Moving to
EXCELLENCE

NHS
The Shrewsbury and Telford Hospital
NHS Trust

FERTILITY SISTER

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.

- This role focuses on supporting patients through their fertility treatment by giving clear information, specialist nursing care and ongoing guidance.
- You will learn and develop specialist skills while working closely with experienced nurses and the wider healthcare team.
- The job involves assessing patients, planning their care and helping them understand each step of their treatment.
- You will also help improve the service by taking part in audits, training and service development.
- As the document states, the post holder will “provide specialist nursing advice to a cohort of patients referred for specialist intervention care and support within the services.”
- You will be part of a team that aims to give safe, high-quality care and a positive experience for every patient.

Job Description

Job title:	Fertility Sister
Grade:	Band 6
Site:	Severn Fields Health Village, Shrewsbury
Accountable to:	Fertility Nurse Manager
DBS required:	Enhanced

Jobe Overview

In partnership with members of the multi-disciplinary team the post holder will develop individual competence and knowledge which will support the provision and evaluation of seamless Fertility Nursing care, ensuring patients receive the highest standards of clinical care. Through work-based learning and development the post holder will develop specialist knowledge and skills, demonstrated through the provision of advice /education and support to staff, patients and partners. Whilst undertaking the role the post holder will be supported by a more experience nurse or clinician to enable them to achieve competence in agreed areas of specialist practice through exposure, training and education to agreed levels of competence to enable autonomous practice within the speciality. The post holder will actively undertake and participate in clinical audit and service evaluation within their specialist area. The post holder is responsible for contributing to the ongoing development of clinical practice, standards of care within the service including the development of policies and procedures, protocols and guidelines. They will contribute to service development in collaboration with multi-disciplinary colleges. The post holder is

accountable for their safe, effective clinical practice working as part of a defined team and supporting team performance, ensuring efficient and effective use of physical and human resources. They will provide / deliver a range of educational and training packages to health care staff and patients. The post holder may be based within a site or service or may be community based and work in a range of practice settings across health and care providers. The post holder may be required to practice in premises/ settings outside of NHS care providers as part of their role and travel to and from a range of practice settings across an agreed locality this may include secure units / prisons and other regulated settings where patients may reside.

Main Duties and Requirements

- The post holder will be professionally accountable for the maintenance of standards and professional practice as set by Trust policies/Procedure, the NMC code of Professional Standard of Practice and Behaviour and the HFEA code of practice.
- The post holder will at all times adhere to the guidelines and protocols approved by the HFEA Person Responsible.
- Provide specialist nursing advice to a cohort of patients referred for specialist intervention care and support within the services, being a point of contact for assessment, information and advice for the patient and partner and all staff involved in the care of the patients.
- In liaison with others support the development of staff caring for patient's through support, formal
- education, practice development and role modelling.
- To teach and act as a facilitator and supervisor of other staff.
- The post holder will work towards achieving agreed levels of competence,
- skills and knowledge to enable independent autonomous practice with their scope of clinical practice.
- In conjunction with other relevant clinical staff the post holder will assist with clinical development in maintaining and improving all aspects of clinical governance, evidence based practice and quality assurance and monitoring within the service.
- Use a range of techniques to ensure and monitor standards of clinical practice, audit, research and teaching to continually improve standards of care and patient, experience.
- Ensure safe and effective clinical practice.
- Enhance patient experience.
- Ensure effective delivery of organisational objectives

Clinical Practice

- The Fertility Sister will work towards achieving agreed competency's, skills and knowledge through work- based practice, education and training to enable the provision of specialist Fertility care.
- Provide a specialist nursing service and advice in a variety of clinical settings and disciplines for staff, patients, their families and carers,

effectively liaising with multidisciplinary colleagues. Receive referrals via a variety of media including (where defined) direct patient referral. Triage case load and clinical priorities according to agreed protocols and working practices.

- Participate in multidisciplinary clinics, patient reviews and multidisciplinary team meetings, where the post holder will work towards autonomous practice and co ordinate treatment independently or in conjunction with a wider multidisciplinary team. Undertake and provide treatment / advice as per speciality and scope of practice. These may be face to face, virtual or telephone, and incorporate the use of agreed protocols clinical and professional guidelines. This service may be provided within an acute secondary health care facility or in a primary, community or home care settings.
- Responsible for carrying out highly visible specialist clinical practice within a designated group of patients as part of a multidisciplinary team. Ensure that high quality, current evidence-based nursing care underpins all actions and interactions with patients and is aligned to the professional values of care, compassion and respect. Responsible for the application of knowledge across a range of work procedures and practices, underpinned by theoretical knowledge and practical experience.
- Have accountability for the correct administration and custody of medicines according to the Trust Policy
- to include the safe administration of medicines, controlled drugs intravenous drugs where this is a requirement of the clinical area.
- Provide a seamless, high quality service from referral through to assessment, diagnosis, treatment and review, referring to other specialists as required. Provide guidance to staff, patients and partners on pathway navigation. Seek support, guidance and advice from more experienced colleagues from within the team or affiliated teams as required.
- Contribute to the development and updating referral guidelines for the service, demonstrate competence in assessing and prioritising referrals and planning clinical and educational workload.
- Demonstrate safe, appropriate practice and specialist nursing advice using up to date knowledge and evidence to assess, plan, deliver and evaluate care, communicate findings, influence changes and promote health and best practice. Make person centred, evidence-based judgements in partnership with others involved in the care process to ensure high quality care
- Communicate with patients and their partners, making reports and liaising as required with medical staff and other members of the multidisciplinary team both verbally and in writing. Where there is a requirement undertake training to support and enhance effective communication ability.
- Continuously assess the communication, educational and information needs for patients and their families and devise plans to ensure needs are met; ensure instructions/information are understood.

- Observe changes in patient's attitude, behaviour and emotional state, physiological observations and report findings as required. Be mindful of own and others body language and barriers which may affect communication.
- Facilitate the active engagement of service users through facilitation of patient and partner feedback via user groups, open days, support groups and ensure feedback informs service development
- Use professional judgment to intercede and act as advocate for patients to ensure a patient focused approach to the delivery of care. Support and enable patients and carers to make informed decisions relating to their treatment and management, escalate concerns within nursing / professional structures as required.
- Demonstrate critical analysis and decision-making skills, ensuring patients receive high quality clinical care and a good patient experience, having regard to their customs, beliefs and doctrines.
- Recognise and act to avoid situations that may be detrimental to the health and wellbeing of patients. Advise on the promotion of health and prevention of illness escalating concern as required to appropriate members of the multidisciplinary team.
- Take a clear and concise history from patients by assessing their health and well being, complete documentation (paper based and electronic systems) ensuring all entries are accurate, legible and timely and in accordance with Trust standards.
- Carry out those activities required to conduct and record a comprehensive assessment of a person's nursing requirements. Be mindful and record relevant details of cognitive understanding, spiritual and religious beliefs and patient's wishes.
- Undertake a range of physical observations appropriate to the scope of practice using a range of equipment, record and report and escalate exceptions as required to relevant multi-disciplinary team members.
- Recognise significant observations made and use them to develop and initiate and devise plans of care. Within own scope of practice request/undertake diagnostic procedures/clinical investigations within expanded practice protocols and clinical competence.
- Monitor patients progress, ensuring accurate records of all relevant observation and clinical assessments are, take appropriate action as indicated.
- Work towards safe and timely discharge and or transfer of care of patients from or between hospital and services and health care professionals and ensure barriers to discharge/ transfer of care are identified and acted on appropriately.
- Report and raise concerns about Safeguarding, accessing advice and support at the point of need. Be conversant with Trust policies, procedures and systems for safeguarding including the assessment of Mental Capacity, the process for consideration requests for Deprivation of Liberty

Safeguards (DOLS) and the application of the principles of Prevent (counter terrorism awareness).

- Supervise, carry out and assist with clinical procedures / practice as required, ensuring optimal recovery to health of the patient in accordance with Trust Policy, procedures, guidelines and expanded practice
- protocols. Delegate these tasks as appropriate.
- Ensure effective handover of patients between health care professionals using a range of communication aids such as verbal handover, email, IT systems, written documents, reports and letters.
- Facilitate high-quality cost-effective specialist service through monitoring and audit and other quality initiatives, this includes the use of consumables associated with the service. Actively contribute to the evaluation and feedback of equipment and consumables ensuring economic use.
- Local area variation to core job description To achieve and maintain skills and clinical competencies specific to the post/ department /role, including equipment training, expanded practice, non-medical prescribing in accordance with Trust protocols, guidelines, polices and associated procedures

Compliance and Governance

- Take an active role in risk assessment, supporting the implementation of strategies to minimise risks. Ensuring incidents and near misses are reported and managed as per Trust Policy / Procedure. Where the management of incidents is delegated have responsibility for the processing of reports as per Trust Policy and Procedures. Take part in clinical incident reviews including the investigation of incidents. Participate in learning from incidents, including provision of feedback, reflection and action in practice. Where required support the development of action plans which lead to systematic change through specialist advice or provision.
- Work according to hospital policies, procedures, clinical guidelines and participate in the updating of these within the specialist field of practice.

Leadership, Organisation, Team Working and Decision Making

- Act as a clinical role model and demonstrate specialist knowledge and high standards of clinical practice and provide support or advice when necessary.
- Support the development of the role according to patients changing needs, service requirements and research findings.
- Work autonomously, organise own workload, manage own caseload and practice, identifying and maintaining supportive networks for self and others. Identify and articulate workload pressures to line manager and or capacity within case load accepting reallocated work when required to do so.
- Promote team working and collaborative working practices to maintain a harmonious working environment. Ensure effective communication and

liaison with all members of the multi- disciplinary team. Actively participate in participation in ward rounds, case discussions and multidisciplinary team meetings. Liaise with inter-hospital departments/personnel across organisational and professional boundaries.

- Actively participate in and facilitate service/departmental projects, audits, quality initiatives and statutory accreditation processes. This will include the setting, monitoring of clinical standards and care on a regular basis and contributing to the updating of protocols, guidelines, policy and procedures. Undertake as required literature searches and reviews to support service development and updating.
- Develop links and collaborative working relationships which enhance the interface between staff, patients, community and visitors across organisational and professional boundaries.
- Participate and contribute to initiatives that are aimed at improving patient quality of care and patient experience. Where appropriate suggest changes which are aimed to improve standards
- Support the development of / and utilise information systems to aid clinical audit and decision making, and provide information and annual activity analysis, statistical returns and service reports.

Education and Research

- Act as a specialist educational resource for clinical staff, patients and relevant external agencies by providing formal and informal education.
- Ensure the learning environment and specialist training is appropriate for both pre and post-registration learners.
- Support the development, updating and coordination and delivery of training programmes and seminars based upon agreed protocols, clinical guidelines and standards. Utilise a range of media including teaching packages for students, staff, patients and carers. Ensure appropriate recording of activity to support reporting of service activity.
- Act as a mentor/assessor to staff as required, provide education advice and support to staff. Ensure the departments can access appropriate teaching, support and guidance, in accordance with the clinical area/departmental needs to agreed levels of skill and competence. Support and contribute to the development of standards for education and training associated with the field of specialist practice.
- Contribute to fostering a learning culture that is stimulating, supportive and rewarding to staff.
- Participate in education and practice development on a Trust wide basis and as required in a national and international level by attending, presenting at, and/or assisting with the co-ordination of study days, seminars, forums and conferences.
- Where required ensure staff are fully trained on the range of equipment, consumable products associated with the care and treatment of patients and that they are educated to understand the correct method of clinical assessment before using such items with patients. Maintain own skill and

competence with the range of consumables and equipment required to undertake the role and train and assess others to agreed levels of competence in practice.
- Utilise research findings in the delivery of specialist patient care, developing new ways of working to disseminate relevant information to staff.
- Where required assist with clinical trials and research. To promote a progressive attitude to the continual improvement of patient care through research and evidence-based practice.
- Be aware of research/ trials being undertaken within the specialist field of practice.

Leadership

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- Develop links and collaborative working relationships which enhance the interface between staff, patients, community and visitors across organisational and professional boundaries.
- Participate and contribute to initiatives that are aimed at improving patient quality of care and patient experience. Where appropriate suggest changes, which are aimed to improve standards.
- Support the development of / and utilise information systems to aid clinical audit and decision making, and provide information and annual activity analysis, statistical returns and service reports.

- Maintain a safe, clean environment. Ensure that hazards in the practice setting are reported as per Trust procedures and any l equipment in use is in good working order and report appropriately when defective.
- Ensure through good practice that patient experience initiatives are supported. Address any immediate concerns or complaints as they arise and escalate as required.
- Attend and participate in multi-professional meetings and forums as a representative of the service. Communication
- To demonstrate good team working within the multidisciplinary team, including Nurses, Scientists, Administrative and Medical staff.
- Report on a patient's progress or condition both verbally and in written form to a level where other members of the multidisciplinary team can easily understand.
- Ensure that accurate, legible and holistic patient records are maintained according to NMC and HFEA standards.
- Improve and maintain good communication between all members of the team, ensuring appropriate referrals and liaisons occur with relevant personnel.
- Where appropriate interpret and present clinical information to patients and their relatives, demonstrating highest levels of inter-personal and communication skills ensure that patients and their carers have sufficient relevant verbal and written information during the patient's stay.
- To respond appropriately to sensitive information from patients and healthcare professionals in an appropriate manner, such as diagnoses, normal treatment plans and social circumstances, referring to senior staff for further support and advice.
- To report clinical incidents and near misses promptly and coherently through the Datix system • Will actively attend and contribute towards Departmental meetings.

Professional

- Be fully conversant and wholly accountable for his / her practice, act and uphold the professional standards detailed within the Nursing and Midwifery Council Code of Professional Standards of Practice and Behaviour for nurses and midwives and the HFEA code of practice.
- Recognise the limits of individual competence and knowledge, undertake further training and academic qualifications as relevant to the role and service requirements. • Take personal responsibility for attendance at mandatory/ statutory training and updating as per Trust statutory and mandatory training requirements and inform your manager if there is any deviance from training attendance at mandated intervals
- Provide and accept constructive feedback and use this to reflect on your own practice.
- Recognise signs of stress and the emotional impact of care in in self and others and take appropriate action, escalating to line manager as required.

- Act with personal and professional integrity within professional, ethical and legal frameworks and process to maintain and improve standards of care and practice.
- Take responsibility and maintain professional records for personal and professional updating (portfolio of practice) to support revalidation; take an active involvement in professional development discussions and personal development plan.
- Adhere to all Trust policies ensuring a high standard of personal and professional behaviour and dress is always maintained whilst acting as an ambassador for the trust and a role model to others. The post holder will always act as a positive role model in promoting the personal growth of self, peers and junior colleagues.
- Utilise opportunities to support ongoing professional development by undertaking delegated tasks for your line manager in his / her absence or representing them at meetings and forums.
- The posts holder may be deployed / expected to work in any part of the organisation should the need arise to ensure patient safety is maintained.
POLTICAL AND STRATEGIC AWARENESS
- Develop and maintain a working knowledge of local, national and professional strategy and policy. Ensure organisational goals are reflected in personal objectives and reflected in service development plans.
- Contribute to policy and strategy development at departmental and organisational level.

Professional Responsibilities

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Physical Skills/Effort

- Computer literate with standard IT / keyboard skills.
- Ability to travel regularly between sites / premises associated with the role and work in NHS and non-NHS settings undertaking the role
- Ability to travel and across the UK to attend meetings associated with the role.
- Light physical effort requires moving small items in association with the role i.e., laptop / stationary items.

Mental Effort

- Frequent requirement to concentrate for patient assessment / exchange of information / clinical and nursing procedures.
- There is a requirement for the post holder to input / access and analyse complex health data for periods of time.
- There is a requirement to understand and abide by the local policy / procedure when working on offsite premises.
- Mental effort required moving between meetings/ clinics with different stakeholders in different organisations during the day / week.
- Deal with complex service providers needs including communication with professionals, key stakeholders and inter agency groups not always associated with or familiar with NHS care delivery systems or across organisational and professional boundaries.
- Required to prioritise and manage own workload and plan this.
- Deliver / facilitate training / education sessions / seminars and prepare for these using a range of media

Emotional Effort

- Deal with a complex multi professional working relationship with numerous stakeholders.
- The post holder will occasionally be exposed to distressing and emotional circumstances which may include terminal illness/ poor outcomes or distressing content associated with people.

Working Conditions

- The post holder will have to travel across sites and or on and off site using road transportation and may start work on one site and end on a different site within the organisation. Multi-site working may include working in NHS care and practice settings or settings where the service is delivered as part of an agreed service arrangement including local authority / institutional and custodial settings. This may be by car/ rail.
- The post holder may at times be classified as a lone worker.
- To be able to work flexibly as appropriate to meet critical, short and long term objectives. This may include varied start / finish times within contracted working hours and patterns.

The post holder will undertake other duties as may be required to achieve the Trust's objectives, commensurate with the grading of the post.

Person Specification

	Essential	**Desirable**
Qualifications	• NMC Registration Nurse • Evidence of post registration CPD/Post registration qualification in (appropriate areas of speciality) • Evidence of professional updating within last 12 months	• Masters level study • Physical assessment skills • Immediate Life Support training
Experience	• Evidence and ability to revalidate as required by the NMC. • Significant post registration experience. • Evidence of knowledge for the associated area of specialist practice. • Evidence of achievements and career development in current post and of ongoing professional development/ competence. • Demonstrate specialist knowledge underpinned by theory and CPD	• Experience at Band 6 in equivalent or relevant speciality. • Leadership course • Involvement in Nursing Audit and Research

	relevant to speciality. • Experience in teaching / assessing. • Experience in service development. • Experience of working in a multi- disciplinary and cross agency work environment.	
Knowledge and skills	• Ability to work and communicate effectively within a multidisciplinary team setting within and outside the Trust. • Evidence of excellent communication skills including verbal, nonverbal and written. • Evidence of excellent patient documentation and record keeping skills. • Excellent interpersonal skills with professional credibility • Time management skills with an ability to act on own initiative and be both self- directed and motivated in the work environment. • Positive attitude to change with a proven ability to assist in the implementation of change and practice development. • IT literate	• Undertakes regular audit of care documentation. • Has led a change project with demonstrable outcomes. • Ability to use a computer Microsoft Office, and Sema Pas skills
Other	• Awareness of professional and personal limitations. • Ability to inspire confidence in others, demonstrating strong leadership qualities and acting as a positive role model to other members of the team.	

	• Strong team worker • Flexible and adaptable in approach • Ability to work flexibly to meet service needs. • Ability to work across Trust sites.	
Values and Behaviours	• Demonstrates a commitment to treating colleagues, patients and others with dignity and respect. • Maintains appropriate professional boundaries, including in digital communications and social media. • Supports the principles of the NHS Sexual Safety Charter and is willing to speak up about inappropriate behaviour. • Will comply with Trust policies and required training relating to sexual safety, harassment and respectful workplace conduct.	

General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are

employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.

- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
    - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
    - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

The Trust is committed to providing a safe, respectful and inclusive working environment, free from sexual misconduct, harassment and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust takes a zero-tolerance approach to unwanted, inappropriate or harmful sexual behaviour and will support colleagues affected by such behaviour. The Charter recognises the right of everyone working, training and learning in healthcare to feel safe and supported at work.

The Trust will take all reasonable steps to prevent sexual harassment in accordance with the Equality Act 2010, the Worker Protection (Amendment of Equality Act 2010) Act 2023 and subsequent applicable legislation. This includes considering risks arising from colleagues, patients, relatives, visitors and other third parties.

All employees are required to treat colleagues, patients and others with dignity and respect, maintain appropriate professional boundaries, and comply with Trust policies, procedures, behavioural standards and training relating to sexual safety, harassment, discrimination and respectful workplace conduct.

Employees are encouraged to raise or support concerns about sexual harassment or misconduct through the Trust's established reporting routes. The Trust will not tolerate victimisation, retaliation or detriment arising from a concern raised in good faith.

- Uphold the Trust's commitment to a safe, respectful and inclusive working environment, free from sexual misconduct, harassment and discrimination, in accordance with the NHS Sexual Safety Charter, Trust policy and applicable legislation.
- Maintain appropriate professional boundaries and act in accordance with the Trust's values, policies and procedures relating to dignity, respect, inclusion and professional conduct.
- Speak up about, report or appropriately escalate inappropriate behaviour, and support a culture in which concerns are taken seriously and colleagues are protected from detriment.
- Complete required learning and participate in reasonable measures introduced by the Trust to prevent harassment and maintain sexual safety.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local

community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won’t be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.


disability
confident
LEADER

Apprenticeships
Good for our Business

POSITIVE ABOUT DISABLED PEOPLE

we're supporting
AGE POSI+IVE

Stonewall
DIVERSITY
CHAMPIONS

ARMED FORCES COVENANT
EMPLOYER RECOGNITION SCHEME
GOLD AWARD

SUPPORTING PARENTS OF PREMATURE BABIES
CHARTER MARK
EMPLOYER WITH HEART
THE SMALLEST THINGS

MINDFUL
EMPLOYER

MISCARRIAGE ASSOCIATION
Proud to have signed
The Pregnancy
Loss Pledge

VETERAN
AWARE

STEP
INTO
HEALTH