

NEWBORN HEARING SCREENER

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.

- Help make sure newborn babies receive their hearing screening test as soon as possible after birth.
- Carry out hearing screening tests for babies in hospital, clinic and community settings, following national standards and guidelines.
- Support and reassure parents and carers by explaining the screening process and sharing results in a clear and caring way.
- Keep accurate records and arrange follow-up appointments or referrals when further hearing checks are needed.
- Work closely with maternity staff and other healthcare professionals to provide a safe, high-quality screening service.
- Help deliver a seven-day service, including some weekends and bank holidays, while maintaining a family-friendly and patient-focused approach.

Job Description

Job title:	Newborn Hearing Screener
Grade:	Band 3
Site:	The Shrewsbury and Telford NHS Trust
Accountable to:	Local Newborn Hearing Screening Programme Manager
DBS required:	Enhanced

Job Purpose

The Newborn Hearing Screener is a key member of the Newborn Hearing Screening Programme (NHSP), responsible for delivering high-quality hearing screening to newborn babies in accordance with national standards and local policies. Working as part of a multidisciplinary team, the post holder will undertake hearing screening assessments in hospital, community, and outpatient settings, ensuring all eligible babies are screened within the required timescales.

The role involves providing clear, sensitive, and supportive information to parents and carers regarding the screening process and outcomes, maintaining accurate electronic records, and ensuring timely referral of babies requiring further assessment. The post holder will work independently within established protocols while contributing to the smooth running of the screening service.

The successful candidate will demonstrate excellent communication and interpersonal skills, a caring and compassionate approach when working with

families, and the ability to manage a varied workload. They will be committed to maintaining confidentiality, adhering to NHS policies, and delivering patient-centred care that supports early identification and intervention for babies with hearing impairment.

The candidate will assist in providing a 365-day Hearing Screening Service to ensure maximum coverage of births, to include weekends and bank holiday work and will work under the supervision of the Local Screening Manager.

Main Duties and Responsibilities

Key Responsibilities

Vision

- This is a clinical support post as described in the above job profile. The post holder is required to work with support from the Local Newborn Hearing Screening Programme Manager. To be responsible for all aspects of own work in the delivery of this programme.

Delivery

- To identify all newborn babies who require screening by liaising with maternity staff and utilising the National IT System (S4H).
- Proactively keep parents, colleagues and other health professionals informed of all relevant and appropriate information with regard to the Trust and National Hearing Screening Programme
- Communicate effectively with parents and carers, providing information and reassurance throughout the screening process.
- To be aware of and adhere to departmental clinical protocols, policies, procedures and standards
- Perform newborn hearing screening tests using approved screening equipment and protocols.
- To organise the follow-up appointments and provide hearing screening for babies returning to an out-patient clinic using agreed protocols and designated equipment.
- To adapt practice to meet individual patients' circumstances including due regard for cultural and linguistic differences
- To accurately record clinical and test data using the National IT System (S4H) and undertake training to ensure a good understanding of the NHSP
- Participate in training, competency assessments, audits, and continuous service improvement activities.
- To assist with general administrative duties
- To promote a professional, welcoming and caring environment with a family friendly approach to care.
- Ensure screening equipment is maintained, cleaned, and quality checked as required.

- Prioritise workload to meet programme targets and performance standards.

Training and Education

- Must be prepared to complete the Level 3 Diploma for Health Screeners. From April 2017 this qualification will become the national training requirement for all new screeners, not registered with a professional body.
- Attend an external OSCI to assess competence within 3 months.
- Complete the NHSP e-learning within 4 weeks of starting
- To attend the Trust Mandatory Training
- To participate in the Shrewsbury and Telford Hospitals NHS Trust induction programme for new staff
- Undertake continuous development as required to maintain skills and competency through active learning, shadowing, attending appropriate Special Interest groups and any external training with the agreement of the team leader/Head of Service
- To attend the relevant departmental peer review meetings and departmental training/study days
- To ensure safe practice through developing clear awareness of the limitations of own professional competencies.

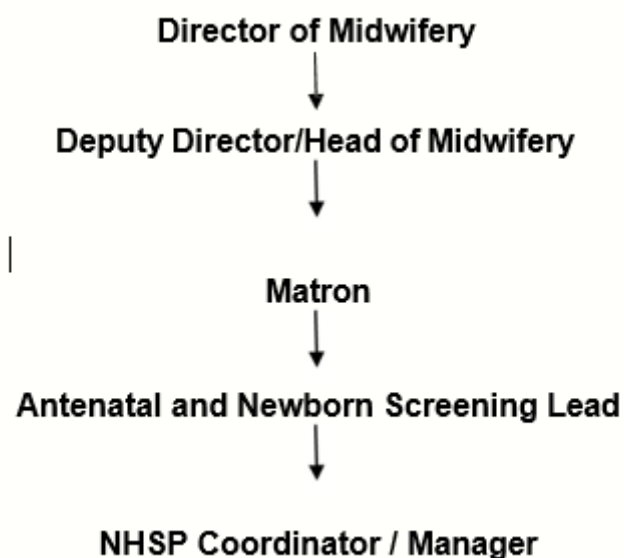
Team and People Development

- To work as a member of a team, under the supervision of the Local Screening Manager.
- To organise own workload guided by Standard Operating Procedures and referring non-routine enquires to the local manager
- To assist in the training of new staff in the newborn hearing screening service.
- To participate in clinical support as required
- To adhere to and participate in the development of departmental policies and procedures
- To participate in any reasonable duties as required and agreed with the post holder to ensure the smooth running of the department

Personal Development

- To take responsibility for keeping up to date and reviewing your personal development needs and objectives on a regular basis including participating in reviews with your manager at least a 12 monthly basis.

Organisational Chart



Person Specification

	Essential	Desirable
Qualifications	• Good standard of education, including GCSEs (or equivalent) in English and Maths • NVQ Level 3 in Health and Social Care or equivalent qualification	• Relevant training in newborn hearing screening or audiology services
Experience	• Excellent communication and customer service skills. • Ability to work independently and as part of a team • Experience using electronic patient record systems and data entry databases • Experience of working independently and managing own workload • Understanding of the Newborn Hearing Screening Programme (NHSP)	• Experience working with babies, children, families, or within a healthcare setting • Previous experience working within the NHS or healthcare environment • Experience working with newborn babies, children, and families • Experience of communicating sensitive information to patients, parents, or carers

	• Awareness of confidentiality, information governance, and data protection requirements. • Understanding of infection prevention and control procedures • Knowledge of safeguarding children and vulnerable families • Awareness of equality, diversity, and inclusion principles within healthcare	• Experience of working within a screening programme or public health service
Knowledge and skills	• Strong attention to detail and accurate data entry skills • Excellent communication and customer service skills. • Awareness of confidentiality, information governance, and data protection requirements. • Good organisational and time-management skills • Ability to remain calm and professional in challenging situations • Confidence in using computer systems and recording accurate clinical data • Reliable, adaptable, and able to work as part of a multidisciplinary team	• Competence in using IT systems and electronic patient records • Ability to build rapport quickly with parents and carers from diverse backgrounds • Ability to work flexibly across different clinical and community settings • Positive and proactive attitude • Commitment to continuous professional development and quality improvement
Other	• Perform newborn hearing screening tests using approved screening equipment and protocols. • Communicate effectively with parents and carers, providing information and reassurance throughout the screening process. • Maintain accurate and timely records on relevant IT systems and databases. • Refer babies for further assessment in accordance	• Flexibility to work across hospital and community locations as required

	with NHSP guidelines where required. • Ensure screening equipment is maintained, cleaned, and quality checked as required. • Work collaboratively with midwives, maternity staff, audiology services, health visitors, and other healthcare professionals. • Prioritise workload to meet programme targets and performance standards. • Adhere to infection prevention and control procedures, information governance requirements, and safeguarding policies. • Participate in training, competency assessments, audits, and continuous service improvement activities.	
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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.

