

# HIGHER THERAPY SUPPORT WORKER

## 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.\*\**

- To support the qualified therapist (Physiotherapist, Occupational Therapist, Dietitian and Speech and Language Therapist) in providing a high standard of Therapy intervention following protocols agreed by professional colleagues.
- Therapy intervention following protocols agreed by professional colleagues.
- To work as a positive and proactive member of the multidisciplinary team
- To perform screening assessments and treatment programmes as per agreed protocols with delegated patients.
- To hold responsibility for own delegated caseload following discussion with the Therapist.
- To work within a competency framework to ensure safe practise.
- To always use the Trust values as a framework for own behaviour and encourage others to do likewise, ensuring the values underpin all that is done by the Therapy teams.

## Job Description

<b>Job title:</b>	Higher Therapy Support Worker
<b>Grade:</b>	Band 3
<b>Site:</b>	The Royal Shrewsbury Hospital
<b>Accountable to:</b>	Therapy Manager
<b>DBS required:</b>	Enhanced

## Competency Framework

This job description should be read in conjunction with the competency framework for the post.

## Main Duties and Responsibilities

- To carry out identified assessments with specific patients referred to therapy.
- To carry out the therapy treatment programme with the patient, monitor progress and develop treatment regimens under the guidance of the Therapist and within agreed protocols.
- To assess the patient understanding of treatment proposals, gain consent and feedback to the therapist information regarding the patients who lack capacity to consent to treatment.

- To progress the patient treatment programme in accordance with plans developed by the Therapist within agreed protocols.
- To liaise with relatives/carers to gain their views / needs as part of the overall assessment, treatment, and discharge planning process.
- To support the Therapist as required during visits across a variety of community settings. Progression of treatment
- To make referrals to external agencies as requested by the Therapist.
- To liaise with the other members of the multidisciplinary team, attending board rounds and meetings, as appropriate, referring patients on and actively contribute to the discharge planning process.
- To be aware of clinical risk within own patient caseload escalating issues to senior staff and act in accordance with Trust policy.
- To comply with legislation regarding patient confidentiality.
- To comply with the Trust and Therapy Centre policies, procedures and guidelines.
- To be responsible for maintaining accurate and comprehensive treatment records in line with the Trust and Therapy Centre standards of practice.
- To be responsible for the collection of statistical data.
- To be aware of the need to continually maintain own competency in accordance with the therapy competency framework and to maintain a portfolio of evidence.
- To participate in Annual appraisal and Personal Development Opportunities, including regular clinical supervision
- To be an active member of the in-service training programme by attendance at, and participation in, CPD and in-service training programmes, tutorials, individual training sessions, external courses, and peer review.
- To attend all Trust statutory and mandatory training as required.
- To always be aware of the safety of patients and staff and to carry out duties in line with the Health and Safety at Work Act.

## Organisational

- To support the Therapist for the team, in organising and planning own caseload to meet service and patient priorities, readjusting plans as situations change / arise.
- To provide training to other staff members regarding role as required.
- To provide training programmes as required to patients or carers in individual or group settings.

## Systems and Equipment

- To be responsible for the safe use of any equipment needed for the assessment of patients
- To use appropriate equipment within the remit of the post ensuring all items are appropriately decontaminated and cleaned.
- To maintain competence in the delivery, fitting, demonstrating / training to ensure safe use of standard equipment including patient's homes.

## **Decisions, Judgements and Freedom Act**

- To accept referrals and organise own caseload, working within agreed protocols and reporting back to the Therapist.
- Work is supervised and reviewed on a regular basis.
- To be responsible for organising own time on a day-to-day basis.
- To respond positively to service change and development, and together with the team members identify areas for future development.

## **Communication and Relationships**

- Use a range of verbal and non- verbal communication skills to communicate effectively with patients. This will include patients who may have difficulties in understanding or communicating
- To develop and maintain the skills required to provide and receive sensitive or contentious information, from patients and carers. The skills required include those of persuasion, motivation, negotiation, training, empathy, and reassurance.
- To demonstrate effective listening skills.
- To use information gained to communicate with members of the multidisciplinary team regarding patient issues, respecting the confidentiality of patient information disclosed.
- To be aware of referral mechanisms to outside agencies both verbal and written and to carry out these tasks when required. The focus will include patient information in order to continue seamless patient care.

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

- To perform tasks involving the handling of patients or loads on a frequent and repetitive basis
- The workload is frequently complex and challenging and is delivered under significant time constraints.
- To develop and maintain the ability to cope with and prioritise delegated caseload
- To continually develop own competencies within the competency framework for the role. The post holder will encounter frequently unpleasant working conditions.
- Frequent periods of concentration are required to record patient information always ensuring accuracy

## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• GCSE Grade 9-4 in Literacy and Numeracy.</li> <li>• Evidence of Knowledge and skills sufficient to demonstrate the ability and willingness to study and work at a level equivalent to NVQ level 3</li> <li>• NVQ level 3 in Health (Allied Health Profession support Physiotherapy and Occupational Therapy) or be prepared to commencement one</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Ability to work independently to an agreed protocol/treatment programmes following discussion with the qualified therapist</li> <li>• To give consistent and accurate feedback.</li> <li>• To demonstrate organisational skills and the ability to manage delegated workload.</li> <li>• Interact appropriately with patients, Developing rapport with patients, carers, and staff.</li> <li>• Able to make accurate and legible entries into patient and therapy notes.</li> <li>• Ability to learn through experience and receive feedback from others.</li> <li>• To demonstrate a positive attitude to working with people of all ages.</li> <li>• To demonstrate empathy with clients and carers.</li> <li>• To display coping strategies for dealing with</li> </ul>	

	<p>individuals who have barriers to understanding or exhibit challenging behaviour</p> <ul style="list-style-type: none"> <li>• Ongoing commitment to personal development and receive training.</li> </ul>	
<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Knowledge of Therapy intervention acquired through training or experience within a healthcare setting to NVQ3 equivalent level.</li> <li>• Knowledge of the role and boundaries of a higher support worker</li> <li>• Safe moving and handling skills Good interpersonal skills.</li> <li>• Good communication skills both verbal and written.</li> <li>• Flexible in working practise.</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Able to meet the travel requirements of the post</li> <li>• Able to work at all Trust sites</li> <li>• Flexible working across 7 days when required by profession</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.

