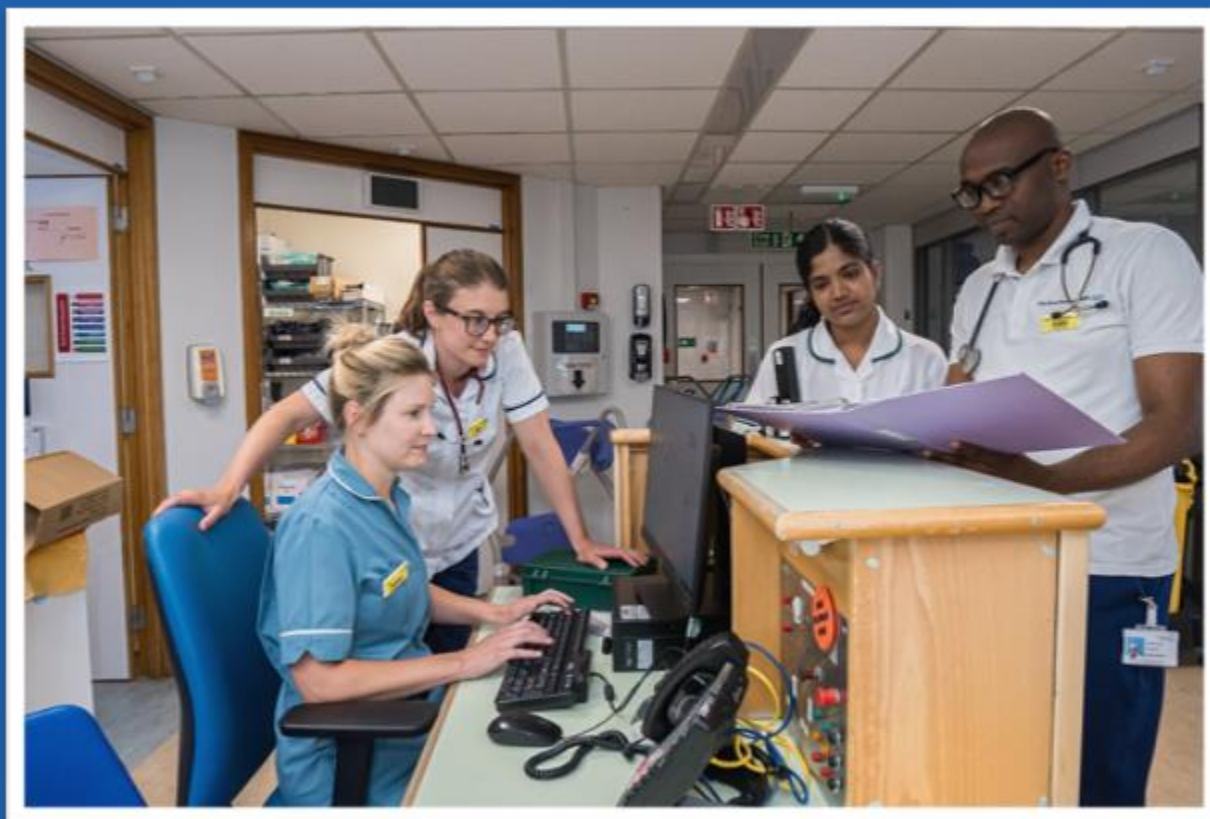


Clinical Nurse Specialist - Urology

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. Our goal is to make the application process more accessible and inclusive for everyone.

- This role supports people with prostate and other urological cancers by giving expert nursing care.
- You will work closely with doctors and other health professionals to help plan and deliver treatment.
- Most of your time will be spent working directly with patients, helping them understand their care and making sure their needs are met.
- You will also help train other nurses and staff, sharing your knowledge and skills.
- The role includes helping to improve services and making sure care is safe and up to date.
- You will be part of a team that supports patients through all stages of their illness, including treatment and recovery.

Job Descriptions

Job title:	Clinical Nurse Specialist - Urology
Grade:	6
Site:	The Royal Shrewsbury Hospital
Accountable to:	Senior Urology Clinical Nurse Specialist
DBS required:	Yes

Main Duties

The post holder will provide a highly specialist nursing service for people with urological cancers predominately prostate. The post holder will contribute to the development of the specialist nursing service across the organisation. Using specialist nursing skills contribute to the management of a cohort of patients referred for specialist intervention, care and support. Demonstrate specialist knowledge and skills through innovative practice leading to the development of increasing levels of autonomy. Contribute to the development of strategies to ensure practice development and education for other health care workers caring for patients within this speciality. The post holder will be a key member of the multi-disciplinary team (MDT)

Expert Clinical Practice

Contribute to an evidence-based specialist nursing service, which is responsive to user's needs, to a cohort of patients referred to the specialist service/MDT. Care will

reflect current local protocols and national guidelines and will be delivered through face-to-face consultation or via telephone communication on a day-to-day basis.

- Work clinically for 80% of the role demonstrating specialist skills in the holistic assessment, planning, implementation, and evaluation of care for the cohort of patients within the specialist service. This will necessitate a degree of autonomy and advocacy, to ensure the delivery of appropriate care.
- Contribute to the management of a cohort of patients and prioritise workload to meet patient and service need.
- Undertake clinical competencies relevant to this specialist service. Assess and assist in managing individual psychological reactions to diagnosis, treatment, and associated side effects.
- Facilitate and co-ordinate the process of informed choice for patients in the provision of treatment and care. Ensure that individual care plans are understood.
- Act as a patient advocate to guide treatment and care decisions to ensure that patient's individual needs are expressed and valued.
- Advise on disease and symptom management for patients within the speciality in both the inpatient and outpatient settings. Evaluate response to interventions and cascade to relevant colleagues.
- Act as a resource for health care professionals working within the Trust and the community providing specialist professional advice and support.
- Assist in the 9 Communication development and delivery of nurse led or parallel clinics in line with National guidance and local service need.

Communication

- Co-ordinate or contribute to the patient care pathway, ensuring timely referrals are made to members of the multidisciplinary and treatment teams. This will include receiving direct referrals to the specialist nursing service from medical and nursing staff within the Trust and in primary care.
- Demonstrate empathetic interpersonal and communication skills in supporting, informing, and advising patients and carers through diagnosis, treatment, disease progression, prognosis and supportive and palliative care where applicable. This will involve occasionally imparting significant news or supporting patients and carers during and following such consultations.
- Effectively and sensitively communicate sensitive information to emotionally distressed patients and family/carers at key points in the care pathway on a frequent basis.
- Use advancing communication skills to provide verbal and written information to patients and their families/carers, in a timely manner specific to their individual needs.
- As a key member of the Multidisciplinary team provide professional advice to Urological patients
- Refer to other health professionals and outside agencies to ensure optimum care and ongoing support for individual patients/carers, and to ensure the

- seamless transition from primary to secondary care appropriate to patients' individual needs and circumstance.
- Maintain links with local and national organisations, which support the care of patients within this speciality.

Education

- Identify and use educational strategies to deliver sometimes-complex information to patients and carers
- Contribute to Trust wide education and training of nursing staff and medical students.
- Assist in the delivery of formal and informal teaching initiatives as part of the Trust's education strategy as agreed with the appropriate senior nurse to ensure practice development and improved care for patients.
- Acts as a mentor/clinical supervisor as appropriate.
- Identify own personal development needs to work as an advancing practitioner and take appropriate action to ensure these needs are met and be working towards degree level qualification

Management & Leadership

- Act as a role model demonstrating high standards of holistic care and provide clinical leadership across the Trust for this specialist area.
- Contributes to the clinical governance agenda.
- Participate in operational and strategic planning for the development and delivery of the specialist service.
- Attend Trust senior nurse meetings and contributing to agenda and the strategic nursing vision.
- Represent the Trust by contributing to and participating in meetings locally, regional, and nationally relating to the speciality.
- Contribute to annual service review and to writing the annual report to reflect service activity and development.

Quality

- Assist in the development of written patient information and use existing appropriate resources to inform users, according to individually assessed need.
- Work within the NMC code of professional conduct.
- Contribute to the development of policies and protocols to support the specialist service.
- Collaborate with other MDT members to contribute to the development of the updating of multi professional Trust operational policies and guidelines.
- Maintain patient records and ensure an effective documentation system to reflect the delivery of specialist nursing care.
- Raise the profile of the service where applicable.

- Maintain membership and attendance at national and local forums to network and debate issues to inform the specialist nursing role and service delivery where applicable.
- Participate in audit activity of the service to agreed standards.
- Participate in clinical research activity relevant to practice area.
- Demonstrate knowledge of current clinical trials available to patients within the speciality. Work in collaboration with the Trust Research and development Team to support clinical trials for patients.
- Contribute to the identification of patients eligible for trial entry. Provide support to patients considering entry to clinical trials in relation to informed consent and advocacy.
- Assist in the development of links and system to seek the views of patient and carers to ensure service development is in line with user need.

Additional Responsibilities

- Act as a named key worker for patients in line with local policy and national guidelines ensuring that patients / carers understand this function.
- Provide professional advice and support local patient support groups.

Person Specification

	Essential	Desirable
Qualifications	<p>Registered General Nurse - NMC registered.</p> <ul style="list-style-type: none"> • Minimum of 2 years post registration experience, including experience working in Urology. • Diploma / Degree or willing to work towards • Relevant education relating to the speciality. (desirable) • Experience of mentorship • Experience of leadership 	
Experience	<ul style="list-style-type: none"> • Some knowledge of the diagnosis and current management of the speciality • Knowledge of current nursing care agenda • Evidence of supporting others within the clinical setting • Understanding of change process • Knowledge and understanding of evidence-based practice, clinical effectiveness, research, and audit. • Knowledge and use of Governance and risk 	
Knowledge and skills	<ul style="list-style-type: none"> • Communication and inter-personal skills • Dynamic and well-motivated, good organisational skills • Ability to deliver on deadlines. • Ability to work in a rapidly changing environment. 	<ul style="list-style-type: none"> • Ability to catheterize both male and female patients

	<ul style="list-style-type: none"> • Flexible approach to working. • Management of caseload • Time management skills • Proficient IT skills • Presentation skills • Maintain accurate records. 	
Other	<ul style="list-style-type: none"> • Cross site working with the ability to travel cross site. 	

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.

