

# HEALTHCARE ASSISTANT - THEATRES

## Candidate Pack



## Our Trust

At The Shrewsbury and Telford Hospital (SaTH), our vision is to provide excellent care for the communities we serve. Working together across our teams, we provide district general hospital services for around half a million people in Shropshire, Telford & Wrekin, and mid-Wales.

Our main service locations are The Royal Shrewsbury Hospital and The Princess Royal Hospital, Telford, which together provide 99% of our activity. Alongside these, we also provide community and outreach services across the local area.

As one of Shropshire's biggest employers with around 7,000 staff, we offer a wide range of opportunities to build a rewarding career across both clinical and non-clinical roles. Our people are dedicated and passionate, working together to deliver the best patient care. No matter your role, you'll be joining a supportive team environment where you'll be able to make a real difference for our patients.

We are committed to supporting you at every stage of your career with us, whether you're starting something new or looking to take the next step into leadership. With strong partnerships and our newly awarded university hospital status, you'll have access to excellent education, mentoring and experience to help you thrive.

## Our Vision

"To provide excellent care for the communities we serve"

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

## Our Values



# Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level - from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction — between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

## C.A.R.E. Meaning and Practice

**Compassion** - Demonstrate genuine kindness, empathy and humanity in every interaction.

Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

**Acknowledge** - Actively listen and be fully present.

Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

**Respect** - Treat everyone with dignity, honesty and fairness at all times.

Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

**Empower** - Enable people to be active participants in their care and work.

Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included.

Poppy's Promise is more than a framework - it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

### **In daily practice, you can:**

- Take a moment before entering a patient's space - centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions - consider how your approach made the patient or family feel

### **All staff within the Trust are expected to:**

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

## Job Summary

*\*\*This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.\*\**

- This role is part of a team that helps patients before, during and after surgery.
- You will work across different operating theatres, helping to keep patients safe and comfortable.
- You will follow hospital rules and safety checks to make sure everything is clean and ready to use.
- You will help record important information about each patient and the equipment used.
- You will support trained staff and may help teach new team members.
- You will take part in training and help improve how things are done in the theatre.

## Job Description

|                        |   |
|------------------------|---|
| <b>Job title:</b>      | <b>Healthcare Assistant</b>                 |
| <b>Grade:</b>          | <b>Band 3</b>                               |
| <b>Site:</b>           | <b>The Princess Royal Hospital, Telford</b> |
| <b>Accountable to:</b> | <b>Theatre Manager</b>                      |
| <b>DBS required:</b>   | <b>Enhanced</b>                             |

## Job Purpose

To function as a member of the multidisciplinary Theatre team, demonstrating competence\* (\*as defined in Benner's research 'Novice to Expert' [1984] where stages of professional development are identified on a continuum : Novice, Advanced Beginner, Competent, Proficient, Expert) in the duties required of a support worker in the Perioperative setting, as identified in the relevant competency document. To ensure the provision of a safe Perioperative environment for patients, staff and visitors, through: (a) adherence to the principles of Clinical Governance / Clinical Risk Management / Evidence-Based Practice / Quality assurance / Health & Safety measures (b) adherence to the national and local Trust policies, procedures, protocols and guidelines designed to protect all involved.

## **Main Duties and Responsibilities**

### **SCOPE AND RANGE**

Having achieved the required standards of practice.

Within the Trust's Policies, Procedures, Protocols and Guidelines the postholder will be expected to work competently\* and flexibly across all surgical specialties (11 theatres RSH, 8 theatres PRH) as required by service needs.

### **PATIENT CARE**

Having achieved the required standards of practice.

Patient Care The postholder's responsibility for Perioperative patient care includes assisting under supervision in the implementation of evidence-based care interventions, acting always as the patient's advocate, and liaising with senior colleagues in the Theatre Department to ensure patients receive the highest quality Perioperative care throughout.

\*As Benner's definition [1984]

### **Record Keeping**

The postholder will maintain accurate, legible records relevant to each patient in accordance with statutory / NMC / HCPC and Trust / Department requirements, eg. Holistic patient care notes

- Swabs / instruments / sundries counts
- Sterility / traceability checks
- Health & Safety / equipment checks
- Theatre Registers

### **KNOWLEDGE, TRAINING AND EXPERIENCE**

The postholder must possess an appropriate qualification (Operating Department Practitioner, NVQ Level 2 or Health Care Assistant, NVQ Level 2)

The postholder will be expected to achieve the standards of knowledge, skills and clinical practice outlined in the Theatre Support Personnel Competency Document

### **SYSTEMS AND EQUIPMENT**

Having achieved the required standards of practice.

The postholder conducts Health & Safety checks of his/her working environment and reports problems encountered to a senior colleague, communicating effectively with the multidisciplinary team as appropriate, leaving all equipment / systems in a safe, immediately-usable state for other members of the multidisciplinary team to utilise as necessary, and assisting Registered Practitioners to ensure that all aspects of the physical Perioperative environment are safe for use by patients, staff and visitors

## **DECISIONS, JUDGEMENT AND FREEDOM TO ACT**

Having achieved the required standards of practice.

### **Analytical / judgement skills**

The postholder contributes proactively to the delivery of high quality perioperative patient care under the supervision of Registered Practitioners and within the Trust's policies, procedures, protocols and guidelines.

### **Planning /organisational skills**

The postholder:

- organises his/her own time on a daily basis, liaising with other members of the multidisciplinary team as appropriate
- assists Registered Practitioners in organising the provision of the relevant equipment/systems for clinical procedures
- assist the Registered Practitioners in the provision of a high quality peri-operative service at all times through his/her participation in the on-call rota.

### **Responsibility for Policy / Service Development**

The postholder is responsible for:

- adhering to Health & Safety/Fire regulations, Accident/Incident reporting procedures etc.
- adhering to Theatre Department policies/protocols, and may be asked to comment on the development of new policies etc

### **Responsibility for Human Resources**

The postholder has responsibility with reference to his/her specialised area of practice, for:

\*As Benner's definition [1984]

- Participating in the teaching of new support personnel in the Theatre Department, liaising as appropriate with senior colleagues and other members of the multidisciplinary team to provide a high quality learning environment at all times
- Assisting in the provision of support for pre-registration learners
- attending mandatory training and study sessions relevant to professional development and the requirements of the Department

### **Responsibility for Research and Development**

The postholder:

- Is expected to participate regularly in audits of clinical practice, and may
- be asked to participate in data collection for clinical trials

## **Freedom to Act**

The postholder acts within the Trust's policies, procedures, protocols and guidelines, and is accountable for his/her own actions

## **Responsibility for Financial and Physical Resources**

The postholder uses resources effectively, orders stock for the Theatre Department as required and assists Registered Practitioners to ensure that all equipment and systems are safe pre- and post- utilisation.

## **COMMUNICATIONS AND RELATIONSHIPS SKILLS**

Having achieved the required standards of practice

- The Postholder, adhering at all times to the Trust's confidentiality requirements, communicates verbally / non-verbally / in writing / electronically as appropriate, with : • Patients, carers of learning-disabled patients, colleagues in the multidisciplinary Theatre team, and other Departments, to ensure high quality patient care and the smooth running of operating lists
- Provides reassurance and support to patients in the Perioperative setting

## **PHYSICAL, MENTAL AND EMOTIONAL DEMANDS**

Having achieved the required standards of practice (Section 5.2) :

### **Physical skills**

- Prepare / check the Perioperative environment pre-operatively, clear / check the Perioperative environment post-operatively
- Assist in the movement of conscious / unconscious patients through a range of specialised positions to facilitate anaesthesia, surgery or recovery
- Basic IT skills

### **Physical effort**

- Movement of instruments / equipment / trolleys / beds
- Assist in the transfer of conscious / unconscious patients between trolley / operating table / bed
- To work on an ad hoc and flexible basis to support ward/department teams throughout the Trust delivering care.

## Person Specification

|                             | <b>Essential</b>   | <b>Desirable</b>  |
|-----------------------------|--|---|
| <b>Qualifications</b>       | <ul style="list-style-type: none"> <li>• GCSE in Maths and English grades 9-4 (AC) or Functional Skills Level 2 or equivalent</li> </ul>   | <ul style="list-style-type: none"> <li>• NVQ Level 2 / Level 3 Diploma in a health related subject</li> <li>• Perioperative practice qualification</li> <li>• Care certificate</li> </ul>     |
| <b>Experience</b>           | <ul style="list-style-type: none"> <li>• Can demonstrate an understanding of what is required within the role of a Healthcare Assistant in Theatre</li> <li>• Can describe the Trust Values and demonstrate how they put these into practice</li> </ul>  | <ul style="list-style-type: none"> <li>• Previous health care experience</li> <li>• Previous experience as a Theatre HCA (or circulator)</li> <li>• Work experience within theatre</li> </ul> |
| <b>Knowledge and skills</b> | <ul style="list-style-type: none"> <li>• Evidence of effective verbal and written communication skills</li> <li>• Evidence of the ability to work with a variety of teams, in a number of different acute settings, on a daily basis, to achieve a common goal</li> </ul>  |   |
| <b>Other</b>                | <ul style="list-style-type: none"> <li>• Is aware everyone has different feelings and values and is aware of the need to respect and acknowledge those of other people at all times</li> <li>• Is aware of their own values, attitudes and cultural assumptions and does not allow them to have an adverse impact on other people.</li> <li>• Is aware of their own values and is able to</li> </ul> | <ul style="list-style-type: none"> <li>• Understanding of the principles and values underpinning good care practice</li> </ul>  |

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|--|--|--|
|  | <p>demonstrate alignment to the values of the Trust.</p> <ul style="list-style-type: none"><li>• Understands they will be required to actively seek and take part in learning opportunities.</li><li>• Is aware they will be required to adapt to change to continually meet the needs of the theatre department and the patients they support</li><li>• Is aware of the need to show initiative.</li><li>• Ability to work well independently under the supervision of others</li><li>• Attention to detail</li><li>• Has a “can do” attitude and demonstrates a willingness to “go the extra mile”</li><li>• Ability to work under pressure and at times in emotionally demanding situations</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.

