

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.

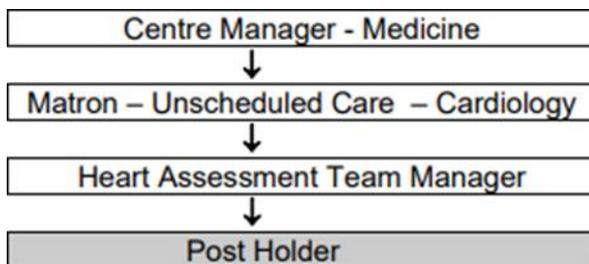
Job Summary

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.

- The role supports people with long-term heart problems by helping to plan and deliver safe, evidence-based care.
- It involves assessing patients, giving lifestyle advice and running one-to-one or group sessions in hospital, clinics and the community.
- The post holder will supervise exercise programmes, review symptoms, support medication plans and run nurse-led clinics.
- They will work closely with the wider heart team to improve patient care and make sure treatment follows national standards.
- The role also helps strengthen links between hospital and community services to give patients a smooth and joined-up experience.

Job Description

Job title:	Heart Assessment Team Sister
Grade:	6
Site:	The Royal Shrewsbury Hospital
Accountable to:	Department Manager
DBS required:	Yes - Enhanced



Main Duties

Service Provision (General)

- To provide high standards of evidence based clinical care and advice to patients with heart failure / cardiac rehabilitation needs within the primary / secondary care setting through the assessment, planning, implementation and evaluation of care programmes in accordance with service standards.
- To contribute to the development of standards, guidelines and protocols for the care of patients with heart failure /

cardiac rehabilitation needs in primary / secondary care.

- To support General Practice and the Acute Trust in achieving the standards for the management of heart failure / cardiac rehabilitation patients outlined in the National and local guidelines.
- To work closely with primary/secondary care to assist in the assessment of the incidence of heart failure / coronary heart disease in the population of Telford & Wrekin and Shropshire.
- To assist in the development of evidence based clinical practices and to support clinical research / audit within the department, participating in clinical research / audit projects where necessary. Utilise findings to enhance clinical practice.
- To participate in departmental meetings and discussions about new ideas to develop the Heart Failure / Cardiac Rehab Service and assist in their implementation into practice.
- To be proactive in supporting the development of the Heart Assessment Team acrosssite (PRH/RSH).
- To manage resources effectively.

Patient Care

- To 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, senior colleagues and the patients and their family / carers specific for the patients individual needs.
- To work closely with the multidisciplinary team to facilitate prompt discharge from hospital and ensure adequate support exists for patients in their own home.
- To plan and organise straight forward activities and provide 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 wellbeing.
- To undertake clinical review both within secondary and primary care settings. Review existing therapeutic intervention and with support from senior colleagues commence titration of medication as advised in pre-

discharge/post clinic heart failure/coronary heart disease management plan and in accordance with locally and nationally agreed clinical guidelines.

- Undertake the Physical Assessment Course to assess in the ongoing assessment and management of Cardiac patients.
- To run nurse led Heart Failure and Post MI/Post Cardiac Surgery clinics with the support of the Consultant Cardiologist and senior colleagues as required.
- To provide telephone follow up for patients to monitor their symptom control, review their medication or for Phase II of the Cardiac Rehabilitation Programme. Provide more frequent contact where this is warranted by the patient's condition.
- Screen referrals to the Heart Failure /Cardiac Rehabilitation Service, identifying the need for requesting additional tests where required.
- Be proactive in the development and delivery of care to meet the palliative care needs of patients within the service.
- Be proactive in the development of primary and secondary care based nurse led exercise programmes.
- To provide patients with written information regarding their condition together with contact numbers for advice and ongoing support.
- To provide patients with information on voluntary groups and organisations as appropriate.
- To undertake the following enhanced practice roles within the department in accordance with locally agreed policies and guidelines.

Emergency Defibrillation

- The above will be performed at the discretion of the post holder based on their clinical judgement and without direct medical supervision. The post holder will be accountable for their own actions and act in accordance with locally agreed policies and guidelines.
- Demonstrate dexterity and accuracy to maintain physical skills required for venepuncture, cannulation, administration of intravenous infusions and the use of medical devices such as infusion pumps.

Professional

- To work closely within the policies and guidelines set out both within primary care, The Shrewsbury and Telford Hospital NHS Trust and NMC Code of Professional Conduct and Scope of Professional Practice.
- To provide patient care in accordance with the NMC Code of Conduct, Scope of Professional Practice and Trust Policies and Professional Guidelines.
- The post holder must always carry out duties and responsibilities with due regard to the

Acute Trust's Equal Opportunities Policy.

- To participate in clinical supervision in line with Acute Trust procedure.
- To participate in staff appraisal and performance review scheme.
- To act as a professional role model at all times.
- To provide specialist advice as required, within the trust, community, outside agencies and to the general public.
- Maintain co-ordinated service provision in the absence of the Team Manager
- Assist the Team Manager in the selection and recruitment of staff into the department.
- Manage own time constructively to meet the demands of the service.

Education

- Provide specialist support, advice, education and training to members of the multi- disciplinary team and outside agencies with regards to the 4 phases of cardiac rehabilitation and the management of chronic heart failure.
- Evaluate learning needs of members of the primary/secondary health care team in relation to the management of patients with heart failure / coronary heart disease.
- Contribute to the organisation and provision of training and education through a local teaching programme and study day's for staff working in the Acute Trust, GPs and Community Nurses.

- Take responsibility for own education and training as required by PREP. Update own knowledge and experience by participation in relevant courses.
- Actively participate in work based training, education, supervision and assessment of student nurses allocated to the department.
- Actively participate in the supervision and assessment of learner nurses and students through mentorship.
- Act as a mentor to new members of staff.
- Professional knowledge acquired through degree supplemented by diploma level specialist training, experience, and additional short courses.

Communication and Relationship Skills

- To maintain effective channels of communication within and between the Heart Assessment Team and
 - Patients, carers and family members
 - All members of the multi-disciplinary team eg medical, nursing and therapy staff across the primary/secondary care interface
 - Outside agencies eg local, regional and national Coronary Heart Disease/Heart Failure forums and local support groups
- Ensure Heart failure / coronary heart disease data base is updated and contains all
- relevant information relating to patient's condition and the follow up care provided.
- To attend and contribute to appropriate Primary Care, Secondary Care and other meetings when required in the absence of the Team Manager ensuring effective communication and feedback.
- Refer patients to other agencies as necessary.
- To ensure confidentiality in all matters relating to patients, and particularly the confidentiality of electronically stored personal data in line with the requirement of the Data Protection Act.
- Ensure accurate record keeping.
- Provides and receives complex, sensitive information from patients, their carers, other health professionals

or external agencies. Utilise an appropriate manner that is understandable, offers empathy and reassurance and likely to achieve engagement. and being mindful to any barriers of understanding. Some patients may have special, needs, may be hostile or antagonistic.

Analytical and Judgemental Skills

- To have appropriate skills to assess, analyse and interpret complex needs of patients/clients and to make decisions around areas such as diagnosis, treatment plans and expected outcomes, risks associated with treatment and progression to palliation, end of life and deactivation of devices.

Responsibility for Resources

- To be responsible for equipment used and identify equipment that needs repair or replacement.
- To be aware of and maintain stock control
- To supervise work of others, clinical supervision of staff, students and provide training to others.
- Maintain accurate and comprehensive work-related records, including maintaining the departmental databases.
- To be aware of and participate in research and development activities within area of responsibility.

Freedom to Act

- Work as an autonomous practitioner, unsupervised with the ability to manage own time and prioritise workload effectively exhibiting managerial and supervisory skills.
- Work within code of practice and professional guidelines.
- To ensure that day to day services is delivered effectively within the Heart Assessment Team.

Physical, Mental and Emotional demands of the post

- There will be an ongoing requirement to exert light physical effort within a number of situations, clinically with regards to supporting/manoeuvring patients/clients utilizing the service. Walking regularly to various departments throughout both hospitals which can involve distances of over a kilometre at any one time. There may be the need to drive across site. Non clinical duties including sitting in restricted positions regularly due to nature of work with inputting data into the computer with regular keyboard use.
- To cope with frequent interruptions whilst in periods of concentration when providing clinical duties or when office based. Work pattern can be unpredictable.
- To act sensitively and compassionately at all times ensuring that patients/clients are dealt with sympathetically.
- To deal with frequent exposure to distressing or emotional circumstances working with palliative patients, patients requiring urgent symptom reviews and imparting unwelcome news/information to patients and their families.

Working Conditions

- To assess and deliver direct patient care in order to maintain professional competence, authority and credibility.
- To work in normal office conditions, including regular VDU work.
- With regards to working conditions there will be a frequent requirement to be exposed to highly unpleasant conditions due to working closely with the wards when reviewing patients or when examining patients in the clinical setting. Additionally, there can be frequent exposure to angry or upset relatives/patients within the clinical setting either face to face or via telephone which needs to be dealt with in an effective and understanding manner

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Registered General Nurse • Post registration cardiology nursing experience at Band 5 or above. • ENB 124 or equivalent • ENB 998 / C&G 730 or equivalent • Intermediate Life Support • Experience of working in a primary care setting. • Physical Assessment Course or ability to work towards this • Evidence of being able to study level 6/level 7 modules. 	
Experience	<ul style="list-style-type: none"> • Experience in developing and delivering educational information. 	
Knowledge and skills	<ul style="list-style-type: none"> • Ability to impart appropriate knowledge to other health care professionals. • Computer literate, key board skills, basic word processing skills • Demonstrates an awareness 	

	<p>of own limitations.</p> <ul style="list-style-type: none">• Evidence of excellent communication skills at all levels – verbal and non-verbal.• Ability to manage conflict and difficult situations positively.• Ability to develop practice and provide appropriate feedback to clinicians and managers.• Ability to manage own workload and meet deadlines set.• Accurate written and verbal reports.• Self-motivated and able to work independently.• Ability to support and challenge traditional views and work practices in a credible and non-threatening way.• Proven teaching and presentation skills	
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	<ul style="list-style-type: none"> • Ability to assist other professionals to identify learning needs in relation to the management of CHD / Heart failure. • Data base management 	
Other	<ul style="list-style-type: none"> • Ability to work across both Trust sites • Ability to work flexibly to meet the demands of the service 	

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.

