

# Head & Neck Service Co-ordinator

## 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 the Centre management team to make sure patient services run smoothly across the Head, Neck and Ophthalmology Centre, helping with tasks linked to service coordination.
- You will help organise patient admissions and appointments so that beds, theatres and other areas are used safely and well through patient flow management.
- The job involves working with many different staff to solve problems, share information and keep services running on time using team communication.
- You will help check performance, look at data and support plans that improve how the Centre works through performance monitoring.
- The role includes helping to plan new ways of working, supporting projects and making sure staff and patients get clear information through service improvement.
- You will also speak with patients about sensitive matters in a calm and helpful way, giving non-clinical advice linked to patient support.

## Job Description

<b>Job title:</b>	Head & Neck Service Co-ordinator
<b>Grade:</b>	5
<b>Site:</b>	The Princess Royal Hospital, Telford with cross-site working to the Royal Shrewsbury Hospital
<b>Accountable to:</b>	Operational Manager – Head, Neck & Ophthalmology
<b>DBS required:</b>	No

## Main Duties

The Head & Neck Service Co-ordinator will assist the Management Team of the Head, Neck & Ophthalmology Centre in the operational management of the Centre.

The clinical services are organised into 8 Clinical Centres. The Head, Neck & Ophthalmology

Centre comprises of a Centre Manager, Clinical Directors x 2, Operational Manager for Head, Neck & Ophthalmology, 2 Band 6 Assistant Operational Managers, 2 x band 5 Co-ordinators and 1 Matrons together with support staff.

The role of a Head & Neck Service Co-ordinator is to assist with the provision of all patient services in the Head, Neck & Ophthalmology Centre as requested by the management team. The position reports to the Operational Manager who manages performance of inpatients, daycare and outpatient services as per locally and nationally agreed objectives, targets, quality standards, controls and resource constraints.

The job description is not restrictive, nor exhaustive, and will be reviewed in consultation with the post holder as appropriate.

The Head & Neck Co-ordinator will assist the Centre management team in ensuring the smooth delivery of a quality patient focused service.

## **Key accountabilities:**

### **Operational Management**

- To assist the Operational Manager & Assistant Operational Manager in the co-ordination of patient hospital admissions ensuring that all relevant departments such as site manager, wards, senior nurse, ward nurses etc. have adequate information which may be of a sensitive and contentious in order to process the patient's journey through the hospital. At the same time ensuring that occupancy is maximised and the bed allocation, theatre capacity, (and when appropriate ITU capacity) is not exceeded.
- To assist the Operational Manager & Assistant Operational Manager in resolving complex problems and issues (such as patient flow) by means of effective persuasive and negotiating skills with multidisciplinary team members and patients in order to maximise inpatient, day case and outpatient capacity throughout the Centre.
- To deliver on agreed performance targets and work with the Centre management team to manage variances.
- To assist the Operational Manager & Assistant Operational Manager to identify and plan new patterns of service delivery across the Centre, dealing with a wide range of complex issues (such as capacity and demand planning) and adjusting where necessary in order to improve productivity and efficiency. Plans may impact across the service e.g. improving clinic capacity.
- To identify capacity and demand variances and monitor these plans on a monthly basis.
- To work with the management team to implement best practice across the Centre.

- In collaboration with the Operational Manager & Assistant Operational Manager, look at new ways of working and “culture of ideas and continuous change” to improve service delivery and test limit of existing capacity.
- Act as a role model by maintaining credibility within the Trust, the wider community and external agencies, ensuring a positive image of the Trust is maintained.
- Act as the trust representative including contributing to debate and discussions and making commitments to deliver work packages to agreed deadlines, ensuring that other team members are adequately informed.

## Performance management

- In agreement with the Operational Manager & Assistant Operational Manager, develop and monitor key performance indicators to monitor the performance of surgical services across the Centre. This will include working and engaging with the clinical team to develop service standards and targets.
- Monitor performance of the Service against its agreed objectives, taking corrective action where necessary.
- Assist the Operational Manager & Assistant Operational Manager to review the quality of the services on an ongoing basis, ensuring that regular audits of user satisfaction are undertaken.
- Prepare and provide regular, timely and accurate information to the Operational Manager & Assistant Operational Manager using appropriate analytical and presentation techniques using data extracted from the Trust’s patient-based information systems.
- In collaboration with the Operational Manager & Assistant Operational Manager, make suggestions to design, develop and maintain information reporting systems, databases and query tools required to support the Trust.
- Maximise the use of Information technology Systems, constantly seeking new and improved ways to provide information by analysing and acting on information to proactively manage and maintain NHS targets

## Information and communication

- Use IT software and information management data on a regular basis, creating and developing reports to support self-improvement and performance among clinical teams.
- To ensure, with the Operational Manager & Assistant Operational Manager, that effective communication takes place within the Centre in order that staff

are regularly briefed about matters affecting themselves, the Centre and the Trust as appropriate.

- To assist and make recommendations on any changes to the Centre's information systems.
- To bring to the attention of the Operational Manager & Assistant Operational Manager any issues which will impact on service provision.
- To take on and manage any specific projects for the Centre as requested.
- The post holder is expected to contact patients directly regarding sensitive matters, providing non-clinical advice in relation to appointments and treatment dates.

## **Clinical Governance**

- Ensure clinical risks are identified, reported and managed within the Centre and adhere to Trust Clinical Governance Policy

## **Physical effort**

- There is a frequent requirement for sitting in a restricted position for a substantial proportion of the working time.

## **Mental Effort**

- There is frequent requirement for concentration where the work pattern is predictable and occasional requirement for prolonged concentration

## **Emotional effort**

- There will be occasional exposure to distressing or emotional circumstances

## **Working conditions**

- There is a requirement to use VDU equipment more or less continuously on most days.

## General Duties

- To take personal responsibility for professional self-development with regard to keeping up to date with computer software and NHS issues.
- To perform all duties in the line with the Trust's Equal Opportunities Policy.
  
- Comply at all times with the requirements of the Health and Safety Regulations and take responsibility for the health, safety and welfare of colleagues, patients and visitors.
- Ensure confidentiality on all matters obtained during the course of employment.
- It is the policy of the Trust to promote health. Smoking therefore is actively discouraged and is prohibited in the majority of the hospital, including offices. However, there are designated smoking areas on both sites.
- All employees of Shrewsbury & Telford NHS Trust must not, without prior permission, disclose any information regarding patients or staff. In circumstances where it is known that a member of staff has communicated to an unauthorised person those staff will be liable to dismissal. Moreover, the Data Protection Act 1984 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.
- This post is exempt from the Rehabilitation of Offenders Act 1974 and this means that any criminal conviction must be made known at the time of application.
- The Patient's Charter commits us to meeting the rights and standards required. We expect our staff to be aware of these rights and standards and to be fully involved and co-operative in meeting them.

## Person Specification

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent knowledge, skills and experience</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in a financial or performance field would be an advantage</li> <li>• Experience in producing reports using IT software and analytical analysis.</li> <li>• Experience of project management and coordination skills</li> </ul>	
<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Ability to analyse complex problems and to develop practical and workable solutions to address them.</li> <li>• Ability to think and plan tactically and creatively.</li> <li>• Ability to manage and deliver deadlines within existing resources.</li> <li>• A strong sense of personal and team accountability coupled to a clear understanding of the boundaries around delegated authority.</li> <li>• IT literate with ability to use all Microsoft Office applications.</li> <li>• Well developed influencing skills with the ability to motivate and involve individuals and teams.</li> <li>• A commitment to improving patient services through an ability to sustain a clear performance focus on</li> </ul>	<ul style="list-style-type: none"> <li>• Example</li> <li>• Example</li> <li>• Example</li> </ul>

	<p>achieving demanding goals.</p> <ul style="list-style-type: none"> <li>• High level of work organisation/prioritisation, self-motivation, drive for performance and improvement and flexibility in approach and attitude.</li> </ul>	
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## 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.

