Moving to
EXCELLENCE

NHS
The Shrewsbury and Telford Hospital
NHS Trust

STAFF NURSE

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.

- The role involves caring for patients by checking their needs, planning their care, and keeping them safe at all times.
- You will work closely with patients, their families, and the wider team, making sure any changes in a patient's condition are acted on quickly.
- You will act professionally, follow nursing standards, and speak up for patients to protect their dignity and wishes.
- You will help teach and support junior staff and students, while also keeping your own skills and training up to date.
- You will help lead the team, manage your workload, and make sure the ward runs safely and smoothly.
- You will communicate clearly with patients, families, and colleagues, keeping accurate records and sharing information in the right way.

Job Description

Job title:	Staff Nurse
Grade:	Band 5
Site:	The Royal Shrewsbury Hospital and The Princess Royal Hospital, Telford
Accountable to:	Ward / Department Manager
DBS required:	Enhanced DBS

Purpose of the post

- To be responsible for assessing individual patient care needs and developing, implementing, and evaluating plans of care for a group of patients in accordance with agreed policies and professional guidelines.

- To take charge of the ward for a span of duty, normally working under the supervision of senior staff.

- To work flexibly to meet the needs of the service.

Clinical Practice

- Responsible for the assessment, planning, delivery, and evaluation of individualised patient care, working in partnership with patients, their carers, and the multi-disciplinary team to ensure the patient's physical, spiritual, and emotional needs are met.

- Formulate and deliver high quality patient care without direct supervision, seeking guidance on actions that are outside agreed defined standards.

- Recognise changes in patients' conditions which require the intervention of others and ensure that timely referrals are made, or escalation procedures enacted as appropriate.

- Ensure patient safety is maintained at all times. Record and report adverse and potentially adverse events and assist with investigation of such events', ensuring learning is shared with the wider team(s).

- Record information about patients in a safe, accurate and consistent manner using appropriate tools and techniques, including electronic and written formats as close to point of care as possible.

- Access and use patient clinical diagnostic information to inform clinical decisions.

- Utilise decision support tools and techniques to support the delivery of safe and effective care.

- Make appropriate and timely referrals to members of the multi-disciplinary team and external agencies to ensure patients' on-going physical, spiritual, emotional, and social needs are met.

- Administer medicines to patients in accordance with the Nursing & Midwifery Council (NMC) Standards for Medicines Management and Trust policy.

- Adhere to the organisation's policy for handling, recording and safe keeping of patients' valuables and possessions.

- Support patients to adopt health promotion strategies that encourage them to live healthily, and apply principles of self-care, utilising evidence based electronic and other information resources as appropriate.

- Emphasise and champion new ways of working, embracing, and supporting development of a culture of innovation.

Professional

- Act at all times in a professional manner that promotes a positive image of the Trust and upholds its core values.
- Practise in accordance with the NMC Code, other appropriate NMC guidelines, Trust policies, procedures, and guidelines.
- Ensure that high standards of nursing care are given and maintained and act when standards are not being maintained.
- Clearly present the patient's point of view to others, including promoting and protecting the interests and dignity of patients.
- Act as an advocate for your patients, ensuring that any barriers to the patient's opinions and wishes being heard are challenged.
- Maintain clear, accurate and contemporaneous records in line with current NMC guidelines and standards.
- Raise any concerns regarding standards and quality of care, patient safety or any lapses in professional conduct to the Ward/Department Manager, in line with local and NMC guidelines.

Education

- Act as a positive role model to others that creates a learning environment to support the development of junior staff, pre-registration nurses and healthcare assistants' (HCAs') knowledge, skills, and competence.
- Act as a preceptor, mentor or assessor to junior nurses, students, and HCAs as appropriate and if suitably qualified to do so.
- Take responsibility for own continuous professional development and mandatory and statutory training, and disseminate learning and information gained to other team members in order to share good practice.
- Take ownership of own annual appraisal, working with appraiser to ensure one is undertaken at least annually, and take responsibility for learning and development activities identified as a result of appraisal and in your Personal Development Plan (PDP).
- Participate in formal and informal education programmes to create and maintain a positive learning environment and assist with the orientation programme for new members of the nursing team.

- Proactively use information technology resources to keep up to date with current practice.

- Maintain up-to-date training in information technology (IT) skills and demonstrate a good working knowledge of confidentiality and data protection.

Management

- Provide leadership to all staff that promotes a culture of positive and effective teamwork.

- Work as an effective and responsible team member supporting others by demonstrating good practice including utilising mechanisms to develop and implement new ways of working.

- Prioritise own workload and ensure effective time-management strategies are embedded in own practice and act in a manner that promotes quality of care.

- When in charge of a span of duty, deploy staff appropriately according to their competence, skills, and experience.

- Be responsible for patient care activities conducted by other members of staff under your supervision, including HCAs and student nurses.

- Adhere to systems that facilitate the appropriate admission, safe transfer, and safe and timely discharge of patients, and support the delivery of the Estimated Date of Discharge and Event-Led Discharge.

- Participate in team activities that create opportunities to improve patient care, working with ward/department management to effect change.

- Promote a professional and happy working environment conducive to high patient and staff morale.

- Promote and maintain a safe environment for staff and patients, ensuring high standards of cleanliness and tidiness are maintained and that work practices conform to health, safety and security legislation, policies, procedures, and guidelines.

Quality

- Ensure a welcoming, caring, and safe environment is provided for the patient and their family/carers/visitors.

- Deliver care based on current evidence, best practice, and validated research when available.

- Maintain own awareness of the local, national, and professional quality issues relevant to the delivery of nursing services.

- Participate in the evaluation of care delivery through self and peer review, patient and carer feedback, audit and research, benchmarking, and formal evaluation. Implement necessary changes to improve patients' care and experience.

- Engage with and contribute to patient and public involvement activities.

- Participate in activities to improve the quality, productivity, and effectiveness of care, in response to local and national policies and initiatives, implementing improvements as required.

- Contribute to continuous improvement activities, making suggestions and recommendations for advancement of quality.

- Be aware of the role of the nurse in handling complaints in accordance with Trust policy.

Communication

- Communicate sensitively, confidentially and with empathy to meet the wide-ranging physical and emotional needs of patients and their carers and families.

- Using a range of communication tools, interpret and present clinical information to patients and their families/carers in ways that can be clearly understood, recognising individual needs, and overcoming any barriers to communication.

- Provide good counselling and advocacy skills to support staff, patients, and carers.

- Develop and maintain communication with people about difficult matters or difficult situations.

- Provide accurate, timely and relevant patient progress and handover information using both written and electronic systems.

- Ensure effective communication is initiated and maintained, between all members of the multi-disciplinary team, ensuring appropriate and timely referrals and liaison with relevant personnel.

- Attend and actively participate in ward/department meetings.

- Maintain confidentiality at all times, as required by legislation and Trust policy.

Managing Resources

- Ensure that all resources are used effectively, with the minimum of waste, making recommendations where it is evident that appropriate changes may improve efficiency.

- Ensure technical, clinical and non-clinical equipment is maintained, cleaned and stored correctly and that any faults and defects are reported promptly.

- Adhere to systems for the tracking and location of medical assets and ensure reporting of any losses, in accordance with Trust policy.

- Contribute to the effective and economic use of resources e.g. local recycling schemes.

Managing Information

- Ensure accurate and timely data entry to contribute to the provision and analysis of information to improve patient care.

- Take personal responsibility for safeguarding and ensuring the quality of information including complying with the requirements of the Data Protection Act 1998.

- Create and use records, including electronic, in a manner that complies with legislation, professional standards and organisational policies for record keeping.

- Understand own and others responsibility to the individual organisation regarding the Freedom of Information Act.

- Facilitate patients' access to records, adhering to policy, legislation, best practice and professional guidance.

Risk Management

- Manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients.

- Undertake mandatory and statutory training.

- Carry-out risk assessments in relation to manual handling and implement appropriate actions, including the use of taught mechanical and non-mechanical handling aids, to minimise risk to staff and patients.

- Report incidents, accidents and near misses using the Trust's incident reporting system and in accordance with Trust policy.

- The post holder will frequently be exposed to highly unpleasant working conditions involving exposure to uncontained body fluids, foul linen etc and should be conversant with infection control policies relating to such exposure.

- The post holder may on occasion be exposed to verbal or physical abuse and should be fully conversant with the Trust's policy for dealing with these situations.

Decisions, Judgement and Freedom to Act

- Working within defined policies, procedures, and professional standards. Working without direct supervision, seeking further advice for guidance on actions that are outside agreed defined standards.

Person Specification

	Essential	Desirable
Qualifications	• Registered Nurse • Relevant diploma or equivalent experience • Literacy & numeracy Level 2 or equivalent (GCSE A – C) • Appropriate level of verbal and written English language skills as determined by formal assessment	• Degree or willing to work towards degree. • Mentorship qualification.
Experience	• Experience of working in an acute healthcare environment. • Evidence of continuing professional development.	• Post qualification experience of working in an acute NHS Trust. • Experience working within a specialty. • Mentorship.

Knowledge and skills	• Knowledge of current professional issues. • Excellent communication and interpersonal skills. • Strong leadership skills. • Good organisation skills able to plan own work but, also work effectively within a team. • Ability to prioritise and make sound decisions, sometimes under pressure. • Ability to use a range of IT applications, e.g. Word, Outlook and web based applications. • Evidence of on-going professional development.	• Understanding of use of audit in a clinical setting.
Other	• Patient-focussed. • Demonstrates compassion. • Self-motivated, pro-active, and resourceful. • Acts as positive role model for others. • Confident and assertive. • Innovative, exploring new	

	practices and ways of working. • Ability to work flexibly to provide 24hr cover. • Ability to work at all hospital sites as required.	
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.