Moving to
EXCELLENCE

NHS
The Shrewsbury and Telford Hospital
NHS Trust

HEALTHCARE ASSISTANT

Candidate Pack



Colleague Benefits

General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

Financial

- Access to various local and national discounts via various external websites
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men’s Health forms and MOT
- Discounts with local gyms

Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level - from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction — between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

C.A.R.E. Meaning and Practice

Compassion - Demonstrate genuine kindness, empathy and humanity in every interaction. Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

Acknowledge - Actively listen and be fully present. Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

Respect - Treat everyone with dignity, honesty and fairness at all times. Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

Empower - Enable people to be active participants in their care and work. Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included. Poppy's Promise is more than a framework - it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

In daily practice, you can:

- Take a moment before entering a patient's space - centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions - consider how your approach made the patient or family feel

All staff within the Trust are expected to:

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.

- This role supports registered nurses in providing safe and caring support to patients.
- It involves helping patients with everyday needs such as washing, eating, drinking and moving safely.
- You will check and record basic health information and report any concerns to a nurse.
- The job includes keeping the ward clean, tidy and well-organised, and helping with basic admin tasks.
- You will work flexibly across different wards and follow all training, policies and safety rules.
- Good communication, kindness and respect for patients and their individual needs are essential.

Job Description

Job title:	Healthcare Assistant
Grade:	Band 3
Site:	The Shrewsbury and Telford Hospital NHS Trust
Accountable to:	Ward / Department Manager
DBS required:	Enhanced DBS with Child and Adults barred lists

Job Purpose

The post holder will provide support and assist Registered Nurses delivering all aspects of health care directly to patients, within defined levels of competence and practice. This will include assisting in maintaining a suitable environment in which to deliver that care.

Main Duties

To work on an ad hoc and flexible basis to support ward/department teams throughout the Trust delivering care.

Patient Care

- Provide support to patients to maintain their hygiene needs. This may include actions such as:
    - Bathing/washing
    - Care of mouth, hair, nails and eyes
- Provide support to maintain their elimination needs. This may include actions such as:
    - Encouraging continence
    - Emptying urinary catheter bags
    - Mobilising to toilet or use of commode or bedpan
    - Maintaining hygiene needs after episodes of incontinence
- Assist in the delivery of pressure area care. This may include actions such as:
    - Repositioning of patients as directed
    - Maintenance of good levels of skin hygiene
    - Reporting the observed condition of a patient's skin
- Assist in the maintenance of patients nutritional and hydration needs. This may include actions such as:
    - Assisting patients in the selection of appropriate food and drink
    - Serving meals and drinks
    - Report any observed swallowing difficulties to the Registered nurses
    - Measure and record intake and output accurately
- Accurately undertake and record patient observations (at a frequency determined by the Registered nurses), reporting any abnormalities immediately to a registered nurse. This may include actions such as:
    - Recording, Temperature, Pulse, Blood Pressure and Respiratory Rate
    - Peak Flow
    - Oxygen saturation level
    - Hourly urine output
    - Patient at Risk/Early warning score
    - Weight
- Escort patients to and from other wards and departments under the direct instruction of the Registered nurses.
- To move patients safely using techniques taught by the Manual Handling Team, including the safe use of mechanical and non-mechanical manual handling aids.
- To provide clinical administrative support to Registered nurses. This may include actions such as:
    - Assemble nursing documentation
    - Advise Admissions/Bed Bureau of patients' arrival
    - Record patients' biographical data in manual/computerised records
    - Collate patient documentation on discharge or transfer
    - Answer the telephone courteously, relay messages accurately and promptly, answer general enquiries by visitors
    - To ensure that patient's valuables and possessions are cared for as per available policy

Management

- To effectively support the registered nurse in the provision of nursing care to a group of patients and reporting to a Registered nurse when expected roles have not been fulfilled.
- Undertake delegated duties as directed by the registered nurse who is accountable for the patients care
- To ensure that any observed incident, complaint or other undue occurrence is reported in accordance with Trust policy.
- Participate in the maintenance of an effective and safe environment on the ward/department. This will include actions such as:
- Maintain general tidiness and cleanliness of the ward
- Maintain, monitor and control stock and equipment within the ward
- Prepare specific equipment required within the ward
- Assist in creating a restful and supportive environment
- Make occupied and unoccupied beds
- Prepare environment for clinical procedures

Education, Development and Supervision

- To participate in annual appraisal and identify own learning needs
- Attends annual statutory training sessions
- Be aware of and adhere to work in accordance with the Trust policies and procedures and relevant national legislation
- Demonstrate how to carry out HCA duties to colleagues and new starters.

Professional Conduct

- To adhere at all times to uniform policy
- To conduct oneself in a manner perceived by others as constructive
- To address personal concerns constructively through appropriate channels

Communication and Relationships

- To communicate in a manner that is perceived as being constructive and helpful by patients, relatives, carers and staff
- Be aware of and support individual, religious, cultural, psychological and special needs
- Provide information about services available to patients within the ward

Person Specification

	Essential	Desirable
Qualifications	• GCSE in Maths and English grades 9-1 (A- G) or Functional Skills Level 1 or higher If you cannot provide one of the above options you will be required to sit a short numeracy and literacy assessment online	• NVQ 2/3 in Health-related subject
Experience and knowledge	• Can demonstrate an understanding of what is required within the role of a Healthcare Assistant in the care setting • Knowledge and experience of a range of HCA procedures and practices (inc. venepuncture, taking clinical observations, CPR etc) gained through: Proven work experience, or completion of the Healthcare Support Worker Academy's 2-week programme within 3 months of start date • Can describe the Trust Values and demonstrate how	

	they put these into practice within their caring role	
Skills	• Evidence of effective verbal and written communication skills • Evidence of the ability to work with a variety of teams, in a number of different acute settings, on a daily basis, to achieve a common goal	
Capabilities	• Is aware everyone has different feelings and values and is aware of the need to respect and acknowledge those of other people at all times. • Is aware of their own values, attitudes and cultural assumptions and does not allow them to have an adverse impact on other people. • Is aware of their own values and is able to demonstrate alignment to the values of the Trust. • Understands they will be required to actively seek and take part in	

	learning opportunities. • Is aware they will be required to adapt to change to continually meet the needs of the wards where temporary staff are required, and the patients they support. • Is aware of the need to show initiative. • Ability to work well independently under the supervision of others • Attention to detail • Has a “can do” attitude and demonstrates a willingness to “go the extra mile” • Ability to work under pressure and at times in emotionally demanding situations	
Values and Behaviours	• Demonstrates a commitment to treating colleagues, patients and others with dignity and respect. • Maintains appropriate professional boundaries, including in digital	

	communications and social media. • Supports the principles of the NHS Sexual Safety Charter and is willing to speak up about inappropriate behaviour. • Will comply with Trust policies and required training relating to sexual safety, harassment and respectful workplace conduct	

General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;

- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.

- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
    - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
    - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

The Trust is committed to providing a safe, respectful and inclusive working environment, free from sexual misconduct, harassment and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust takes a zero-tolerance approach to unwanted, inappropriate or harmful sexual behaviour and will support colleagues affected by such behaviour. The Charter recognises the right of everyone working, training and learning in healthcare to feel safe and supported at work.

The Trust will take all reasonable steps to prevent sexual harassment in accordance with the Equality Act 2010, the Worker Protection (Amendment of Equality Act 2010) Act 2023 and subsequent applicable legislation. This includes considering risks arising from colleagues, patients, relatives, visitors and other third parties.

All employees are required to treat colleagues, patients and others with dignity and respect, maintain appropriate professional boundaries, and comply with Trust policies, procedures, behavioural standards and training relating to sexual safety, harassment, discrimination and respectful workplace conduct.

Employees are encouraged to raise or support concerns about sexual harassment or misconduct through the Trust's established reporting routes. The Trust will not tolerate victimisation, retaliation or detriment arising from a concern raised in good faith.

- Uphold the Trust's commitment to a safe, respectful and inclusive working environment, free from sexual misconduct, harassment and discrimination, in accordance with the NHS Sexual Safety Charter, Trust policy and applicable legislation.
- Maintain appropriate professional boundaries and act in accordance with the Trust's values, policies and procedures relating to dignity, respect, inclusion and professional conduct.
- Speak up about, report or appropriately escalate inappropriate behaviour, and support a culture in which concerns are taken seriously and colleagues are protected from detriment.
- Complete required learning and participate in reasonable measures introduced by the Trust to prevent harassment and maintain sexual safety.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.