

THERAPY ASSISTANT PRACTITIONER

Candidate Pack



Our Trust

At The Shrewsbury and Telford Hospital (SaTH), our vision is to provide excellent care for the communities we serve. Working together across our teams, we provide district general hospital services for around half a million people in Shropshire, Telford & Wrekin, and mid-Wales.

Our main service locations are The Royal Shrewsbury Hospital and The Princess Royal Hospital, Telford, which together provide 99% of our activity. Alongside these, we also provide community and outreach services across the local area.

As one of Shropshire's biggest employers with around 7,000 staff, we offer a wide range of opportunities to build a rewarding career across both clinical and non-clinical roles. Our people are dedicated and passionate, working together to deliver the best patient care. No matter your role, you'll be joining a supportive team environment where you'll be able to make a real difference for our patients.

We are committed to supporting you at every stage of your career with us, whether you're starting something new or looking to take the next step into leadership. With strong partnerships and our newly awarded university hospital status, you'll have access to excellent education, mentoring and experience to help you thrive.

Our Vision

"To provide excellent care for the communities we serve"

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

Our Values



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.

- To assess plan implement and progress treatment programmes for specific patient groups, working within designated protocols without direct supervision.
- To hold responsibility for own caseload with access to and support from a qualified Therapist
- To work within agreed protocols and own competencies referring cases that progress to be complex back to the Therapist or to continue after advice has been given.
- To demonstrate own duties to other support workers, students and to provide practical training and education to staff, patients and carers and external agencies when required.
- To assist when required in audit and make recommendations to team co-ordinator for service improvements to contribute to the implementation of specific changes to practice and or protocols.

- The post holder may be required to work flexibly, within their competence across all locations within Therapy Centre, working across 7 days as required. Notification of flexible working may be communicated at short notice.
- To use the Trust values at all times, as a framework for own behaviour and encourage others to do likewise, ensuring the values underpin all that is done by the Therapy teams.

Job Description

Job title:	Therapy Assistant Practitioner
Grade:	Band 4
Site:	The Princess Royal Hospital, Telford
Accountable to:	Inpatient Therapy Manager
DBS required:	Yes- Enhanced

Organisational position



Main Duties

- To carry out the assessment of patients within a specific diagnostic group in partnership with the patient, identifying needs, devise objectives, provide and deliver an individualised treatment programme within agreed protocols/ guidelines.
- To provide accurate feedback to the Therapist of any change in the patient's condition where the

patient's presentation differs from that identified with the agreed protocols and guidelines or that falls

beyond own competency levels.

- To attend board rounds and multidisciplinary team meetings communicating and recording accurate patient information.
- To assess the patient understanding of treatment proposals, gain consent and feedback to the Therapist information regarding the patients who lack capacity to consent to treatment.
- To assist Therapists in the delivery of treatment programmes and cover for support worker/house keeper/Admin and Clerical colleagues.
- To liaise with members of the multidisciplinary team and external agencies ensuring accurate and timely communication
- To liaise with relatives/carers to gain their opinions and views as part of the overall assessment process and safe discharge planning.
- To make referrals to therapy colleagues and external agencies according to protocols.
- To communicate effectively with the other members of the multidisciplinary team, attending meetings as appropriate and actively contribute to the discharge planning process.
- To be aware of clinical risk within own patient caseload escalating issues to senior staff and act in accordance with Trust policy.
- To comply with the legislation regarding patient confidentiality.
- To comply with the Trust and Therapy Centre policies, procedures and guidelines.
- To be responsible for maintaining accurate and comprehensive treatment records in line with the Trust and Therapy Centre standards of practice and reports to external agencies.
- To be responsible for the collection of statistical data.
- To assist in research, audit and developments in relation to the area of work.
- To be aware of the need to continually maintain own competency in accordance with the Therapy competency framework and to maintain a portfolio of evidence.
- To participate in annual appraisal and Personal Development Opportunities including regular clinical supervision with a Therapist.
- Be an active member of the in-service training programme by organising, and participation in, Continual Professional Development and in-service training

programmes, tutorials, individual training sessions, external courses and peer review.

- To attend all statutory and mandatory training as required.
- To be aware of the safety of patients and staff at all times and to carry out duties in line with the Health and Safety at Work Act.

Decisions, Judgements and Freedom to act

- 5.1 To work independently and have full responsibility for organising own caseload on a day to day basis within agreed protocols.
- To receive support as required with access to a Therapist at all times and to participate in supervision sessions as per the Therapy Centre Policy.
- To respond positively to service change and development together with the team members identify areas for future development.
- To delegate tasks to the Band 2 & Band 3 support workers and housekeepers

Communication and Relationships

- Use a range of verbal and non- verbal communication skills to communicate effectively with patients to progress rehabilitation and treatment programmes.
- This will include patients who may have difficulties in understanding or communicating.
- To develop and maintain the skills required to provide and receive sensitive or contentious information, from patients and carers. The skills required include those of persuasion, motivation, negotiation, training, empathy and reassurance. This may be because agreement or co-operation is required or because there are barriers to understanding.
- To exchange appropriate condition related information with patients, relatives and carers.
- To use information gained to communicate with members of the multi disciplinary team regarding patient issues, respecting the confidentiality of patient information disclosed.
- To be aware of the referral mechanisms to outside agencies either verbal or written and to carry out these tasks when required. The focus will include patient information in order to promote seamless patient care.
- To demonstrate effective listening skills

Systems and Equipment

- To be responsible for the safe use of any equipment needed for the assessment of patients.
- To have a comprehensive understanding of equipment required in the course of therapy intervention, using agreed instructions or manufactures guidelines.
- To demonstrate the safe use and maintenance of equipment to patients, relatives and carers including decontamination and cleaning and to assess understanding of recipients.
- To use appropriate equipment within the remit of the post including I.T. equipment
- To respond to equipment issues, assessing for and prescribing equipment, to organise delivery and fitting with demonstration of safe use and maintenance to patients and carers

Working Conditions and Physical, Mental and Emotional Demands

- To perform tasks involving the handling of patients or loads on a frequent and repetitive basis.
- The workload is frequently complex and challenging, and is usually delivered under significant time constraints.
- To develop and maintain the ability to cope with and prioritise many unexpected work demands and deadlines.
- To develop competencies in handling the complexity of issues when dealing with distressed or unpredictable behaviour.
- In conjunction with team co-ordinator regularly review and develop own competencies.
- Frequent periods of concentration are required to record patient information ensuring accuracy at all times
- The post holder will frequently encounter unpleasant working conditions.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • To assess plan implement and progress treatment programmes for specific patient groups, working within designated protocols without direct supervision. • To hold responsibility for own caseload with access to and support from a qualified Therapist • To work within agreed protocols and own competencies referring cases that progress to be complex back to the Therapist or to continue after advice has been given. • To demonstrate own duties to other support workers, students and to provide practical training and education to staff, patients and carers and external agencies when required. • To assist when required in audit and make recommendations to team co-ordinator for service improvements to 	

	<p>contribute to the implementation of specific changes to practice and or protocols.</p> <ul style="list-style-type: none"> • The post holder may be required to work flexibly, within their competence across all locations within Therapy Centre, working across 7 days as required. Notification of flexible working may be communicated at short notice. • To use the Trust values at all times, as a framework for own behaviour and encourage others to do likewise, ensuring the values underpin all that is done by the Therapy teams. 	
<p>Experience</p>	<ul style="list-style-type: none"> • To assess plan implement and progress treatment programmes for specific patient groups, working within designated protocols without direct supervision. • To hold responsibility for own caseload with access to and support from a qualified Therapist • To work within agreed protocols and own competencies referring cases that progress to be 	

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Knowledge and skills	<ul style="list-style-type: none"> • Ability to work independently to an agreed protocol and modifying programmes, as appropriate. • Organisational skills and the ability to manage and prioritise own caseload. • Interact appropriately with patients, developing rapport with patients, carers and staff. • Evidence of effective communicate skills. • Experience in liaising with other agencies. • Safe moving and handling on a regular basis. • To have knowledge and experience of common condition in the acute setting and the impact on the therapy intervention. • To demonstrate good interpersonal skills. • To be able to organise and deliver a health education session either in 1:1 or group sessions. • Have good communication skills both verbal and written, being able to communicate with the multidisciplinary team and external agencies reporting on patients progress. • Knowledge and experience in caring for 	

	<p>patients in the medical setting who present with complex conditions.</p> <ul style="list-style-type: none"> • Flexible in working practise. • Able to make accurate and legible entries into patient and therapy notes. • Ability to learn through experience and receive feedback from others. • To demonstrate a positive attitude to working within the healthcare environment • Demonstrate empathy with clients and carers. • Demonstrate coping strategies for dealing with individuals who have barriers to understanding or exhibit challenging behaviour • Ongoing commitment to personally develop and receive training 	
Other	<ul style="list-style-type: none"> • Able to work at all Trust sites • Able to meet the travel requirements of the post • Flexible working across 7 days 	

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.

