

# CLINICAL SITE MANAGER

## 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\*\**

- This role helps manage hospital operations during out-of-hours times, making sure everything runs smoothly.
- It supports staff and patients by helping with bed space, patient movement, and safe care.
- The person in this role works closely with different teams to solve problems and keep services going.
- They help patients get the right care in the right place and make sure discharges happen safely and quickly.
- They also follow hospital rules and help with emergencies when needed.
- This role involves working across hospital sites and being a key contact for staff, patients, and families.

## Job Description

<b>Job title:</b>	Clinical Site Manager
<b>Grade:</b>	7
<b>Site:</b>	The Royal Shrewsbury Hospital
<b>Accountable to:</b>	Matron for Capacity and Flow
<b>DBS required:</b>	Yes

## Main Duties

- The post involves operational management of all site issues as well as facilitating patient flow throughout the clinical areas. This is with the objective of ensuring that the patient is admitted in a timely fashion, receives the right treatment in the right place and is signposted to alternative service providers in accordance with agreed pathways and protocols of care.
- The post will also act as a support for both the Hospital at Night team and ward staff out of hours, to ensure the safe and effective use of resources to provide quality patient care. Working autonomously, but with support and liaison with operational managers and off site managers the post holder will ensure the timely action and communication of all site issues ensuring services are maintained.

## Leadership and Communication

- To be responsible and accountable for the operational management of the hospital sites out of hours, acting as a co-ordinator of services and working closely with clinical and managerial staff.
- Assist the clinical areas with ensuring that maximum use of beds is maintained by utilising agreed operational strategies.
- Act as operational management support to all staff on site out of hours on behalf of line managers.
- To maintain collaborative working relationships and effective communications between all members of the multidisciplinary team, resolving conflict and working with teams to ensure a high standard of coordinated patient care.
- Take timely appropriate actions in relation to complaints, accidents and untoward incidents involving patients, staff and visitors, liaising with individual Directorates, Clinical and Non Clinical Managers on incidents within their areas and compiling statements accordingly.
- Ensure that there is effective use of available resources, reporting areas of difficulty / concern to Directorate Managers and/or Nurse Managers and/or relevant ward managers.
- To be a point of contact by ensuring that they are a visible, accessible and assertive figure to whom patients, relatives and staff can turn for assistance, advice and support.
- To establish and maintain positive links with external agencies in particular care coordination centre (CCC), police, coroner, media, social services, and community nursing and domiciliary therapy services.
- Act as Incident Control Officer during fire calls, leading and instructing staff through the Fire Policy.
- On behalf of the Trust comply with Mental Health Act and facilitate in the care of mental health patients by receiving section papers under the Mental Health Act and process them accordingly.
- To participate in the Major Incident procedure as set down in the local policy.
- To ensure compliance with agreed policies and procedures.

## Co-ordination and Management of Patient Flow

- Be accountable for the overall co-ordination of patient flow within the hospital sites out of hours in accordance with the operational policy for the management of emergency and elective patient flow ensuring patients requiring hospital admission are placed in the most appropriate bed for their requirement.
- Act as liaison with other clinical hospital personnel to maximise bed use and facilitate the admission of emergency and elective patients.

- To take responsibility in ensuring staff maintain and update Careflow to support patient care.
- To understand and be able to use the Vital Pac system and the EWS scoring system to prioritise the movement of patients according to clinical need, and maintain the clinical safety of patient flow.
- Collect and audit data related to bed availability and usage and update the appropriate personnel.
- To take ownership and accountability for the four hour access target and advise management of potential breeches to A&E targets in a timely manner.
- To ensure that the escalation policy is adhered to.
- Liaise closely with the clinical staff ensuring accurate information is available which ensures timely bed allocation.
- Maintain regular dialogue with the Operation Commander on call to ensure maximum usage of beds is maintained.
- Work at either site as required

## Discharge Coordination

- Identify and work closely with the discharge liaison team and ward coordinators to facilitate the discharge process and maximise the use of the discharge lounge when available.
- Work with ward staff to improve the speed, safety and effectiveness of discharges.
- Identify problems within hospital processes that lead to delays in discharge, and Notify the discharge liaison team and/or appropriate nurse manager.
- Employ problem solving skills and liaises with other agencies to expedite problematical discharges from hospital.
- Undertake allocated projects and audit, in conjunction with Clinical Divisions.

## Clinical / Professional

- To ensure that all personal mandatory training requirements are kept up to date. To maintain current awareness of all relevant trust policies especially those relating to the transfer of patients, local and national targets and pathways of care. Ensure that acquiring competencies and skills for role/self development are undertaken in a timely and appropriate manner.
- To be a competent practitioner, with the required skills to be able to practice in the role. The postholder will act as a resource and advisor to staff working within the limitations of their professional capacity.
- To provide managerial support and professional advice to the nursing and junior medical staff. Acting as an advisor, role model for staff in the absence of

the Ward Manager, Senior Sister/Charge Nurse. Offering assistance and support where possible.

- Support the meeting of pathways and targets treatment through understanding and ensuring requisition of tests within set clinical pathways.
- Provide clinical support and professional advice to the nursing staff and junior medical staff.
- Be familiar with the Mental Health Act and responsibilities relating to restraining orders appropriate within the general acute setting.
- To share awareness and highlight issues that pertain to the Safeguarding of Adults and Children and Deprivation Of Liberty Safeguard regulations.
- To act as a member of the Trusts Resuscitation Team, Trauma Team in the absence of an appropriately qualified Nurse Practitioner in Hospital at Night or the Outreach service.

## Human Resources

- To ensure that all local and national HR policies, procedures and guidelines are adhered to and report any failure to do so appropriately

## Professional Conduct

- To conduct oneself in a manner perceived by others as constructive. Ensure that any issues with other staff members or members of the public are addressed at appropriately and documented accordingly.
- To adhere to all local, national and professional guidelines in relation to conduct. To take the lead in ensuring that local incidents, complaints and issues are dealt with in accordance with Trust policy.
- To adhere at all times to uniform policy
- To ensure that sickness is reported and recorded according to Trust policy and reported to The Matron of Capacity and flow.
- To ensure that documentation of the site safety reports, breeches and staffing issues are in accordance with agreed protocols and to a professional standard that does not use colloquial language and accurately reflects performance.
- Responsibility for reviewing and maintaining service provision in event of gaps in service provision due to sickness or other events.
- To work as part of a team in service delivery and in reviewing standards, policies and guidelines required to meet service provision.

## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• RGN/HCPC with evidence of continuing post registration professional development Specialist Clinical Qualification, i.e. ITU, course, A&amp;E course etc at degree/diploma level or above</li> </ul>	<ul style="list-style-type: none"> <li>• Recognised Managerial Qualification i.e. BTEC, CMI or significant demonstrable experience in a management role</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Post registration experience with extensive experience at Band 6 or above or equivalent within the acute care sector</li> <li>• Decision making capabilities</li> <li>• Managerial skills and knowledge</li> <li>• Evidence of coordinating and managing day to day operational issues on a regular basis.</li> <li>• Experience in communication strategies and handling difficult situations</li> <li>• Knowledge of both Safeguarding, DOLS and MCA</li> <li>• Up to date knowledge and understanding of nursing policy and practice relevant to speciality</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in undertaking a preceptor/mentor role</li> <li>• An awareness and understanding of national and local issues that affect Nursing and the NHS as a whole.</li> <li>• Leadership ability – completion of relevant study</li> </ul>

<p><b>Knowledge and skills</b></p>	<ul style="list-style-type: none"> <li>• Ability to work and communicate effectively within a multidisciplinary team setting within and outside the Trust.</li> <li>• Evidence of excellent communication skills including verbal, nonverbal and written.</li> <li>• Evidence of excellent documentation, report writing and record keeping skills.</li> <li>• Excellent interpersonal skills with professional credibility</li> <li>• Time management skills with an ability to act on own initiative and be both self directed and motivated in the work environment.</li> <li>• Positive attitude to change with a proven ability to assist in the implementation of change and practice development.</li> <li>• Sound Microsoft office PC and Sema Pas skills</li> <li>• Awareness of professional and personal limitations.</li> <li>• Ability to inspire confidence in others,</li> </ul>	
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	<p>demonstrating strong leadership qualities and acting as a positive role model to other members of the team.</p> <ul style="list-style-type: none"> <li>• Able to prioritise work load to meet service requirements</li> <li>• Strong team worker but with the ability to be self directed and work autonomously as required</li> <li>• Flexible and adaptable in approach</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Able to work across all Trust sites</li> </ul>	

## 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.

