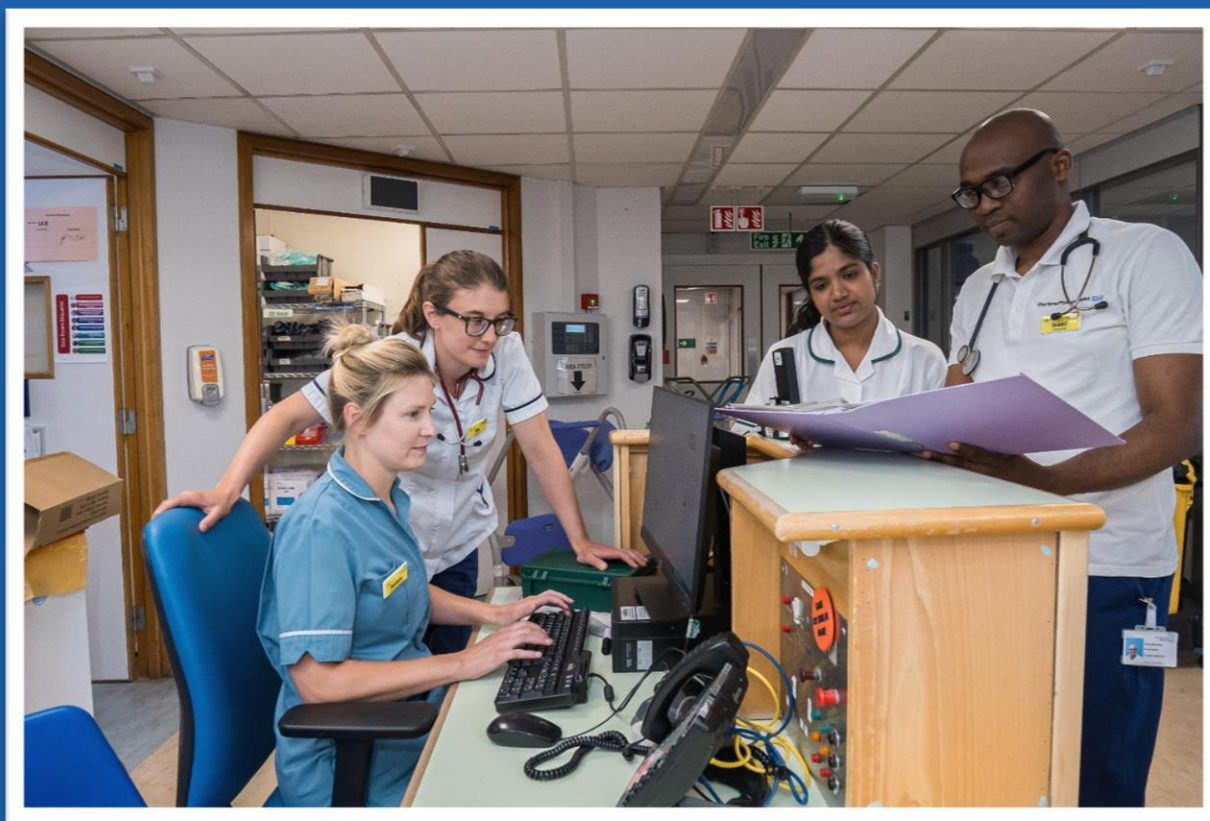


NEONATAL COMMUNITY OUTREACH TEAM STAFF NURSE

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.

- Supports babies and their families as they move from neonatal care in hospital to care at home, helping to ensure a safe and smooth discharge.
- Provides specialist neonatal follow-up care, including home visits, to monitor babies' progress and offer support when needed.
- Gives advice, education and emotional support to parents and carers, helping them feel confident in caring for their baby at home.
- Works closely with neonatal, maternity and community teams to deliver high-quality, evidence-based care across Shropshire, Telford and Powys.
- Assesses, plans and reviews care for babies and families, recognising any concerns and responding appropriately to meet individual needs.
- Contributes to the development of neonatal outreach and transitional care services, working across both hospital sites as part of a seven-day service.

Job Description

Job title:	Neonatal Community Outreach Nurse
Grade:	Band 5
Site:	The Shrewsbury and Telford Hospital NHS Trust
Accountable to:	Modern Matron
DBS required:	Enhanced

Job Summary

The post holder will support neonatal services across The Shrewsbury and Telford Hospital NHS Trust (SaTH), working across both Princess Royal Hospital (PRH), Telford, and Royal Shrewsbury Hospital (RSH), Shrewsbury. The role will promote timely, safe, and appropriate discharge planning for neonatal patients in line with established neonatal outreach eligibility criteria.

The post holder will be a skilled and collaborative practitioner, committed to delivering high-quality, evidence-based neonatal care. They will provide specialist follow-up care for infants requiring neonatal outreach support, ensuring continuity of care from hospital to home across Telford, Shropshire, and Powys. The role will involve delivering expert advice, education, and emotional support to families, enabling them to care for their infant confidently within the home environment.

Working as part of the multidisciplinary neonatal and maternity teams, the post holder will contribute to the ongoing development and delivery of neonatal outreach and transitional care services across the Trust. The position will include cross-site

working between PRH and RSH and participation in a seven-day service to meet the needs of infants and families throughout the region.

Main Duties / Responsibilities

Clinical

- Assess, plan, implement and evaluate individual programmes of care based on an agreed model of care and in consideration of individual need, maximising opportunities for health promotion and education.
- Manage a defined group of patients/clients, participating in all aspects of care from recruitment to NCOT to discharge.
- To assist the families in the community with home visits as required. This may include lone working.
- Assess and prioritise patient/client requirements, delegating effectively to others.
- To recognise, review and report patient's/client's condition and any changes to it to senior members of staff within the multidisciplinary team.
- To be professionally accountable for own actions during working shift.
- To comply with NMC and local standards for record keeping.
- To undertake administration of prescribed medication and supervision of patient's self medication.
- To be aware of the psychological/emotional needs of the patient/carer responding and reporting appropriately.
- To ensure parents/carers are competent in caring for their baby at home by keeping all education and competencies up to date.
- To be aware of family needs showing an understanding of different cultures, religious beliefs and family structures.

Management/Leadership

- To develop managerial skills by assisting the NCOT team under supervision.
- To take responsibility for the NCOT service occasionally in the absence of senior staff.
- To work as part of the multidisciplinary team and to regularly lead a team of junior nursing staff on a day to day basis reporting appropriately to the nurse in charge. to work in the neonatal unit as the service requires.
- To review current practice and report to ward /departmental manager areas requiring change.
- To supervise student nurses and support workers in the giving of care.
- To act as a positive role model for other staff.
- Utilise all resources to the maximum benefit of the service, being aware of resource implications specific to the NCOT service.
- Receive and report sensitive information within the nursing team to patients, carers, visitors, members of the multi-disciplinary team and external agencies.
- Recognise and report any complaints from patients and carers.
- Respond effectively to episodes of verbal and/or physical aggression.

Education

- Take responsibility for own professional development, developing own skills within the Scope of Professional Practice and the Trust Staff Nurse Development Programmes, attending any training required by the Trust and maintaining own personal development profile.
- To act as a mentor to junior nursing staff.
- Provide health promotion and education to patients/clients, carers and families.

Research / Governance

- Promote clinical excellence through participating in setting, maintaining and monitoring standards of care within clinical governance framework and take part in audit and benchmarking.
- Support and participate in research and development activity.
- Be aware of and maintain professional standards of conduct, reporting to senior staff members identified areas of concern.
- Participate in the model of Clinical Supervision as developed and promoted within the Trust.
- Participate in the delivery of evidence based care.

Person Specification

	Essential	Desirable
Qualifications	Current Professional Registration NMC or equivalent Foundations in Neonatal Nursing Evidence of CPD	Degree in relevant subject or willingness to undertake Community care of the neonate qualification (or willingness to undertake)
Experience	Neonatal community experience. An understanding of resource management Developed communication skills Evidence of working on own initiative, managing time and prioritising tasks.	Highly developed communication skills

	Ability to support management of change	
Knowledge and skills	Ability to inform discharge summaries, highlighting potential problems & issues at the hospital and at home. A knowledge of professional policies and procedures Ability to deal with complex and difficult situations Management of Stressful situations	An understanding of current issues relating to the NHS
Other	Professional at all times Motivated and able to motivate others Calm and objective Approachable Good interpersonal skills Occupational Health clearance Access to transport (travel will be required on a daily basis) Satisfactory attendance record in accordance with trust policies. Must be able to demonstrate behaviours consistent with the Trust's values.	

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.

