

# Maternity Outpatients Supervisor 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 supports the smooth running of maternity outpatient and scan services by leading the admin team and making sure work is done to a high standard.
- It involves organising clinics, appointments and staff rotas, and helping to solve problems when plans need to change.
- The job includes giving patients clear information about their appointments and keeping records accurate and up to date.
- It also involves training and supporting admin staff, managing supplies and helping improve how the service works.
- The role requires good communication skills, the ability to stay calm in a busy environment and confidence in making decisions when situations are not routine.

## Job Description

<b>Job title:</b>	Maternity Outpatients Supervisor
<b>Grade:</b>	4
<b>Site:</b>	The Royal Shrewsbury Hospital
<b>Accountable to:</b>	Administration Manager
<b>DBS required:</b>	None

### 1. Job Purpose

1. Provides secretarial and/or administrative support to colleagues, teams and/or services.
2. Carries out a range of administrative duties including answering queries, progress chasing, task-related problem solving.
3. Uses specialist knowledge in administration, policies, and procedures to respond to non-routine matters.
4. Liaises with own and other departments.
5. Accurately maintains electronic and/or hard copy records.
6. Deals with enquiries e.g. from patients, relatives and staff.

7. May provide training/supervision/leadership.
8. Coordinates activities such as meeting, waiting lists, clinics.

## **2. Main Duties and Responsibilities**

- 2.1 To provide leadership and management for the day to day running of the Administration and Clerical team within the Maternity Outpatients and Scan Department and, if applicable, Paediatric Outpatients, ensuring the A&C team are delivering the highest possible standard of work.
- 2.2 To have a robust understanding of the patient administration, outpatient clinic systems and of the case notes system and to be able to deliver all aspects of the administration service, if staffing levels require this.
- 2.3 To optimise list utilisation with proactive thinking, regularly monitoring the capacity of appointments and taking appropriate action to ensure the efficiency of appointments utilization and liaising with sonographers/midwives when extra capacity is required.
- 2.4 To have a clear understanding of antenatal/maternity pathways and the importance of aligning antenatal appointments with obstetric scan appointments as necessary.
- 2.5 To provide basic clinical information to patients in relation to the type of clinic they are attending and any medical instructions they need to follow prior to their appointment, ensuring that staff meet appropriate performance standards

### **Job Specific Information**

To be responsible for setting up all new maternity clinics, coordinating any changes in clinic capacity and clinic templates, including opening, closing and reducing clinics and maintaining control of the overbooking process.

To ensure these changes are communicated with the relevant clinical administrative staff.

### **Responsibility for Staff, Resources and Information**

- 2.6 To take an active part in the recruitment of the Maternity Outpatients Admin team and provide induction, on the job training and complete appraisals for all staff.

- 2.7 To organise and manage the allocation of annual leave for clerical staff, ensuring that the unit is covered at all times.
- 2.8 Will be required to demonstrate administrative, secretarial duties to new or less experienced employees or provide basic training on admin systems.
- 2.9 May be required to undertake day to day supervision and/or co-ordination of staff.
- 2.10 Responsible for maintaining stock control (e.g. consumables, admin stock) and ordering and maintaining office supplies and stationery.
- 2.11 May handle cash or patient valuables.
- 2.12 Frequent data entry, text processing and storage of data.
- 2.13 Updates, maintains, and stores clinical or non-clinical records.

### **Policy and Service Development**

- 2.14 To be aware of, and follow, all relevant Trust policies including those on information governance and data protection.
- 2.15 Implement policies in own work area and be aware of service improvement opportunities and actively seek opportunities to provide comment and suggestions on improving policies and working practices within the department/service.

### **Organisational, Analytical, Decision Making**

- 2.16 To plan and organise complex activities, which may be ongoing. This may include staff rotas, clinics, meetings, managing diaries, organising events/conferences and complex meetings.
- 2.17 To make judgements involving facts or situations, some of which require analysis. E.g. when deciding how to respond to queries, making decisions around diary commitments and how meetings or clinics will be organised.
- 2.18 To be guided by standard operating practices and well-established procedures however, the postholder will have to handle many matters that are non-routine and will require specialist knowledge of a range of work procedures and practices.

- 2.19 The postholder will with a significant degree of independence the majority of the time, deciding when it is necessary to refer to their manager.

### **Communication and Working Relationships**

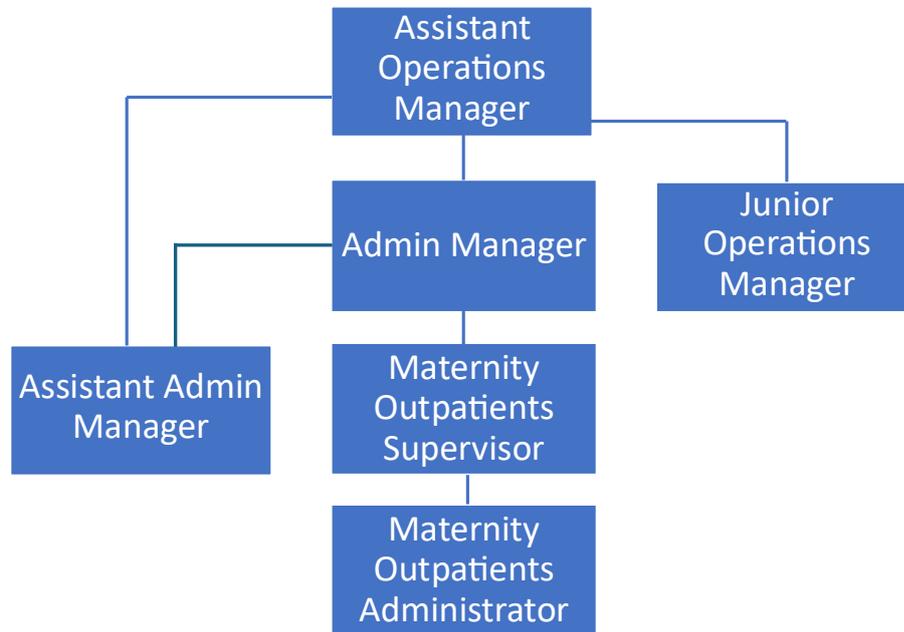
- 2.20 Provide and receive complex, sensitive, or contentious information requiring tact or persuasive skills or where they may be barriers to understanding, this includes the provision of written or verbal information to colleagues and patients.
- 2.21 Communicates complicated administrative information to staff from other departments and/or external contacts verbally or in writing.
- 2.22 May be required to exchange information with patients, relatives and staff on a variety of departmental matters and procedures.
- 2.23 Ensure that when handling patient information, or discussing patient needs, confidentiality guidelines are strictly adhered to and close attention is given to the Trust's confidentiality policy and information governance guidelines.

### **Physical, Mental and Emotional Effort**

- 2.24 The post holder will frequently be required to sit or stand in a restricted position for a substantial proportion of the day.
- 2.25 The post holder will work within a very busy office environment, frequently interacting with members of the public, patients, and staff with a constant stream of interruptions.
- 2.26 Frequent concentration required for administrative and secretarial duties, where the work is unpredictable due to urgent requests, e.g. problems with scheduling or rostering that require urgent amendments, urgent need for data or information for colleagues/meetings.
- 2.27 Exposure to distressing or emotional circumstances is rare
- 2.28 Use VDU equipment more or less continuously

### 3. Organisational Chart

An Organisation Chart (using Job Titles only) showing the job to be reviewed and at least two levels above and, where appropriate, two levels below in the structure.



## Person Specification

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• English GCSE or equivalent experience</li> <li>• NVQ Level 3 , Maths and English or equivalent qualification</li> <li>• Secretarial or Administrative qualification</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Administrative and Secretarial experience</li> <li>• Experience of working with software and Microsoft programmes</li> <li>• Experience of dealing with patients/ clients</li> <li>• Supervision of junior staff</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in a similar role</li> </ul>
<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Good organisational skills</li> <li>• Good keyboard skills</li> <li>• Excellent telephone manner</li> <li>• Dealing with patients, staff and colleagues</li> <li>• Computer literate with IT skills eg use of Microsoft office</li> <li>• Excellent interpersonal skills</li> <li>• Understanding of processes across Primary and Secondary Care</li> <li>• Understanding of confidentiality / Data protection issues</li> <li>• Knowledge and working experience of Trust systems</li> <li>• Understanding and knowledge of “choice” in healthcare</li> <li>• Ability to work across Hospital sites</li> </ul>	<ul style="list-style-type: none"> <li>• Some flexibility required to ensure continuity of service.</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.

