

NHS 111 Case Study

The Company

NHS 111 are a Contact Centre based within Pride Park in Derby employing Health Advisers & Service Advisers who signpost service users, book appointments into GP Practices, and out of hours services. Excellent people and communication skills are paramount for the roles.

The Challenge

NHS were wanting to recruit 40+ health & Service advisers per month for the Derby Site. Due to the pandemic recruiting such large numbers was challenging.

We approached Yvette and Kimberley at NHS 111 to discuss the support the employment and skills team could assist with. How we could broaden their current recruitment process to enable them to reach out to a wider and more diverse candidate base.

Support Received

The positions were promoted to residents via the Derby Jobs Webinar which was attended by 42 residents of which 17 gained employment. Adverts were placed in Derby Jobs Weekly, and Kimberley Head of Recruitment appeared on the Derby Jobs Radio Derby slot to showcase the opportunities on the Sally Pepper show.

The Derby Jobs Team in collaboration with Derby Adult Learning and NHS 111 put together a 5 day Training into Employment program of support for candidates to apply for the vacancies with a guaranteed interview.

Mr Hawksworth a local jobseeker attended the guaranteed interview course. This covered basic first aid training, Mental Health Awareness, and I.T Skills. This also provided the opportunity to talk to staff already doing the job to find out the job skills required to be an adviser. This was face to face and ran in early June 2022.

The course was designed to provide candidates with the basic skills required to become an adviser which Mr Hawksworth completed successfully and passed the interview to become an adviser.

Mr Hawksworth had previously worked in various roles working for film and television companies and for health reasons was looking at employment opportunities in office admin / Call Centre .

He found the Training into Employment Opportunity on the Derby Jobs Weekly Newsletter and wanted to apply. The course appealed due to the guaranteed interview and the Career opportunities that working for the NHS offers.

He had applied for many jobs during the pandemic but was getting little if no response to the applications. This was frustrating but being able to speak with the employer during the course and find out about the opportunities was a real positive.

The Impact

The Result / Impact

Derby Jobs provided NHS 111 with the platform to showcase their vacancies through the various initiatives and market this out to a wider audience. The Training into Employment Course provided opportunity for candidates to gain face to face training and confidence in how to prepare for an interview and become successful.

Quote

"I was trying for over 3 years to find a new career that was suitable for me. I had applied for several positions that appealed but was unsuccessful, many employers didn't acknowledge my job application and interviews were not forthcoming.

When I saw the advertisement for a 5 day course with Derby Adult Learning for an NHS111 Call handler with guaranteed interview, I thought the opportunity was a good one to try. I had always dabbled with the idea of working for the NHS as I am a great fan of the organization and wanted to contribute to help people.

I found the course very interesting. It gave me an opportunity to find out more about the role, ask questions, find out more about the recruitment process and to see if I had the necessary skills to do the job.

I decided to apply the following week and found the recruitment and interview process challenging but interesting. I was quickly accepted as a trainee and spent 2 weeks in the classroom and 2 weeks in the live Call Centre taking live NHS 111 Service Adviser calls with a coach listening in and helping me with the role. I thoroughly enjoyed the training"

