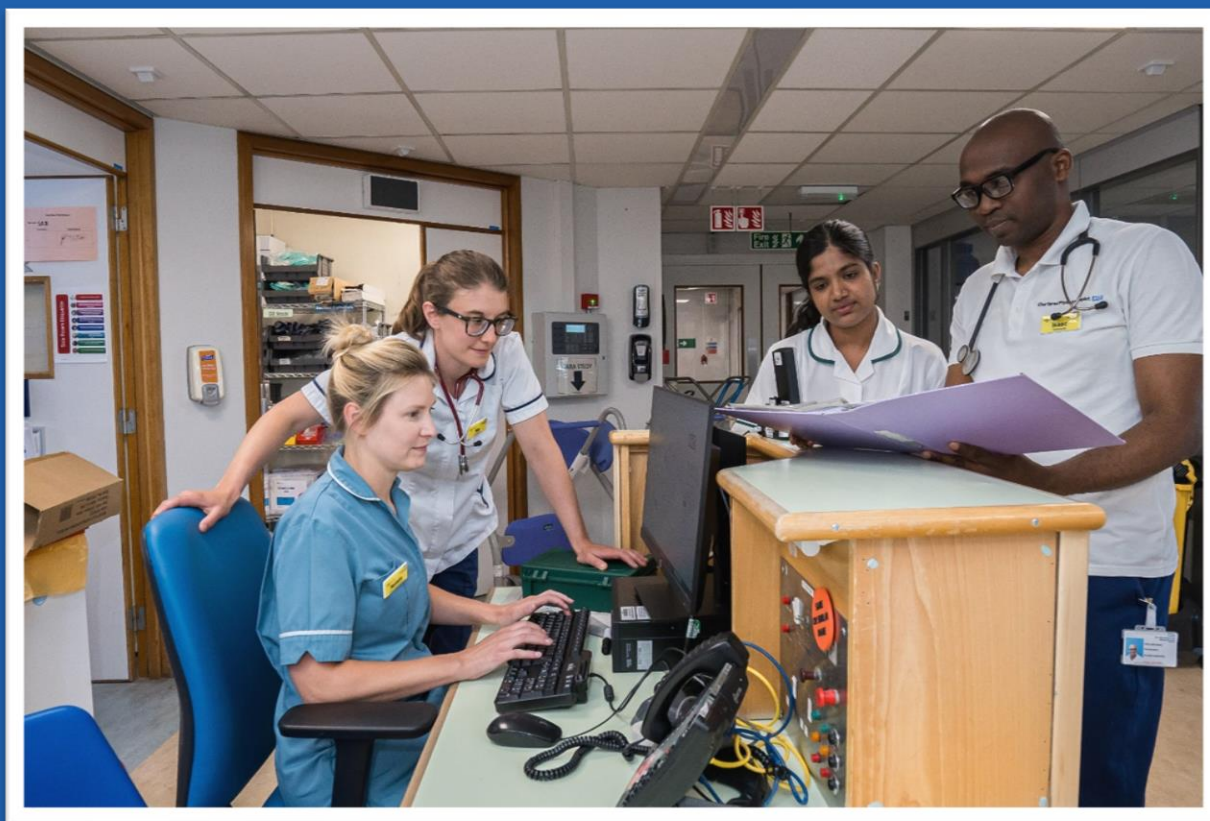


# Haemodialysis Clinical Practitioner Candidate Pack



# 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.\*\**

- Lead the haemodialysis service, providing expert care and support for patients receiving kidney dialysis treatment.
- Assess patients' needs, plan and oversee their care, and make sure treatment is safe, effective and delivered to a high standard.
- Support, guide and supervise nursing staff, helping them develop their skills and provide excellent patient care.
- Work closely with doctors and the wider healthcare team to improve services, review practice and ensure care follows national and local guidelines.
- Manage the day-to-day running of the unit, including staff planning, patient schedules, equipment and supplies, to ensure services run smoothly.
- Act as a senior clinical leader, supporting service development, handling incidents and concerns, and deputising for the Renal Unit Manager when required.

## Job Description

|                        |                                          |
|------------------------|------------------------------------------|
| <b>Job title:</b>      | Haemodialysis Lead Clinical Practitioner |
| <b>Grade:</b>          | 7                                        |
| <b>Site:</b>           | The Royal Shrewsbury Hospital            |
| <b>Accountable to:</b> | Matron for Renal Services                |
| <b>DBS required:</b>   | Yes - Enhanced                           |

## Main Duties

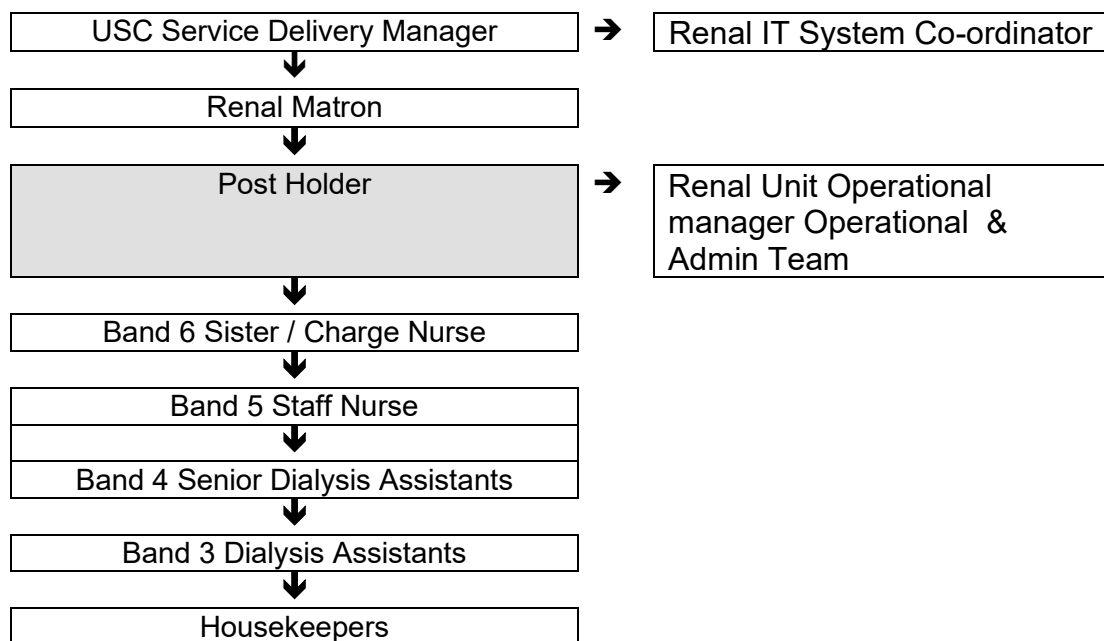
The post holder will function as an expert clinical practitioner within the specialty, acting as a clinical and professional resource to the multi disciplinary team, patients and carers. They will deliver direct patient care whilst managing, leading, co-ordinating and overseeing nursing practice.

They will work in partnership with the Renal Unit Operational Manager taking a lead role in the co-ordination and delivery of Centre Haemodialysis. They will take responsibility for the introduction of new modes of therapy, formulation of policies, procedures, standards and operational strategies relating to haemodialysis and will ensure the efficient and effective utilisation of resources to deliver optimum quality care.

The post holder will deputise for the Nurse Manager in his / her absence, driving forward evidence based practice and take responsibility for the supervision of staff and the policies and practices that operate within their clinical area. They will support the Renal Unit Operational Manager in many aspects of staff management to include staff

recruitment and retention, appraisals, assessment of competence, sickness absence management, formulation of duty rosters and compliance with all HR policies and guidelines.

## Organisational Chart



## Patient Care

- To be a specialist practitioner, leading innovation and demonstrating clinical expertise in the field of Centre Haemodialysis (CHD).
- To act as a resource and advisor on all aspects of acute and chronic haemodialysis management to patients, relatives and colleagues both in renal services and other wards / departments throughout the Trust.
- To practice clinically, leading, coordinating and supervising nursing practice. Ensuring that all patients who are referred for haemodialysis have their needs assessed, that programmes of care are developed to meet these needs and are delivered in accordance with agreed policies and procedures.
- To monitor care given to patients and, utilising best practice and available evidence, demonstrate competence in choosing an appropriate method of treatment delivery when a range of options are available. This may also require the changing and adjustment of plans at short notice.
- To co-ordinate the CHD patient timetable and plan the allocation of staff, hardware and consumables in the most efficient way in order to maximise the frequency and duration of dialysis.

- To attend monthly MDT's with renal consultants.
- To lead the team in utilising the approved manual handling strategies to move patients safely using procedures taught by the manual handling team, including the safe use of mechanical and non-mechanical manual handling aids.
- To take a lead in the formulation, implementation and review of clinical policies and procedures relevant to CHD, ensuring information regarding new policies and procedures is disseminated at all levels.
- Review clinical standards and practice, in accordance with NHS and renal guidelines.
- To ensure the clinical environment maintains high standards of cleanliness, tidiness and décor.
- To allocate and supervise junior staff on the unit to support them in their training and progression.

## Management and Leadership

- To deputise for the Renal Unit manager in her absence.
  - Staff shortfalls and off duty planning
  - Recruitment / Retention Issues
  - Performance management
  - Professional development
  - Sickness / absence management
  - Grievance / disciplinary issues
- To exercise leadership of the team, ensuring that they are a visible, accessible and assertive figure to whom patients, relatives and staff can turn for assistance, advice and support.
- Ensure that all local and national HR policies, procedures and guidelines are adhered to and report any failure to do so appropriately.
- To be an authorised signatory for stock orders, staff time sheets and expenses.
- The post holder will be expected to complete the Post Graduate Diploma with a specialist interest in Renal and non-medical prescribing. Consultant mentorship will be provided.
- To undertake the role of Nurse Independent Prescriber within the Renal service and in line with Trust policy, professional regulatory and national guidance.
- To maintain competency in prescribing according to level of prescribing qualification and participate in regular continuing professional development in relation to the role.



- To prescribe in accordance with the Trust's Medicine code, its Non -Medical Prescribing Policy and other local and national prescribing guidance.
- To prescribe within the limits of their individual competencies and approved Scope of practice/Formulary
- To contribute to annual staffing establishment and skill mix reviews, encouraging and promoting new ways of working which support and contribute towards Divisional and corporate objectives.
- To work with all members of the multi professional team to develop services that meet organisational and contractual requirements and to ensure the effective provision of all aspects of clinical care are maintained at a high standard.
- To supervise the management of haemodialysis stock and top up systems including inventories, supply issues and equipment faults.
- To lead, support, supervise and instruct the renal team through the process of change, demonstrating tenacity, drive professional integrity, balance and perspective. To resolve conflict and ensure feedback.
- To undertake specific management responsibilities in relation to coordination of nursing activities. Proactively developing, implementing and reviewing both clinical and management practices to ensure that they are cost effective.
- To undertake trials of consumables and hardware including machines and ancillary devices, dialysers, haemofilters and circuits with the aim of providing cost effective and efficient service delivery.
- Will be conversant with clinical IT and renal database, ensuring that required data is entered & up to date.
- To collate and interpret statistical information relating to patient care. Ensure that CHD activity is effectively monitored, audited and reported in accordance with identified information requirements.
- To take the lead role in ensuring accurate reporting and follow up of clinical incidents, complaints and PALS interventions relevant to the team. Ensure that any incident, complaint or other undue occurrence is handled and reported in accordance with Trust policy.
- Undertake the recruitment and selection of staff to renal services.
- Work closely with all Senior Staff within renal services, ensuring that there is cross site development where appropriate.
- Assist the Service Delivery Unit team in the implementation of the department's strategic objectives and business plan taking on specific areas of responsibility.



- Will lead and actively contribute towards unit / departmental meetings deputising for the Nurse Manager when required.

## Communication and Relationships

- Maintain accurate, legible and holistic nursing records according to NMC guidelines and unit guidance. Take the lead in audit of particular elements of documentation, in conjunction with the Nurse Manager. Ensure the documentation of junior staff within the team adhere to the same standards.
- Ensure that all team members report changes in patient progress effectively, both verbally and in written form.
- Demonstrate an ability to liaise effectively with all members of the multidisciplinary team and external agencies, building successful links to support and promote effective team working whilst providing professional nursing advice with regard to aspects of haemodialysis services.
- Maintain collaborative working relationships and effective communications between all members of the multidisciplinary team and clinical areas, in order to ensure a high standard of co-ordinated patient care.
- Where appropriate interpret and present clinical information to patients and their relatives, demonstrating highest levels of interpersonal and communication skills in what can be a highly emotive atmosphere. Ensure that patients and their carers have sufficient relevant verbal and written information taking the lead in the development of appropriate information leaflets.
- Communicate in a manner that is perceived as being constructive and helpful by patients, relatives, carers and staff. Respond appropriately to ineffective communication techniques and styles used by staff, taking first line action in the event of continued issues. To initiate basic ward based training for junior staff in relation to communication strategies.
- Demonstrate sensitivity in dealing with complex and confidential information from patients, families and colleagues, giving advice and support when necessary. Respond appropriately to the information given.
- Will actively support staff working with highly distressing / highly emotional levels of critical illness.
- As a member of the departmental management team ensure that information / decisions are cascaded appropriately both to junior and senior staff using tools such as regular timetabled meetings (for which minutes are produced), newsletters, memos and other relevant communication strategies

## Education, Development and Supervision

- Develop, co-ordinate and participate in educational programmes for patients and their families, including:
  - Educating patients' and their families about renal failure and its treatment by haemodialysis and other replacement therapies.
  - Teaching and developing patients and relatives to a satisfactory standard of haemodialysis self care with a view to eventual home haemodialysis.
- Assume an active role in self development taking personal responsibility for keeping up to date with new procedures and technology in all aspects of renal failure and its treatment.
- Acquire, develop, maintain and update, the required level of skill and competence to meet the needs of the post, identifying development needs and together with the Nurse Manager formulate an action plan to achieve them.
- Attend relevant study days / lectures where appropriate, to both update and increase knowledge.
- Recognise the need to develop the roles of team members at all levels, supervising, advising and supporting them in gaining the appropriate competencies.
- Identify the training and educational needs for all staff, contributing to the development and provision of annual training plan.
- Participate in the supervision, teaching junior staff, student nurses and health care teams to increase their understanding and awareness of patients receiving haemodialysis and related alternative renal replacement therapies.
- Participate in informal and formal teaching sessions for staff, delivering orientation programmes for new staff and provide relevant feedback to all members of the team.
- Ensure all allocated staff receive an annual appraisal, taking action with appropriate referral if there are any issues with regard to individuals IPR or completion of set objectives.
- Attend Mandatory training sessions.

## Person Specification

|                             | Essential                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Desirable |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| <b>Qualifications</b>       | <ul style="list-style-type: none"> <li>• RN with BSc qualification</li> <li>• Renal speciality course or equivalent</li> <li>• Teaching /assessor qualification</li> <li>• Physical Assessment qualification</li> <li>• Non-medical prescribing qualification</li> </ul>                                                                                                                                                                                                                                                               |           |
| <b>Experience</b>           | <ul style="list-style-type: none"> <li>• Minimum 5 years post registration experience</li> <li>• Minimum 18 months experience with dialysis speciality experience at a senior level</li> <li>• Ability to act on own initiative with evidence of sound decision making abilities</li> <li>• Ability to demonstrate up to date experience and depth of knowledge and clinical competence.</li> <li>• Demonstrate extended clinical practice skills such as phlebotomy, venepuncture, ECG taking or willingness to undertake.</li> </ul> |           |
| <b>Knowledge and skills</b> | <ul style="list-style-type: none"> <li>• Leadership</li> <li>• Team building</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                |           |

|              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |
|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|              | <ul style="list-style-type: none"> <li>• Managing resources</li> <li>• Time management</li> <li>• Role model</li> <li>• Change management/Clinical Developments</li> <li>• Audit and research</li> <li>• Clinical Governance</li> <li>• NHS and Government Strategy</li> <li>• Evidence of managing a ward/department/staff on a regular basis</li> <li>• Ability to work independently as well as in a team.</li> <li>• Evidence of further study and staff development</li> <li>• Demonstrate significant contribution to innovative practice or change management.</li> <li>• Able to demonstrate an active role in teaching</li> <li>• Experience as Mentor/Preceptor to unregistered</li> </ul> |  |
| <b>Other</b> | <ul style="list-style-type: none"> <li>• Ability to communicate articulately (written, verbal and non-verbal)</li> <li>• Ability to relate to and motivate others</li> <li>• Proven personal organisational skills</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.

