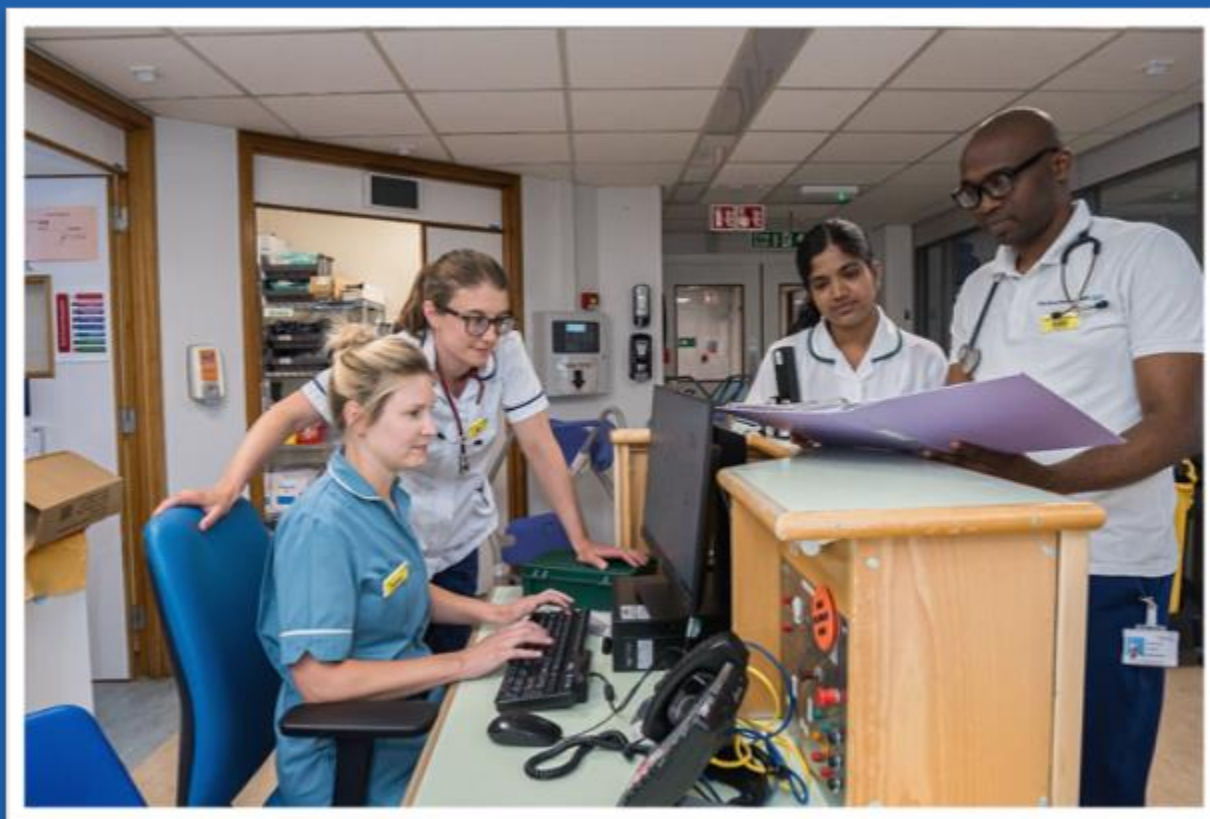


# HEART ASSESSMENT TEAM SISTER/CHARGE NURSE

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.\*\**

- Work as part of a team to care for people with heart failure and support their recovery
- Assess patients, plan their care, and give advice to help improve their health and quality of life
- Run clinics and review patients in hospital, at home, or by phone, making sure they get the right treatment
- Give support, education, and exercise advice to patients and their families to help them manage their condition
- Lead and support other team members, helping to deliver safe and high-quality care
- Work with other health professionals to make sure patients get the right care at the right time and avoid hospital stays where possible

## Job Description

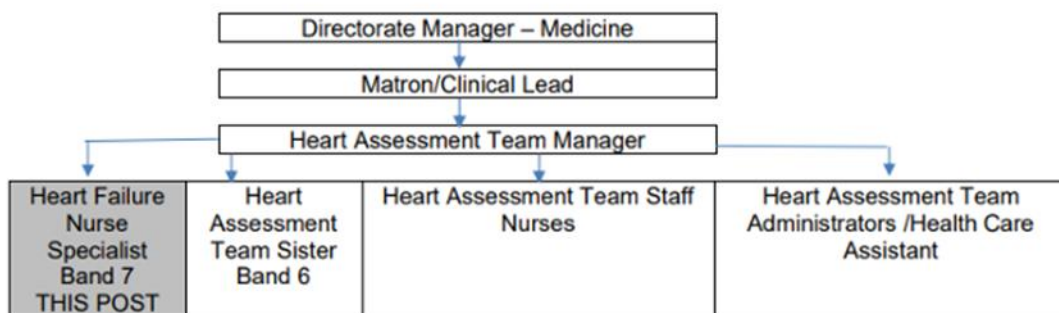
<b>Job title:</b>	Heart Assessment Team Sister/Charge Nurse
<b>Grade:</b>	Band 7
<b>Site:</b>	The Royal Shrewsbury Hospital
<b>Accountable to:</b>	Department Manager
<b>DBS required:</b>	Enhanced

## Job Overview

The Post holder will work as part of a multi-disciplinary team providing a specialist service to patients with heart failure and cardiac rehabilitation needs. Working as an autonomous practitioner, the post holder will provide a comprehensive highly specialist service to patients with heart failure participating in the delivery of patient centred care within primary and secondary care settings. The post holder will act as an expert and resource for members of the multidisciplinary team supporting the clinical assessment and management of all patients with heart failure and helping to ensure a comprehensive, patient centred, integrated service is delivered by a multi-disciplinary team. The post holder will be proactive in optimising evidence based pharmacological and nonpharmacological treatments to reduce symptoms, improve quality of life, and reduce hospital admissions and length of hospital inpatient stay. The post holder will also be proactive in providing support and facilitating appropriate referrals where relevant to improve the end of life experience for patients and their carers. The post holder will also have responsibility for assisting in the initiation and daily running of the heart failure virtual ward and IV diuretic day case service. The post holder will work with the Consultant Cardiologists and other specialist teams

when required to manage patients with complex heart failure needs, referral for device assessment and to support management of complex co-morbidities. Within the role, the post holder will have responsibility for providing ongoing assessment, support and lifestyle advice to cardiac patients on an inpatient, outpatient and community basis through one to one consultations or group sessions and will have responsibility for leading the junior team members in the delivery of a comprehensive cardiac rehabilitation exercise and education programme. The post holder will provide specialist clinical leadership within their role and will be proactive in the development of specialist education. The post holder will be responsible for ensuring that clinical standards delivered by the team are in line with NICE Clinical guidelines for heart failure and cardiac rehabilitation, standards of other professional bodies and meeting the national and local key performance indicators for heart failure and cardiac rehabilitation.

## Organisational Chart



## Main Duties and Responsibilities

### Managerial Responsibility

- To lead and supervise daily nursing practice and the delivery of patient centred care in accordance with the NMC Code of Conduct and Scope of Professional Practice and Trust policies and procedures.
- To provide daily clinical leadership of the Heart Assessment Team, facilitating the delivery of quality care, specific to the needs of individual patients through the assessment, planning, implementation and evaluation of programmes of care in accordance with defined service standards.
- To ensure team members have a clear understanding of their duties and responsibilities and of the standards of performance and conduct expected of them.
- To raise any concerns to Line manager.
- To ensure the efficient and effective use of resources within the Team
  - The deployment of staff to meet service needs which may include cross site working
  - Effective planning of annual leave and study leave ensuring the ongoing availability of appropriate staff to meet the workload demands of the service.

- A working knowledge of the importance of effective planning of clinical activities and keeping the ERoster system updated.
- A proactive approach to the management of sickness absence. Ensuring accurate records are maintained and the appropriate measures are taken when dealing with sickness absence including staff counselling, health monitoring and the need for occupational health referrals. To raise any concerns with Line Manager.
- To ensure that all local and national HR policies, procedures and guidelines are adhered to and report any failure to do so appropriately to Line Manager
- To assist Line manager in the investigation and monitoring of complaints and untoward incidents associated with service activities. To monitor trends in complaints and assist in developing strategies to prevent reoccurrences. Feedback to team at team meetings.
- To be proactive in identifying areas for improvement, implementing change and supporting staff through the change process.
- To take a lead role in the recruitment, selection and retention of staff. Assisting Line Manager in reviewing staffing requirements, formulating job adverts, job descriptions and person specifications, using a proactive approach to the recruitment and retention of staff.
- To contribute to the development of standards, guidelines and protocols for the care of patients with heart failure/cardiac rehabilitation needs across the primary/secondary care interface.
- To assist in the development of evidence based clinical practices and to support clinical research and audit within the department, participating in clinical research/audit projects where necessary. Utilise findings to enhance clinical practice. To ensure the Departmental databases are kept up to date.
- To act as an effective role model demonstrating clinical expertise within the speciality.
- Work in line with Trust values and behaviours
- Be responsible for own personal/professional development participating fully in individual performance review.
- To be a highly skilled practitioner, leading innovation and demonstrating clinical expertise. The post holder will act as a resource and advisor in their area of expertise to colleagues on other wards and departments throughout the Trust
- To be proficient in digital dictation
- To be proficient at using all hospital IT software packages eg Sema, Review, Clinical Portal etc

## Patient Care

- To review/accept referrals from medical/nursing staff in accordance with locally agreed referral pathways.
- To formulate a heart failure/cardiac rehabilitation management plan in collaboration with medical staff and the patient and their family/carers specific for their individual needs.
- To provide high standards of evidence based clinical care and advice to patients with heart failure/cardiac rehabilitation needs through assessment, planning, implementation and evaluation of care programmes in accordance with service needs.
- Work closely with the multi-disciplinary team to facilitate prompt discharge from hospital and ensure adequate support/follow up exists for patients.
- To provide specialist support and advice to patients and their carers/family members through a structured programme of education and exercise where appropriate imparting specialist knowledge relating to their condition and its management facilitating recovery, self-management and future well being. Deliver/support team members in delivering all phases of cardiac rehabilitation.
- You will be expected to hold the Physical Assessment Course and Non-Medical Prescribing Course. You will undertake the role of Nurse Independent /Supplementary Prescriber in accordance with Trust Policy, professional regulatory and national guidelines. You will initiate and titrate medication in accordance with the Heart Assessment Team Prescribing formulary.
- To maintain competency in prescribing, participate in regular continuing professional development in relation to the role and complete an annual declaration of compliance/competence.
- To undertake independent clinical reviews on an inpatient/outpatient basis and be proactive in the optimisation of medication and consideration for device therapy.
- To be autonomous in running nurse led clinics and utilize history taking skills to assess the clinical status of patients in a variety of consultation settings including face to face clinics , telephone clinics and home visits where deemed appropriate. Produce clinic letters to disseminate the outcome of these clinics to the patient, their GP and other health professionals as required.
- Attend and actively contribute to MDT meetings and take actions to ensure patient care follows the correct pathways and acting as patient advocate when treatment options are discussed.
- Use experience and judgement skills to identify the need and refer patients for further investigations eg ECG, blood tests, ECHO, 24 hour tape, angiography, suitability for Device implantation
- Be proficient in carry out and interpreting a variety of clinic skills including blood pressure, 12 lead ECG including interpretation, venepuncture, cannulation, administration of IV diuretics, the ability to utilise intermediate life support skills as necessary.

- Interpret results of invasive and non-invasive cardiac investigations. Understand and explain the significance in relation to the patients condition and recommend changes in their management plan as appropriate.
- To provide expert advice to Health Professionals within the community teams on the management of heart failure/cardiac rehabilitation patients through telephone consultations
- The post holder will be responsible for assisting in the initiation and running of the heart failure virtual ward and IV diuretic day case services and will undertake venepuncture/cannulation/ administration of IV diuretics

### **Communication**

- Use advanced communication skills to impart sensitive, complex and potentially distressing information, providing information, counselling and continuing practical and psychological support for patients and to their families and carers around the management of their heart failure needs and be mindful to any barriers to understanding
- To maintain accurate, legible and holistic nursing records according to the NMC and departmental guidelines and ensure these are also maintained by all team members.
- To maintain effective channels of communication with and between the Heart Assessment Team and patients, carers and family members, members of the MDT and other health professionals as appropriate.
- To ensure confidentiality in all matters relating to patients and in particular the confidentiality of electronically stored personal data in line with Trust policies
- To perform patient satisfaction surveys to ensure that the service is assessed and monitored regularly. Provide feedback and ensure that service deficiencies are identified and managed appropriately to effect change.
- Offering specialist emotional, psychological and practical support to the patients and family, referring patients for appropriate psychological advice. To include support to patients with complex physical and psychological related problems.
- Ensuring that all communication (which may be complex, contentious or sensitive) is undertaken in a responsive and inclusive manner, focussing on improvements and ways to move forward.
- Ensuring all communication is presented appropriately to the different recipients, according to levels of understanding, type of communication being imparted and possible barriers such as language, culture, understanding or physical or mental conditions

### **Responsibility for Resources**

- To ensure appropriate use of resources within the area of responsibility and maintaining adequate stock levels

- To support Line Manager in identifying areas for development of efficiency improvement initiatives and applying these to practice.
- Ensure Trust Policy is adhered to with regards to receipt of gifts, patient choice and devices offered to patients
- In conjunction with the Team members, take responsibility for implementing and reviewing clinical practices to ensure that they are cost effective and up to date.
- Demonstrate awareness and understanding of research and developmental policies and participate in clinical trials as required.
- Show commitment to clinical excellence and maintain standards of practice
- Carry out regular audit and review of the service and produce outcomes in a report ensuring user involvement
- To ensure the service is evidence based, through regular literature review and updating Trust guidelines accordingly
- To develop nurse research skills and contribute to the development of nursing research within the heart failure and cardiac rehabilitation speciality

### **Freedom to Act**

- To support Line Manager in ensuring appropriate systems are in place to deliver effective and efficient services
- To be accountable for own professional actions with the ability to manage own time and prioritise workload effectively.
- To be responsible for reviewing/initiating standard operating procedures within the Department to support the daily running of clinical activities.
- To support Line Manager in ensuring services are delivered and targets are met within the field of heart failure and cardiac rehabilitation.
- To have responsibility for the efficient day to day delivery of clinical activities.
- To prioritise the use of all resources within area of responsibility

### **Physical, Mental and Emotional demands of the post**

- With regards to physical effort there will be frequent requirement to exert moderate physical effort for short periods during each shift.
- There will be the frequent need to concentrate when carrying out patient assessments, formulating reports or carrying out patient tests such as blood test, blood pressure monitoring, venepuncture or cannulation. Workload is not always predictable.
- There can be frequent exposure to highly distressing/emotional circumstances working with palliative patients, patients requiring urgent symptom reviews or imparting unwelcome/distressing news/information

## Working Conditions

- To cope with interruptions whilst in periods of concentration
- To work in normal office conditions including regular VDU work.
- To maintain day to day cleanliness within the Department
- With regards to working conditions there will be a frequent requirement to be exposed to highly unpleasant conditions due to working closely with wards when reviewing patients or when examining patients in the clinical setting. There is also a risk of exposure to verbal aggression face to face or via telephone consultations.

## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Registered General Nurse</li> <li>• ENB 124 or equivalent experience</li> <li>• ENB 998/Student Supervisor or evidence of teaching in clinical areas</li> <li>• Educated to master's level or have undertaken modules at master's level.</li> <li>• Independent/Supplementary Prescribing</li> <li>• Physical Assessment Course</li> </ul>	<ul style="list-style-type: none"> <li>• Leadership qualification</li> <li>• Evidence of previous service development/change management experience</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• To share and demonstrate Trust Values</li> <li>• Experience in developing and delivering educational information</li> <li>• Experience in developing clinical guidelines and policies</li> <li>• Proven significant post registration experience in cardiology at Band 6 or above</li> <li>• Knowledge and understanding of the NICE guidance and quality standards</li> </ul>	<ul style="list-style-type: none"> <li>• Positive attitude to change with a proven ability to assist in the implementation of change and practice development</li> </ul>

	<ul style="list-style-type: none"> <li>• Knowledge and skills to manage complex patients</li> <li>• Proven evidence of the ability to manage a team of individuals</li> <li>• Experience of successfully managing conflict and/or challenging situations</li> <li>• Proven teaching and presentation skills</li> <li>• Database management experience</li> <li>• Involvement in nursing research/audit</li> </ul>	
<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Demonstrate an awareness of own limitations</li> <li>• Able to demonstrate excellent communication skills at all levels -verbal and non verbal</li> <li>• Ability to manage own workload and meet deadlines set</li> <li>• Ability to support and challenge traditional views and work practices in a credible and non - threatening way</li> <li>• Self-motivated and enthusiastic with the ability to motivate others.</li> <li>• Ability to work autonomously</li> <li>• Ability to work collaboratively within Team and wider MDT.</li> <li>• Ability to organise, plan and prioritise workload to meet deadlines</li> <li>• Problem solving and managing conflict skills</li> <li>• Excellent time management skills</li> <li>• Awareness of professional and personal limitations</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to use digital dictation equipment</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to efficiently run nurse led clinics</li> <li>• Ability to delegate</li> <li>• Computer literate, keyboard skills, basic word processing skills</li> <li>• Ability to undertake venepuncture / cannulation / IV</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Ability to work across both Trust sites</li> <li>• Ability to work flexibly to meet the demands of the service</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.

