

ASSISTANT MOVING AND HANDLING ADVISOR

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 helping Trust staff learn how to move and handle patients and equipment safely.
- You will deliver training sessions, check staff skills, and give advice on safe practice across wards and departments.
- You will support the Moving and Handling Lead by helping to monitor how well teams follow Trust policies.
- You will keep accurate records, use Trust systems, and help maintain training equipment.
- You will give guidance to staff and managers, working within your level of competence and under regular supervision.
- You will help promote a positive safety culture by acting as a good role model for safe moving and handling.

Job Description

Job title:	Assistant Moving and Handling Advisor
Grade:	4
Site:	The Princess Royal Hospital, Telford
Accountable to:	Moving and Handling Lead
DBS required:	Yes - Standard

Main Duties

Areas of Specialism

- You will be required to maintain personal professional expertise in manual handling and people handling via a variety of methods. These will include self-directed learning and attending suitable study days or events.
- Membership of the National Back Exchange is highly desirable.

Organisational Skills

- You will act as an advisor to staff on moving and handling and upper limb disorder risks, ensuring Trust policies are adhered to.

- You, in conjunction with the Moving and Handling Lead and Team will deliver and evaluate a range of training programmes for all staff, including:
 - Induction
 - Statutory training
 - Other workshops for Trust staff, as the need arises.
- You will assess the moving and handling competency of staff during classroom-based training.
- You will work with staff on wards and in departments to ensure that the Trust's policy on safer moving and handling is adequately implemented at local level.
- You will conduct moving and handling competency assessments, as directed by the Moving and Handling Lead. This will involve the post holder moving and handling patients alongside ward or clinical department-based staff while assessing individual staff competency.
- You will, under the direction of the Moving and Handling Lead, assist in monitoring, reviewing and reporting on progress and effectiveness by all wards and departments regarding implementation and compliance of moving and handling policy, practices and procedures and achieving set performance standards.
- You will research, including use of the internet and libraries, factual information for use by the moving and handling team, in advising managers or in training sessions.
- You will help to ensure that the Trust is delivering factual information and that the Trust meets current standards set in legislation.
- You will provide advice and guidance to Trust managers and staff on the content of policies, procedures and legal regulations associated with moving and handling under supervision of the Moving and Handling Advisor Lead, within the limits of your competence.
- You will, in the course of normal duty, be required to make recommendations on areas of non-compliance with the Trust's Moving and Handling Policy.

These judgements will involve the analysis of situations set against set criteria of Trust Policy or Regulations and will be discussed with the Moving and Handling Lead senior member of the Moving and Handling Team before progressing with managers and their staff.

- In the absence of the Moving and Handling Lead, you will be supported by and take instruction from a senior member of the Moving and Handling Team.

Responsibility for patients/ clients

- You will provide specialist moving and handling advice regarding the care of patients e.g. bariatric patients, and inanimate load management issues.

Responsibility for resources

- You will contribute to the development of visual aids and training resources as appropriate, in order to reinforce the messages given in training sessions and to relate the message to an individual or group of staff appropriate to their work environment, level of understanding, etc.
- You will use appropriate equipment within the remit of the post, including IT equipment and clinical equipment, e.g. glide sheets, hoists etc.
- You will undertake practical tasks related to the maintenance and supply of moving and handling equipment within the classroom and in Trust workplaces and will advise on the same in clinical areas under the guidance of the Moving and Handling Lead.
- You will be responsible for the safe use of equipment by staff undergoing training and monitor individual requirements and limitations e.g. previous injuries.
- You will input and extract training information and data from LMS and similar systems.
- You will be fully conversant with Microsoft Outlook and Microsoft Teams to enable effective use.
- You will be fully conversant with department systems and databases, including the Datix incident reporting system.
- You will maintain suitable written and electronic data about moving and

handling issues, in particular arising from training sessions.

- You will work under regular supervision and within set boundaries, whilst having the freedom to balance and prioritise your workload.

Responsibility for Administration

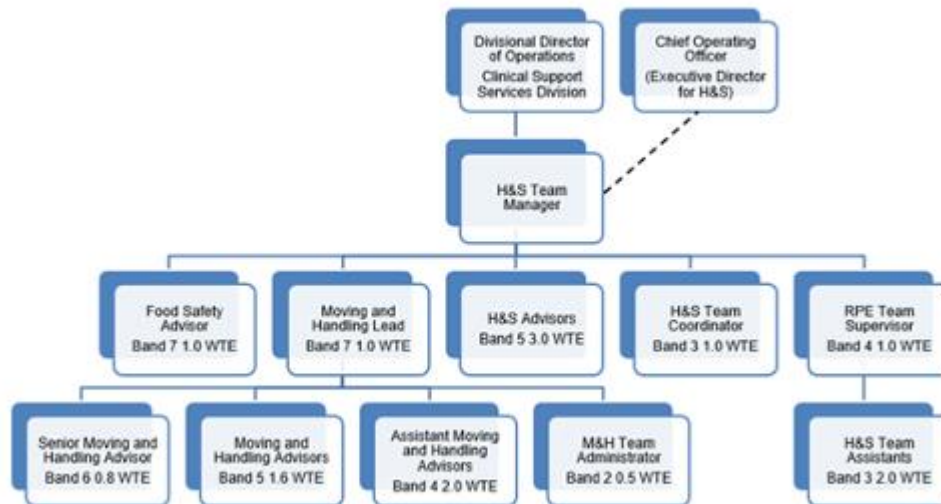
- You will ensure that that accurate records of training are maintained, issued and stored appropriately.

Communication and Working Relationships

- You will, in the absence of the Moving and Handling Lead, be supported by a senior member of the M&H Team.
- You will promote a positive safety culture within the Trust and act as a role model for manual handling practice, and work with staff on wards and in departments to ensure that the Trust's policy and procedures for safer moving and handling are adequately implemented at local level.
- You will act as an advisor to Trust staff on moving and handling issues, ensuring that Trust policies are being adhered to, within the limits of your competence.
- You will support the Moving and Handling Lead to advise Trust line managers on risk assessment of patient handling and manual handling tasks and practices in Trust work places, to include advice on the development, implementation and monitoring of safe systems of work.
- This may include advice on individual patient risk assessments where the patient's handling needs are complex or when the staff member is inexperienced, and is likely to include communication with Trust staff, patients and their relatives/ carers in the course of this work.
- You will collect information gathered and delivered during training sessions, this will be based on national standards, at times complicated, and will often be questioned and challenged. The advice given to managers and staff may be sensitive and contentious, and may be unwelcome. The post holder will be required to use strong influencing and interpersonal skills to gain commitment and understanding from

trainees/managers, as the jobholder has no authority over others.

Organisational Chart



Person Specification

	Essential	Desirable
Qualifications	- NVQ3 in Health and Social Care, or equivalent prior training and experience. - ROSPA Level 3 Award for Safer People Handling Trainers or equivalent, or a willingness to undertake the training in post. - Level 3 Award in Adult Education and Training, or equivalent, or a willingness to undertake the training in post.	IOSH Managing Safely
Experience	- Proven relevant experience of working for 2 years in an acute clinical setting, or domiciliary care including care homes and nursing homes. - Experience of delivering and evaluating manual and patient handling training interventions for adults at work, or a willingness to undertake the training and	Proven relevant experience of giving advice on safe working practices to adults at work. Proven observation skills for assessing competency.

	development in post.	
Knowledge and skills	• Ability to communicate at all levels within an acute NHS Trust including staff members, patients, multidisciplinary teams and ward/ department managers. Strong interpersonal and influencing skills including sensitivity. • Ability to work autonomously and as part of a team. Ability to prioritise and manage own workload. Excellent patient handling and manual handling practice. Good verbal and written communication skills. IT literate.	• Ability to develop training lesson plans and presentation materials.
Other	• Ability to manoeuvre and set up training equipment in classroom and workplace locations. • Ability to manoeuvre and set up patient handling equipment in classroom and	

	workplace locations. • Ability to undertake the full range of manual and patient handling duties taught and practised within the Trust. • Ability to travel across the health community. Confident, self-motivated, friendly, enthusiastic and approachable. Flexible, adaptable and resourceful approach.	
--	--	--

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 ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

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.

