effort	Frequent moderate effort for several short periods/ Frequent moderate effort for several long periods; Occasional intense effort for several short periods	3c-4bc	12-18

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	Turns, manoeuvres patients/clients for toileting, bathing using aids, restrains patients/clients, active participation in physical activities, e.g. sports activities; toileting, bathing without mechanical aids		
14. Mental Effort	Frequent concentration; work pattern predictable/unpredictable Concentration required for clinical and personal care procedures, predictable/ Unpredictable when responding to emergency situations, e.g. patient/client restraint	2a-3a	7-12
15. Emotional Effort	Occasional distressing or emotional circumstances/ Frequent distressing or emotional circumstances; Occasional highly distressing or emotional circumstances Care of patients/clients with chronic illness/conditions, terminally ill and deaths, challenging behaviour	2a-3ab	11-18
16. Working Conditions	Frequent unpleasant conditions; Occasional highly unpleasant conditions/ Some exposure to hazards; Frequent highly unpleasant conditions Foul linen, body fluids; physically aggressive behaviour	3ab-4ab	12-18
JE Score/Band	Band 3 = 216-270		217-267

Profiles used:

Nursing Services: Clinical Support Worker HL Nursing (Mental Health)
Clinical Support Worker HL Nursing (Hospital)

Community Services: Clinical Support Worker HL Nursing (Community)

Band 4

Nursing: Associate Practitioner/Nursery Nurse

Nursing Services:	Nurse Associate Practitioner Acute Nursery Nurse (Neonatal Unit)
Community Service:	Nurse Associate Practitioner (Community) Nurse Associate Practitioner (Mental Health) Nursery Nurse (Community)

Profile Label: **Nursing: Associate Practitioner/Nursery Nurse**

- Job Statement:**
1. Implements care packages under the supervision of registered clinical practitioners in a range of settings
 2. Carries out nursing care programmes, e.g. clinical observations, participates in social inclusion and/or parenting support activities
 3. May supervise/assess clinical support workers
 4. May participate in case conferences and case review meetings, e.g. safeguarding

Factor	Relevant Job Information	JE Level	Score
1. Communication & Relationship Skills	Provide and receive routine information requiring tact or persuasive skills; Provide and receive complex or sensitive information; Provide advice, instruction or training to groups/ Provide and receive complex, sensitive information; barriers to understanding Provides information on e.g. test results; receives sensitive patient/client-related information; delivers training, e.g. parentcraft classes, to groups of parents or carers/ Communicates with patients/clients and carers, using empathy and reassurance and where there are barriers to understanding, e.g. learning disabilities or language	3abc-4a	21-32
2. Knowledge, Training & Experience	Range of work procedures and practices, majority non-routine; intermediate level theoretical knowledge Diploma or equivalent appropriate qualification, e.g. foundation degree; or NVQ3 level qualification plus short courses or relevant experience to diploma level	4	88
3. Analytical & Judgemental Skills	Judgements involving facts or situations, some requiring analysis/Range of facts or situations requiring analysis; comparison of a range of actions Makes judgements which require assessment of facts, e.g. sleep problems, nutrition, emergency situations, wound care/ Deciding on implementation of care programmes where there is a number of options	2-3	15-27
4. Planning & Organisational Skills	Plan and organise straightforward activities, some ongoing Organises own workload, which includes e.g. home visits, social inclusion activities, planning parentcraft classes	2	15
5. Physical Skills	Physical skills obtained through practice/ Developed physical skills; manipulation of objects, people; narrow margins for error; Highly developed physical skills, accuracy important; manipulation of fine tools, materials Hand eye coordination required e.g. when using test equipment, manoeuvring wheelchairs, resuscitation, driving/ Safe restraint of patients/clients; venepuncture	2-3ab	15-27
6. Responsibility for Patient/Client	Implement clinical care/ care packages; Carries out care packages, including providing advice to patients/clients or carers	4a	22
7. Responsibility for Policy/Service Development	Follow policies in own role, may be required to comment May comment on proposed changes to policies	1	5
8. Responsibility for Financial & Physical Resources	Personal duty of care in relation to equipment, resources/ Handle cash, valuables; Maintain stock control Safe use of equipment/ Handles patient/client valuables; orders supplies, equipment, activity materials	1-2ac	5-12
9. Responsibility for Human Resources	Demonstrate own activities to new or less experienced employees/ Day to day supervision; Day to day supervision; Undertake basic workplace assessments Demonstrates tasks to less experienced or new staff/ Day-to-day supervision; clinical supervision of students; undertakes NVQ assessments	1-2abc	5-12
10. Responsibility for information Resources	Record personally generated information Maintains patient/client records	1	4

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11. Responsibility for Research & Development	Undertake surveys or audits, as necessary to own work May participate in R&D and clinical trials or complete staff surveys	1	5
12. Freedom to Act	Standard operating procedures, someone available for reference Follows procedures and treatment plans, supervision/advice available	2	12
13. Physical Effort	Frequent sitting or standing in a restricted position; Occasional / Frequent moderate effort for several short periods Standing, sitting in a restricted position e.g. when undertaking sustained activities at an incubator; manoeuvring patients/clients, pushing wheelchairs, trolleys / Lifting equipment, babies, safe patient/client restraint	2ad-3c	7-12
14. Mental Effort	Frequent concentration; work pattern predictable Concentration on patient/client treatment, care plans, observations	2a	7
15. Emotional Effort	Occasional distressing or emotional circumstances/ Frequent distressing or emotional circumstances; Occasional highly distressing or emotional circumstances/ Occasional traumatic circumstances Care of patients/clients with chronic illnesses, conditions/ Terminally ill patients/clients or dealing with difficult family circumstances; occasional/ frequent exposure to safeguarding issues or severely challenging patient/client behaviour	2a-3ab-4b	11-18-25
16. Working Conditions	Some exposure to hazards: Frequent highly unpleasant conditions Physical aggression; contact with body fluids, foul linen	4ab	18
JE Score/Band	Band 4 = 271-325		255*-323

Profiles used:

Nursing Services: Nurse Associate Practitioner Acute
Nursery Nurses (Neonatal Unit)

Community Services: Nursing Associate Practitioner (Community)
Nursing Associate Practitioner (Mental Health)
Nursery Nurse (Community)

**Band 5
Nursing: Nurse**

- Nursing Services: Nurse
- Community Services: Nurse (Mental Health)
- Community Services: Nurse (Community)
- Community Services: Nurse (Schools)
- Community Services: Nurse (GP Practice)
- Community Services: Nurse (Learning Disabilities)

Profile Label: **Nursing: Nurse**

Job Statement:

1. Assesses patients/clients/children; plans, develops or implements programmes of care; provides advice; in a variety of settings; maintains associated records
2. Carries out nursing procedures
3. May provide clinical supervision to other staff, students
4. May provide health promotion information, advice

Factor	Relevant Job Information	JE Level	Score
1. Communication & Relationship Skills	Provide and receive complex, sensitive information; barriers to understanding; persuasive, motivational, negotiating, training skills are required Communicates sensitive, confidential information concerning patients/clients requiring empathy, persuasion and reassurance. Some may have special needs	4a	32
2. Knowledge, Training & Experience	Expertise within specialism, underpinned by theory Professional, clinical knowledge acquired through training to degree/diploma level	5	120
3. Analytical & Judgemental Skills	Range of facts or situations requiring comparison of a range of options Judgements on problems requiring investigation, analysis, e.g. assessment of condition	3	27
4. Planning & Organisational Skills	Plan and organise straightforward activities, some ongoing Plans provision of care for patients/clients/children, e.g. clinics, health education. May organise staff	2	15
5. Physical Skills	Physical skills obtained through practice/ Developed physical skills; manipulation of objects, people; narrow margins for error; Highly developed physical skills, accuracy important; manipulation of fine tools, materials Driving, carries out immunisations/ Restraint of patients/clients using approved techniques; Dexterity and accuracy required for, e.g. intravenous injections, syringe pumps and infusion, insertion of catheters and removal of sutures	2-3ab	15-27
6. Responsibility for Patient/Client	Develop programmes of care/care packages; Provide specialised advice in relation to care Assesses, plans, implements and evaluates clinical care of patients/clients; gives specialist advice to clients/carers	5ac	30
7. Responsibility for Policy/Service Development	Follow policies in own role, may be required to comment Follows policies, makes comments on proposals for change	1	5
8. Responsibility for Financial & Physical Resources	Personal duty of care in relation to equipment, resources/ Handle cash, valuables; Maintain stock control; Authorised signatory, small payments Responsible for equipment used/ Handles patient valuables; orders supplies; signs timesheets	1-2acd	5-12
9. Responsibility for Human Resources	Demonstrate own activities to new or less experienced employees/ Day to day supervision; Professional /clinical supervision Demonstrates duties to new starters/ Supervises work of others; clinical supervision of staff, students.	1-2ab	5-12
10. Responsibility for information Resources	Record personally generated information Maintains work-related records	1	4
11. Responsibility for Research & Development	Undertake surveys or audits, as necessary to own work/ Regularly undertake R & D activity; clinical trials Occasional participation in R&D activity/ Undertakes R&D activity; clinical trials	1-2ab	5-12

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12. Freedom to Act	Clearly defined occupational policies, work is managed, rather than supervised Works within codes of practice and professional guidelines	3	21
13. Physical Effort	Light physical effort for short periods/ Frequent light effort for several short periods/ Frequent moderate effort for several short periods/ Frequent moderate effort for several long periods Walks, sits and stands/ Walks and stands most of shift; kneels and crouches to e.g. dress wounds/ Manoeuvres patients, lifts substantial equipment, bathes patients	1-2b-3c4b	3-7-12-18
14. Mental Effort	Frequent concentration; work pattern predictable/Unpredictable Concentrates in providing clinical care, e.g. immunisation, calculating drug dosages for infusion, carrying out tests/ Interruptions to deal with unpredictable patient/client behaviour	2a-3a	7-12
15. Emotional Effort	Occasional distressing or emotional circumstances/ Frequent distressing or emotional circumstances; Occasional highly distressing or emotional circumstances/ Frequent highly distressing or emotional circumstances Imparts unwelcome news, care of terminally ill/ safeguarding issues, e.g. child abuse. Some challenging behaviour	2a-3ab4b	11-18-25
16. Working Conditions	Frequent unpleasant conditions; Occasional/ Frequent highly unpleasant conditions Body odours, dust, noise/ Body fluid, verbal aggressions	3ab-4b	12-18
JE Score/Band	Band 5 = 326-395		312*-390

Profiles used:

Nursing Services: Nurse
Nurse (Mental Health)
Community Services: Nurse (Community)
Nurse (Schools)
Nurse (GP Practice)
Nurse (Learning Difficulties)

Band 6 Nurse Specialist

Nursing Services: Nurse Specialist
Community Services: Nurse Specialist (Community)
Nurse Specialist (Learning Disabilities)
Nurse Specialist (GP Practice)
Nurse Specialist (Schools)
Nurse Specialist (Special Schools)
Nurse Specialist (Mental Health, Community)

Nurse Team Leader

Nursing Services: Nurse Team Leader
Community Services: Nurse Team Leader (Learning Disabilities)

It was not possible to combine the two Team Leader profiles within the rules of genericising, so they are included separately in this group..

Combined nursing profiles

Profile Label: Nurse Specialist

Job Statement:

1. Assesses patients; plans, implements and monitors care; provides advice. This may be carried out in a specialist area and/or using specialist nursing skills
2. Provides day-to-day supervision and/or clinical supervision to others

Factor	Relevant Job Information	JE Level	Score
1. Communication & Relationship Skills	Provide and receive complex, sensitive information; barriers to understanding/ Provide and receive highly complex, sensitive or contentious information; barriers to understanding; Provide and receive complex, sensitive or contentious information; hostile, antagonistic or highly emotive atmosphere Communicates sensitive/ highly sensitive, confidential information concerning patients/clients requiring empathy, persuasion and reassurance. Some may have special needs; patients/clients may be hostile, antagonistic	4a-5ac	32-45
2. Knowledge, Training & Experience	Specialist knowledge across range of procedures underpinned by theory Professional knowledge acquired through degree supplemented by diploma level specialist training, experience, short courses	6	156
3. Analytical & Judgemental Skills	Complex facts or situations requiring analysis, interpretation, comparison of a range of options Skills for assessing and interpreting complex needs of patients/clients	4	42
4. Planning & Organisational Skills	Plan and organise straightforward activities, some ongoing Plans provision of care for patients/clients, e.g. clinics, health education. May organise staff	2	15
5. Physical Skills	Physical skills obtained through practice/ Developed physical skills; manipulation of objects, people; narrow margins for error; manipulation of fine tools, materials Driving, carries out immunisations/ Restraint of patients/clients using approved techniques; Dexterity and accuracy required for, e.g. intravenous injections, syringe pumps and infusion, insertion of catheters and removal of sutures	2-3ab	15-27
6. Responsibility for Patient/Client	Develop programmes of care/care packages; Provide specialised advice in relation to care/ Develop specialised programmes of care/ care packages; provide highly specialised advice Assesses, plans, implements and evaluates clinical care of patients/clients; gives specialist advice to patients/clients/carers/ Develops and implements specialist programmes of care	5ac-6a	30-39
7. Responsibility for Policy/Service Development	Follow policies in own role, may be required to comment/ Implement policies and propose changes to practices, procedures for own area Follows policies, makes comments on proposals for change/Implements policies and proposes changes to working practices or procedures in own work area	1-2	5-12
8. Responsibility for Financial & Physical Resources	Personal duty of care in relation to equipment, resources/ Handle cash, valuables; Maintain stock control; Authorised signatory, small payments Responsible for equipment used/ Handles patient valuables; orders supplies; signs timesheets	1-2acd	5-12
9. Responsibility for Human Resources	Day to day supervision; Professional /clinical supervision Supervises work of others; clinical supervision of staff, students; provides training to others	2abc	12
10. Responsibility for information Resources	Record personally generated information Maintains work-related records	1	4
11. Responsibility for Research & Development	Undertake surveys or audits, as necessary to own work Occasional participation in R&D activity	1	5
12. Freedom to Act	Clearly defined occupational policies, work is managed, rather than supervised/ Broad occupational policies Works within codes of practice and professional guidelines/ lead specialist, area or team; may manage a caseload in the community	3-4	21-32

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13. Physical Effort	Light physical effort for short periods/ Frequent light effort for several short periods/ Frequent moderate effort for several short periods Walks, sits and stands/ Walks and stands most of shift; kneels and crouches to e.g. dress wounds/ Manoeuvres patients, lifts substantial equipment	1-2b-3c	3-7-12
14. Mental Effort	Frequent concentration; work pattern predictable/ Unpredictable Concentrations in providing clinical care, e.g. immunisation, calculating drug doses for infusion, carrying out tests/ Interruptions to deal with unpredictable client behaviour	2a-3a	7-12
15. Emotional Effort	Occasional distressing or emotional circumstances/ Frequent distressing or emotional circumstances; Occasional highly distressing or emotional circumstances Imparts unwelcome news, care of terminally ill/ safeguarding issues, e.g. child abuse. Some challenging behaviour	2a-3ab	11-18
16. Working Conditions	Frequent unpleasant conditions; Occasional/ Frequent highly unpleasant conditions Body odours, dust, noise/ Body fluid, verbal aggression	3ab-4b	12-18
Band 6 = 396-465			375*-461

Profiles used:

Nursing Services: Nurse Specialist
 Community Services: Nurse Specialist (Community)
 Nurse Specialist (Learning Disabilities)
 Nurse Specialist (GP Practice)
 Nurse Specialist (Schools)
 Nurse Specialist (Special Schools)
 Nurse Specialist (Mental Health, Community)

Profile Label: Nurse Team Leader

- Job Statement:
1. Assesses patients, plans, implements care, provides advice; maintains associated records
 2. Carries out nursing procedures
 3. Provides clinical and managerial leadership to nursing and support staff, may ensure effective running of ward, unit in the absence of Nurse Team Manager

Factor	Relevant Job Information	JE level	JE Score
1. Communication & Relationship Skills	Provide and receive complex, sensitive information; barriers to understanding Communicates sensitive information concerning patient's medical condition, requires persuasive, reassurance skills; some patients have special needs, learning disabilities	4(a)	32
2. Knowledge, Training & Experience	Specialist knowledge across a range of work procedures, underpinned by theory Professional knowledge acquired through degree/diploma supplemented by specialist clinical, managerial training, CPD to PGD level	6	156
3. Analytical & Judgemental Skills	Complex facts or situations, requiring analysis, interpretation, comparison of a range of options Skills for assessing and interpreting acute and other patient conditions, appropriate action	4	42
4. Planning & Organisational Skills	Plan and organise straightforward activities, some on-going/plan, organise complex activities or programmes, requiring formulation, adjustment. Organises own time and that of junior staff and learners, plans staff off duty rota/undertakes discharge planning involving co-ordinating other agencies	2-3	15-27
5. Physical Skills	Highly developed physical skills, accuracy important; manipulation of fine tools, materials Dexterity and accuracy required for e.g. intravenous injections, syringe pumps and infusions, insertion of catheters, removal of sutures	3(b)	27
6. Responsibility for Patient/Client Care	Develop programmes of care/care packages Assesses, plans, implements and evaluates clinical care of patients	5(a)	30
7. Responsibility for Policy/Service Development	Implement policies and propose changes to practices, procedures for own area Contributes to policy and practice changes arising from e.g. audits, complaints	2	12
8. Responsibility for Financial & Physical Resources	Handle cash, valuables; maintain stock control; authorised signatory, small payments/authorised signatory Handles patient valuables; orders supplies when necessary; signs agency time sheets/authorises overtime for nursing and support staff.	2(a)(c)(d) – 3(a)	12-21
9. Responsibility for Human Resources	Day to day supervision; management Leads team and allocates work/recruits, manages and develops staff	2(a)–3(a)	12-21
10. Responsibility for Information Resources	Record personally generated information Maintains patient records	1	4
11. Responsibility for Research & Development	Undertake surveys or audits, as necessary to own work/regularly undertake R&D activity; clinical trials; equipment testing, adaptation May undertake/undertakes R&D activity; clinical trials, equipment testing	1–2(a) (b) (c)	5-12
12. Freedom to Act	Clearly defined occupational procedures, work is managed rather than supervised Works within codes of practice and professional guidelines	3	21
13. Physical Effort	Occasional/frequent moderate effort for several short periods Moves, manoeuvres patients from bed to chair, wheels patients	2(d) – 3(c)	7-12
14. Mental Effort	Frequent concentration, work pattern predictable/unpredictable Concentration for checking documents, calculating drug dosages/responds to frequently changing patient, staff needs	2(a)–3(a)	7-12
15. Emotional Effort	Occasional/frequent distressing; occasional highly distressing or emotional circumstances Deals with distressed relatives, care of terminally ill/ consequences of terminal illness, victims of abuse, relatives of deceased patients	2(a) – 3(a)(b)	11-18

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16. Working Conditions	Frequent unpleasant; occasional/frequent highly unpleasant conditions Smell, noise, dust/body fluids, faeces, vomit, emptying bed pans and urinals, catheter bags	3(a), (b) 4(b)	12-18
JE Score/Band	JE Score 393*–465	Band 6	

Profile label:

Nurse Team Leader (Learning Disabilities)

Job statement:

1. Assesses care needs, implements and monitors care plans, administers medication, provides advice in specialist area for patients/clients with Learning Disabilities
2. Forms a supportive relationship with Learning Disability clients to facilitate care
3. Initiates and promotes practice development
4. Supervises and allocates staff, co-ordination of staff duty rotas, clinical leadership; may manage staff in absence of team manager

Factor	Relevant Job Information	JE Level	JE Score
1. Communication & Relationship Skills	Provide and receive complex, sensitive information; barriers to understanding/hostile, antagonistic or emotive atmosphere Communicates with clients and relatives to explain clinical issues and daily living procedures/use of special communication techniques eg uses de-escalation techniques when dealing with clients with learning disabilities.	4a-5c	32-45
2. Knowledge, Training & Experience	Specialist knowledge across range of procedures underpinned by theory Professional knowledge to degree level or equivalent, plus diploma level training or equivalent in specialist area and experience.	6	156
3. Analytical & Judgmental Skills	Complex facts or situations requiring analysis, interpretation, comparison of a range of options Assessment of client need and condition, determines appropriate response when dealing with clients with learning disabilities.	4	42
4. Planning & Organisational Skills	Plan and organise straightforward activities, some ongoing Plans daily clinical provision and training for clients on daily living skills, staff education and rostering.	2	15
5. Physical Skills	Developed physical skills, manipulation of objects, people, narrow margins for error; highly developed physical skills, accuracy important; manipulation of fine tools, materials Formal restraint training; insertion of catheters, special feeding techniques.	3(a)(b)	27
6. Responsibility for Patient/Client Care	Develop programmes of care/care packages; provide specialised advice in relation to client care Assesses patient needs and implements programmes of care; provides advice to clients, carers.	5(a)	30
7. Responsibility for Policy/Service Development	Implement policies and propose changes to practices, procedures for own area Implements, comments and proposes changes for policies for own work area.	2	12
8. Responsibility for Financial & Physical Resources	Personal duty of care in relation to equipment, resources/handle cash, valuables; maintain stock control Personal duty of care/safekeeping of clients' cash and valuables; ordering and the safe storage of medications.	1-2(a)(c)	5-12
9. Responsibility for Human Resources	Day to day co-ordination of staff; professional/clinical supervision; provide training in own discipline/day to day management Day to day supervision, clinical supervision and practical training/day to day management.	2abc-3(a)	12-21
10. Responsibility for Information Resources	Record personally generated information Records personally generated observations and updates client records.	1	4
11. Responsibility for Research & Development	Undertake surveys or audits, as necessary to own work/regularly undertakes R&D; clinical trials Undertakes surveys or audits as necessary/undertakes research, clinical trials, lead clinical audit in own area.	1-2(a)(b)	5-12
12. Freedom to Act	Clearly defined occupational policies, work is managed, rather than supervised/broad occupational policy Work is managed, manager is available for guidance if required/leads team.	3-4	21-32
13. Physical Effort	Frequent sitting or standing in a restricted position/frequent moderate effort for several short periods Walks, stands for most of shift/moving patients for treatment or personal care, use of hoists.	2(a)-3(c)	7-12
14. Mental Effort	Frequent concentration; work pattern predictable/frequent concentration; work pattern unpredictable Concentration for patient assessment and observation, ward rounds, team discussions; interruptions to attend client needs; deals with staff issues.	2(a)/3(a)	7-12
15. Emotional Effort	Occasional/frequent distressing or emotional circumstances Deals with client anxieties, challenging behaviours from distressed clients.	2(a)-3(a)	11-18
16. Working Conditions	Frequent unpleasant, occasional highly unpleasant conditions Verbal aggression/ body fluids.	3(a)(b)	12
JE Score/Band	JE Score 398-462	Band 6	

Band 7 Nurse Advanced

Nursing Services: Nurse Advanced
Community Services: Nurse Advanced (Schools)

Nurse Team Manager

Nursing Services: Nurse Team Manager
Community Services: Nurse Team Manager (MH, Comm)
Nurse Team Manager (Schools)
Nurse Team Manager (Community)
Nurse Team Manager (Learning Disabilities)

Profile Label: Nurse Advanced

- Job Statement:**
1. Assesses patients/clients, plans, implements care in a variety of settings, provides highly specialist advice; maintains associated records
 2. Lead specialist in a defined area of nursing care
 3. Provides specialist education and training to other staff, students and/or patients/clients
 4. Undertakes research and leads clinical audits in own specialist area

Factor	Relevant Job Information	JE Level	Score
1. Communication & Relationship Skills	Provide and receive complex, sensitive information; barriers to understanding/ Provide and receive highly complex, sensitive or contentious information; barriers to understanding; Present complex, sensitive or contentious information to large groups Communications condition related information to patients/clients and carers/Communicates very sensitive, complex condition related information to patients, relatives, empathy and reassurance; presentations to groups on sensitive issues	4a-5ab	32-45
2. Knowledge, Training & Experience	Highly developed specialist knowledge, underpinned by theory and experience Professional knowledge acquired through degree supplemented by post graduate diploma specialist training, experience, short courses plus further specialist training to masters equivalent level	7	196
3. Analytical & Judgemental Skills	Complex facts or situations requiring analysis, interpretation, comparison of a range of options Skills for assessing and interpreting specialist patient/client conditions, appropriate action; skills for development of specialised programmes	4	42
4. Planning & Organisational Skills	Plan and organise complex activities or programmes, requiring formulation, adjustment Plans specialised nursing service provision and/or specialised health and education programmes; coordinates multi-disciplinary groups in specialist area	3	27
5. Physical Skills	Physical skills obtained through practice/ Highly developed physical skills, accuracy important, manipulation of fine tools, materials Dexterity coordination for driving, immunisation/ Dexterity and accuracy required for e.g. intravenous injections, syringe pumps and infusions, insertion of catheters, removal of sutures	2-3b	15-27
6. Responsibility for Patient/Client	Develop specialised programmes of care/ care packages; Provide highly specialised advice concerning care Assesses, develops and implements specialist nursing care programmes and/or specialised health and education programmes; highly specialist advice to patients/clients, carers, relatives and other professionals	6ac	39
7. Responsibility for Policy/Service Development	Propose policy or service changes, impact beyond own area Develops protocols for specialist area, impact on other disciplines	3	21
8. Responsibility for Financial & Physical Resources	Personal duty of care in relation to equipment, resources/ Maintain stock control; Authorised signatory, small payments Personal duty of care/ Orders specialist supplies; authorises overtime, agency nurse payments	1-2cd	5-12
9. Responsibility for Human Resources	Professional /clinical supervision; Provide training in own discipline/ Teach/deliver specialist training Supervises other nurses, students; provides training/ Specialist training	2bc-3c	12-21
10. Responsibility for information Resources	Record personally generated information Maintains work-related records	1	4
11. Responsibility for Research &	Regularly undertake R & D activity; clinical trials; equipment testing, adaptation/ R&D activities as major job requirement	2ab-3	12-21

Combined nursing profiles

Development	Undertakes research, leads clinical audit in own area		
12. Freedom to Act	Broad occupational policies Accountable for own professional actions, lead specialist for defined area	4	32
13. Physical Effort	Combination of sitting, standing, walking/ Occasional moderate effort for several short periods Some lifting, e.g. training equipment/ Moves. Manoeuvres patients	1-2d	3-7
14. Mental Effort	Frequent concentration; work pattern predictable Concentration on patient assessments, injections, schedule of visits, reports, meetings, data analysis	2a	7
15. Emotional Effort	Occasional distressing or emotional circumstances/ Frequent distressing or emotional circumstances; Occasional highly distressing or emotional circumstances Challenging behaviour from patients/clients/ Imparts news of terminal illness, bereavement	2a-3ab	11-18
16. Working Conditions	Frequent unpleasant conditions/Occasional/ Frequent highly unpleasant conditions Body odours, dust, noise/ Body fluid, verbal aggression	3ab-4b	12-18
JE Score/Band	Band 7 = 466-539		465*-537

Profiles used:

Nursing Services: Nurse Advanced
Community Services: Nurse Advanced (Schools)

Profile Label: Nurse Team Manager

- Job Statement:**
1. Provides leadership and management for nursing specialist and associated staff
 2. Assesses patients/clients, plans, implements care, provides specialist advice; maintains associated records
 3. May liaise with other agencies in planning programmes of care and/or health and education programmes
 4. May hold budget

Factor	Relevant Job Information	JE Level	Score
1. Communication & Relationship Skills	Provide and receive complex, sensitive information; barriers to understanding/ Provide and receive highly complex, sensitive or contentious information; barriers to understanding; hostile, antagonistic or highly emotive atmosphere Communicates sensitive/highly sensitive, confidential information concerning patients/clients requiring empathy, persuasion and reassurance. Some may have special needs; patients/clients may be hostile, antagonistic	4a-5ac	32-45
2. Knowledge, Training & Experience	Specialist knowledge across range of procedures underpinned by theory Professional knowledge acquired through degree supplemented by diploma level specialist training, experience, short courses	6	156
3. Analytical & Judgemental Skills	Complex facts or situations requiring analysis, interpretation, comparison of a range of options Skills for assessing and interpreting complex needs of patients/clients and staffing issues	4	42
4. Planning & Organisational Skills	Plan and organise complex activities or programmes, requiring formulation, adjustment Plans delivery of specialist nursing care, allocation and deployment of staff, coordinates multi agency activities	3	27
5. Physical Skills	Developed physical skills; manipulation of objects, people; narrow margins for error; manipulation of fine tools, materials Restraint of patients/clients using approved techniques; Dexterity and accuracy required for, e.g. intravenous injections, syringe pumps and infusion, insertion of catheters and removal of sutures	3ab	27
6. Responsibility for Patient/Client	Provide specialised advice in relation to care/ Develop specialised programmes of care/ care packages; Provide highly specialised advice concerning care; accountable for direct delivery of sub-division of a clinical, clinical technical or social care service(s) Assesses, develops and implements nursing care programmes/ Specialist nursing care programmes; provides highly specialist advice; responsibility for delivery of a service for a geographical area	5a-6acd	30-39
7. Responsibility for Policy/Service Development	Implement policies and propose changes to practices, procedures for own area/ Propose policy or service changes, impact beyond own area Contributes to policy and practice changes arising from e.g. audits, complaints/ Contributes to policies which impact on other areas	2-3	12-21
8. Responsibility for Financial & Physical Resources	Authorised signatory; Hold delegated budget/Budget holder for department/service Authorises overtime for nursing and support staff, responsible for supplies; holds delegated budget/ Holds budget	3ad-4a	21-32
9. Responsibility for Human Resources	Day to day management; Allocate, place and supervise staff or students/ Line manager for single function or department Manages staff; organises student placements or allocates placement and supervision of staff, students/ Line management	3ab-4a	21-32
10. Responsibility for information Resources	Record personally generated information Maintains work-related records	1	4
11. Responsibility for Research & Development	Undertake surveys or audits, as necessary to own work/ Regularly undertake R & D activity; clinical trials; equipment testing May undertake/ Undertakes R&D activity; clinical trials; equipment testing	1-2abc	5-12

Combined nursing profiles

12. Freedom to Act	Broad occupational policies Accountable for own professional actions, manages team and interprets policy	4	32
13. Physical Effort	Combination of sitting, standing, walking/ Frequent light effort for several short periods; occasional moderate effort for several short periods/ Frequent moderate effort for several short periods Walks, sits and stands/Walks and stands most of shift; kneels and crouches to e.g. dress wounds/Manoeuvres patients, lifts substantial equipment	1-2bd-3c	3-7
14. Mental Effort	Frequent concentration; work pattern predictable/ Unpredictable Concentration in providing clinical care, e.g. immunisation, calculating drug doses for infusion, carrying out tests/ Interruptions to deal with unpredictable client behaviour, staffing issues	2a-3a	7-12
15. Emotional Effort	Occasional distressing or emotional circumstances/ Occasional/frequent highly distressing or emotional circumstances/ Imparts unwelcome news, care of terminally ill/ Safeguarding issues, e.g. child abuse. Some challenging behaviour	2a-3a-4b	11-18-25
16. Working Conditions	Occasional/Frequent unpleasant conditions/Occasional/ Frequent highly unpleasant conditions Body odours, dust, noise/ Body fluid, verbal aggression	2a-3ab-4b	7-12-18
JE Score/Band	Band 7 = 466-539		437*-536

Profiles used:

Nursing Services: Nurse Team Manager
 Community Services: Nurse Team Manager (MH, Comm)
 Nurse Team Manager (Schools)
 Nurse Team Manager (Community)
 Nurse Team Manager (Learning Disabilities)

Band 8 Modern Matron

Nursing Services: Modern Matron
Community Services: Modern Matron (Community)

Band 8-9 Nurse Consultant

It was not possible to combine the Nurse Consultant and Nurse/Midwife Consultant Higher Level profiles, so these are included separately in this group.

Combined nursing profiles

Profile Label: Modern Matron

Job Statement:

1. Manages and provides leadership for managers and specialist nurses/midwives and other staff
2. Ensures patient/client/carer involvement in development of services, e.g. promoting better health, standards of cleanliness, social care and medicines management
3. Provides specialist education and training to other staff
4. Maintains compliance with, and develops, policies, procedures and guidelines

Factor	Relevant Job Information	JE Level	Score
1. Communication & Relationship Skills	Provide and receive highly complex, sensitive or contentious information; barriers to understanding; Present complex, sensitive or contentious information to large groups Communicates service-related information to senior managers, staff, patients/clients, carers, external agencies: requires negotiating, persuasive, motivational, reassurance skills; gives formal presentations	5ab	45
2. Knowledge, Training & Experience	Highly developed specialist knowledge, underpinned by theory and experience Professional knowledge acquired through degree supplemented by post graduate diploma specialist training, experience, short courses plus further specialist training to masters equivalent level	7	196
3. Analytical & Judgemental Skills	Complex facts or situations requiring analysis, interpretation, comparison of a range of options Skills for analysis of service, patient/client, organisation, staffing issues and case management	4	42
4. Planning & Organisational Skills	Plan and organise broad range of complex activities; formulates, adjusts plans or strategies Planning of strategies which impact across the service and sector, e.g. care coordination, infection control	4	42
5. Physical Skills	Physical skills obtained through practice/ Developed physical skills; manipulation of objects, people; narrow margins for error; manipulation of fine tools, materials Driving, carries out immunisations/ Restraint of patients/clients using approved techniques; dexterity and accuracy required for, e.g. intravenous injections, syring pumps and infusion, insertion of catheters and removal of sutures	2-3ab	15-27
6. Responsibility for Patient/Client	Provide highly specialised advice concerning care; Accountable for direct delivery of sub-division of a clinical, clinical technical or social care service Delivers highly specialised case management advice to the multi disciplinary team across sectors; accountable for service delivery	6cd	39
7. Responsibility for Policy/Service Development	Responsible for policy implementation and development for a service Develops and implements integrated care policies across primary and acute settings	4	32
8. Responsibility for Financial & Physical Resources	Authorised signatory; Purchase of some assets; monitoring budgets Signs off expenses; orders supplies; oversees management of budget	3abc	21
9. Responsibility for Human Resources	Line manager for single function or department; Teach, devise training and development programmes, major job responsibility Manages own staff, including recruitment, development, performance; devises training packages and teaches other groups of staff	4ab	32
10. Responsibility for information Resources	Record personally generated information Maintains work-related records	1	4
11. Responsibility for Research & Development	Undertake surveys or audits, as necessary to own work Undertakes audits of complaints, clinical incidents; trails of equipment	1	5
12. Freedom to Act	General policies, need to establish interpretation Responsible for establishing how policies should be interpreted	5	45

Combined nursing profiles

13. Physical Effort	Combination of sitting, standing, walking/ Frequent light effort for several short periods; occasional moderate effort for several short periods Light physical effort/ Effort required for carrying out clinical duties	1-2bd	3
14. Mental Effort	Frequent concentration; work pattern unpredictable Concentration for writing reports, meetings, patient/client assessment, interruptions to deal with service issues	3a	12
15. Emotional Effort	Occasional distressing or emotional circumstances/ Frequent distressing or emotional circumstances; Occasional highly distressing or emotional circumstances Deals with staff problems, patient complaints, conveys unwelcome news/ Care of the terminally ill; unexpected deaths	2a-3ab	11-18
16. Working Conditions	Occasional/ Frequent unpleasant conditions; Occasional highly unpleasant conditions Body odours, dust, noise/ Body fluid, verbal aggression	2-3ab	7-12
JE Score/Band	Band 8a = 540-584		551-579

Profiles used:

Nursing Services: Modern Matron
Community Services: Modern Matron (Community)

Profile Label: Nurse Consultant

- Job Statement:
1. Provides expert professional advice to patients, carers and colleagues
 2. Undertakes research in a specialist area
 3. Provides education and training to other staff, students
 4. Ensures the maintenance of clinical excellence

Factor	Relevant Job Information	JE level	JE Score
1. Communication & Relationship Skills	Provide and receive highly complex, sensitive or contentious information, barriers to understanding/present complex information to large groups Communicates very sensitive, complex condition related information to patients, relatives, empathy, reassurance required; presents specialist information to large groups of staff	5(a)/5(b)	45
2. Knowledge, Training & Experience	Highly developed specialist knowledge, underpinned by theory and experience Professional knowledge acquired through degree/diploma supplemented by specialist training, experience, short courses, to master's level equivalent	7	196
3. Analytical & Judgemental Skills	Complex/highly complex facts or situations, requiring analysis, interpretation, comparison of a range of options Makes operational judgements, manages conflicting views/ reconciles inter and intra professional differences of opinion	4/5	42-60
4. Planning & Organisational Skills	Plan and organise complex activities, programmes, requiring formulation, adjustment Plans specialist nursing service provision, including education and training	3	27
5. Physical Skills	Highly developed physical skills, accuracy important, manipulation of fine tools, materials/highly developed skills, high degree of precision Dexterity and accuracy required for e.g. intravenous injections, syringe pumps and infusions, insertion of catheters, remove of sutures/undertakes suturing, endoscopies	3(b)–4	27-42
6. Responsibility for Patient/Client Care	Develop highly specialised programmes of care; care packages; provide highly specialised advice concerning care Develops and implements specialist care packages; provide clinical advice in specialist area	6(a) (c)	39
7. Responsibility for Policy/Service Development	Propose policy or service changes, impact beyond own area/responsible for policy implementation, development for a service Develops protocols for specialist area, impact on other disciplines/develops policies for specialist service	3–4	21-32
8. Responsibility for Financial & Physical Resources	Personal duty of care in relation to equipment, resources/safe use of equipment other than equipment used personally; authorised signatory, small payments/authorised signatory; holds delegated budget Personal duty of care/responsible for ensuring the safe use of specialist equipment; authorised signatory for overtime payments/delegated budget holder for specialist budget	1/2(b)(d) / 3(a)(d)	5-12-21
9. Responsibility for Human Resources	Teach, deliver core training, range of subjects/teach, devise training and development programmes, major job responsibility Provides specialist training and education /develops education programmes	3(c)–4(b)	21-32
10. Responsibility for Information Resources	Records personally generated information Maintains patient/client records, records research results	1	4
11. Responsibility for Research & Development	R&D activities as major job requirement/co-ordinate, implement R&D activity as job requirement/initiate, develop R&D activities Conducts research in specialist area/member of audit, research steering group developing trust wide research	3/4/5	21-32-45
12. Freedom to Act	General policies, need to establish interpretation Responsible for establishing how policies should be interpreted	5	45
13. Physical Effort	Occasional moderate effort for several short periods Moves, manoeuvres patients	2(d)	7
14. Mental Effort	Frequent concentration, work pattern unpredictable Concentration for patient care; interruptions for patient, staff needs	3(a)	12

Combined nursing profiles

15. Emotional Effort	Frequent distressing or emotional circumstances; occasional/frequent highly distressing or emotional circumstances Works with terminally ill patients/imparts unwelcome news to staff, patients	3(a)(b)/4	18-25
16. Working Conditions	Occasional /frequent exposure to highly unpleasant conditions Body fluids, faeces, vomit, smells and foul linen	3(b)– 4(b)	12-18
JE Score/Band	JE Score 542–650	Band 8A/8B/8C	

Combined nursing profiles

Profile Label: Nurse/Midwife Consultant Higher Level

- Job Statement:**
1. Provides expert professional advice to patients/clients, carers and staff
 2. Responsible for service development/redesign in own area of expertise
 3. Undertakes clinical audit, research in a specialist field
 4. Provides education and training to other staff, students: may develop or contribute to development of specialist training, education programmes in own field
 5. Ensures the maintenance of clinical excellence

Factor	Relevant Job Information	JE level	JE Score
1. Communication & Relationship Skills	Provide and receive highly complex, sensitive or contentious information; barriers to understanding/present complex information to large groups Communicates very sensitive, complex condition related information to patients, relatives, empathy, reassurance required; highly complex service information at board level; presents specialist information to large groups of staff	5 (a)/ 5 (b)	45
2. Knowledge, Training & Experience	Advanced theoretical and practical knowledge Professional knowledge acquired through degree/diploma supplemented by specialist training, experience, short courses, to doctorate level or equivalent	8	240
3. Analytical & Judgemental Skills	Highly complex facts or situations, requiring analysis, interpretation, comparison of a range of options. Reconciles inter and intra professional differences of opinion, judgements on complex clinical issues	5	60
4. Planning & Organisational Skills	Plan and organise broad range of complex activities, requiring formulation, adjustment of plans, strategies/ formulate long-term strategic plans, involving uncertainly, impact across the whole organisation Responsible for service development, education, training in specialist field/ strategic planning for specialist service for region, impacting on external agencies	4-5	42-60
5. Physical Skills	Highly developed physical skills, accuracy important, manipulation of fine tools, materials/ highly developed skills, high degree of precision Dexterity and accuracy required for e.g. intravenous injections, syringe pumps and infusions, insertion of catheters, removal of sutures/ undertakes suturing, endoscopies	3 (b) - 4	27-42
6. Responsibility for Patient/Client Care	Develop highly specialised programmes of care, care packages; provide highly specialised advice concerning care; accountable for direct delivery of sub-division of clinical care Develops & implements of specialist care packages; provide clinical advice in specialist area; accountable for specialist area of nursing/midwifery	6 (a) (c) (d)	39
7. Responsibility for Policy/Service Development	Responsible for policy implementation, development for a service Develops and implements policies for specialist service	4	32
8. Responsibility for Financial & Physical Resources	Safe use of equipment other than equipment used personally; authorised signatory, small payments/ authorised signatory; holds delegated budget Responsible for ensuring the safe use of specialist equipment and advising budget holders on best value purchasing; authorised signatory / delegated budget holder for e.g. training	2(b)(d) / 3 (a) (d)	12-21
9. Responsibility for Human Resources	Teach, deliver core training, range of subjects/ teach, devise training and development programmes, major job responsibility Provides specialist training & education/ develops education programmes	3 (c) – 4 (b)	21-32
10. Responsibility for Information Resources	Record personally generated information Maintains patient/client records, records research results	1	4
11. Responsibility for Research & Development	R&D activities as major job requirement/ co-ordinate, implement R & D activity as job requirement/ initiate, develop R & D activities Conducts research in specialist area/member of audit, research steering group developing trust wide research	3/4/5	21-32-45
12. Freedom to Act	General policies, need to establish interpretation Responsible for establishing how policies should be interpreted for specialist area	5	45
13. Physical Effort	Occasional moderate effort for several short periods Moves, manoeuvres patients	2 (d)	7

Combined nursing profiles

14. Mental Effort	Frequent concentration, work pattern unpredictable Concentration for patient/client care; interruptions for urgent patient/client, staff needs	3 (a)	12
15. Emotional Effort	Frequent distressing or emotional circumstances; occasional/ frequent highly distressing or emotional circumstances Works with critically and/or terminally ill patients/clients/ imparts unwelcome news to staff, patients/clients	3 (a) (b) / 4	18-25
16. Working Conditions	Occasional/frequent exposure to highly unpleasant conditions Body fluids, faeces, vomit, smells and foul linen	3 (b)-4(b)	12-18
JE Score/Band		Band 8c-9	637-727