



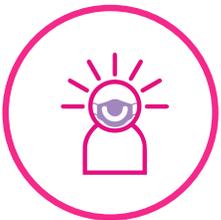
Unsung Hero Awards 2021



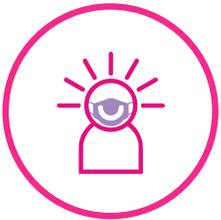
# CONTENT



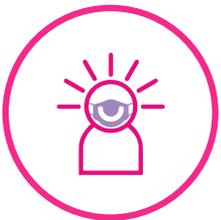
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# ABOUT



**The Unsung Hero Awards (UHA) were established in 2015 to promote a sense of personal well-being and promote Non-Medical / Non-Clinical NHS Staff and Volunteers.**

**We remain true to our values to this day - to be seen as an authentic and trusted organisation, to show care to all our community, and to continue to innovate and push the message that "everyone is of equal importance". We wish to remain an organisation that promotes a sense of gratitude, transparency, fairness and above all else: inclusiveness.**

**Our purpose is to connect people. To bring individuals from different backgrounds together to the foreground to stand on equal ground.**



## WHY ONLINE?

The Global Pandemic that came so unexpectedly in 2020 had far-reaching effects, many of which we are still only truly coming to terms with.

While we find ourselves a year on, and in many ways back to 'normal', large-scale events remain unable to be attended on the scale that the UHA requires to do service to the legions of 'Unsung Heroes' across UK Trusts.

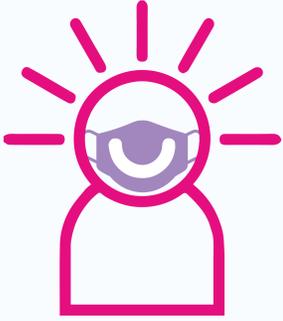
We know that our Awards are a special event, and we look forward to welcoming our attendees back to an in-person event in 2022.

However, for 2021 we couldn't risk an in-person event being cancelled.

Nor would we wish to interrupt the duties of many Key NHS workers in order to attend a personal event.

To work around this unfortunate situation, we decided to enlist the help of a local marketing agency who specialise in Events. With their support we have the resources to take the entire process - from nominations to the winners reveal - online; across our social media channels and our website.

All winners will receive their coveted UHA Trophy and certificate via the post, and we will make sure that the process is as engaging and emotive as our in-person Awards.



# THE NOMINATION PROCESS



**FILL IN THE  
NOMINATION FORM ON  
[WWW.UNSUNGHEROAWARDS.COM](http://WWW.UNSUNGHEROAWARDS.COM)**

**YOU CAN NOMINATE  
INDIVIDUALS AND  
TEAMS AS MANY TIMES  
AS YOU WISH.**



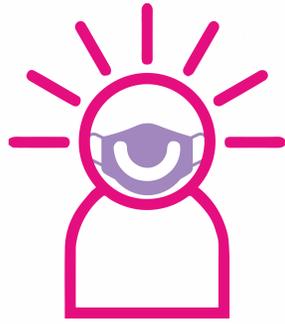
**OUR PANEL OF  
EXPERT JUDGES  
WILL READ THROUGH  
ALL NOMINATIONS  
AND SCORE THEM  
ACCORDING TO THE  
NOMINATION FORM  
CRITERIA.**



**OUR SYSTEM CREATES  
A SHORTLIST FROM  
THE TOP THREE  
SCORES PER  
CATEGORY AND THE  
SUCCESSFUL  
ENTRANTS ARE  
CONTACTED  
DIRECTLY.**

**LUCKY WINNERS  
RECEIVE A  
NATIONALLY  
RECOGNISED UHA  
TROPHY AND  
CERTIFICATE.  
THEY ALSO  
ATTEND THE 2022  
CELEBRATIONS  
WITH THEIR  
NOMINATOR.**



A top-down view of a desk with a white laptop, a hand holding a smartphone, a pair of glasses, and a bowl of popcorn. The scene is dimly lit, with the laptop and phone being the primary light sources. The text is overlaid in the center of the laptop keyboard area.

# THE 2021 CATEGORIES

## Admin and Clerical



Admin and Clerical provides a human touch in a processed-based role. Individuals and teams who work in this area must be proficient and well organised, as amongst other important tasks, they are working with detailed records of patients and staff.

Admin and Clerical typically covers the following areas:

- Personal Assistant
- Secretary / Typist
- Medical Secretary
- Office Clerk
- Health Records Staff
- Receptionist
- Switchboard Operator

E-mail [hello@unsungheroawards.com](mailto:hello@unsungheroawards.com) for more information on this category.



“Leigh-Anne represents all the values and attributes that are wonderful in our NHS staff and is a true Unsung Hero who doesn't see what she does every day as anything extraordinary.”



## IT and Digital



IT and Digital ensures that patient information is available in the right place, at the right time. It allows clinicians new insights into illness and disease and provides solutions that make patient care better.

IT and Digital typically covers the following areas:

- Programmer
- Developer
- Researcher
- Data / Systems Analyst
- Data Entry
- IT support
- Data Security Specialist

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“Rob has a profound care for his craft, expertise in his profession and a reputation for reliability. He is happy to take the initiative and has done on so many occasions.



## Estates and Ancillary



Estates and Ancillary provides the essential delivery of all NHS services. Individuals and teams who work across this sector cover inside and outside repairs and maintenance of Hospitals and the grounds around them.

Estates and Ancillary typically covers the following areas:

- Facilities
- Security
- Caretaker
- Domestic / Housekeeper
- Porter
- Caterer
- Gardeners and Ground Staff

E-mail [hello@unsungheroawards.com](mailto:hello@unsungheroawards.com) for more information on this category.

“No task is ever too much for Mandy Bates. The fact the whole department can be heard groaning when Mandy takes annual leave is testament to how invaluable she is and how we cannot do without her.

## Corporate Services



Corporate Services provides support to many areas of a Hospital, including internal and external Communications. Individuals who work across this area directly support patients and staff inside and outside of the NHS.

Corporate Services typically covers the following areas:

- Communications
- PR
- Finance
- Human Relations (HR)
- Chaplain
- Arts Coordinator / Health Play Staff
- Graphic Designer
- Architect / Surveyor
- Health Play Staff

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“A multidisciplinary team who are fully committed and have no barriers to status position, often working on this agenda in their own time.”



## Apprentice of the Year



Apprenticeships in the NHS are varied and eligible to anyone 16 upwards.

Apprenticeships provide a route into hundreds of different careers within the NHS and contribute to making the staff (and Unsung Heroes!) of tomorrow. Individuals who are undertaking an apprenticeship are being paid to acquire new skills and knowledge.

Non-Medical / Non-Clinical Apprenticeships typically cover the following areas:

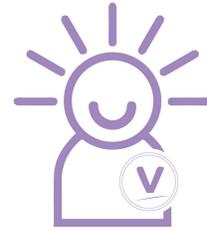
- Business Administration
- Non-Clinical Support
- Communications and Marketing
- Electrical and Engineering
- Financial Services
- Health and Social Care

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“Becca is a proactive worker with a ‘can do’ attitude. She has never shown any nerves, or fear of entering a cubicle with a child who is unable to talk. She talks to them, informs them of her role and what it means to the child.



## Volunteer of the Year



Volunteers are vital to the continued running of the NHS and make a huge contribution to the health of the nation by giving their time, skills, and passion to support the NHS.

Volunteering typically occurs in the following areas:

- Hospitals
- GP Surgeries
- Ambulance Trusts
- Community Settings
- Mental Health Settings

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“The volunteers use their skills to build a positive relationship with the parents they support, which can then help break down the barriers between the professional and parent and ensures the best outcomes for the family and baby.



## Mental Wellness Champion



A Mental Wellness Champion is someone who actively works to enhance the mental wellness, focus, resilience, and confidence of the staff at their place of work.

### Examples of Mental Wellness Champions:

- Grass roots initiatives
- Fundraising
- Volunteering
- Implementing policies
- Implementing collaborations with charities and organisations
- Providing a level of care to colleagues that directly positively impacts their Mental Wellness

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“Seeing a group of nervous and anxious individuals blossom, thrive and become more confident is a credit to the empathy, thoughtfulness and dedication of the team.



## Public Choice



Public Choice is open to all members or the public who have had a direct or indirect positive experience with a Non-Medical member of staff, or a Volunteer, in the past year.

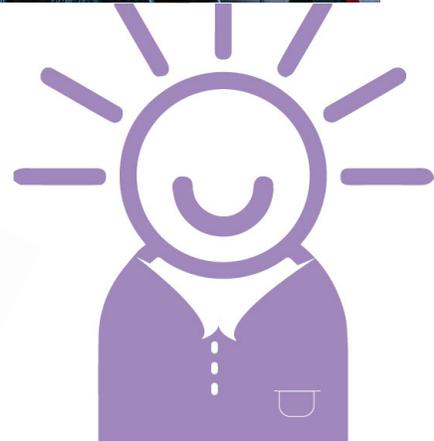
Perhaps a Receptionist who helped navigate you around the Hospital. A Porter who went the extra mile. A cleaner who was extra diligent with their work. Or a Volunteer who went above and beyond to assist in any way they could.

What we require is as much information on the individual as possible: their full name and a point of contact, such as a work e-mail address, or phone number.

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“Winning the award meant so much to me as it was incredible to think a patient was so grateful for my help, even though I was only showing compassion and appreciation of someone’s difficult situation.





**Unsung Hero Awards 2021**

**C O N T A C T**

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