

# PAEDIATRIC ENDOCRINE SPECIALIST 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.\*\**

- The role supports children and young people with hormone (endocrine) conditions and their families, both in hospital and at home.
- It involves giving specialist nursing care, teaching families how to manage medicines safely, and helping them understand their condition.
- The nurse works closely with doctors, ward teams and specialist centres to make sure each child receives safe, high-quality care.
- The role also includes taking part in clinics, carrying out some clinical tests, and helping young people move safely from children's to adult services.
- The nurse supports staff learning, helps improve the service through audits and feedback, and keeps accurate records in line with national guidance.

## Job Description

<b>Job title:</b>	Paediatric Endocrine Specialist Nurse
<b>Grade:</b>	Band 6
<b>Site:</b>	The Princess Royal Hospital, Telford
<b>Accountable to:</b>	Paediatric Matron
<b>DBS required:</b>	Enhanced

## Job Purpose

- To act as a resource and support for children/young people and their parents with endocrine conditions and primary healthcare teams, shared care centers, Birmingham Children's Hospital and multidisciplinary teams at SATH
- To provide specialist nursing skills, knowledge, expertise, and support for children with endocrine conditions and their families.
- To promote an innovative and progressive attitude to the continual improvement of care for children with endocrine conditions by participating in clinical audit and research studies in the field of practice.
- All children receiving any form of endocrine investigation or treatment will receive appropriate care of the highest standard both in hospital and outpatient setting.
- Through audit and continuous revision of protocols and procedures efficient running of the service will be ensured and delivery of the highest standard, research based care will be maintained.

- Children with endocrine disorders, their families and community carer's will be given information on their condition and will be trained to administer medications effectively and safely enabling the children to lead a life where they will develop their full potential emotionally, physically and psychologically.

## **Key Relationships:**

- Paediatricians with specialist interest in Endocrine
- Paediatric Matron for Childrens services at SATH
- Paediatric Ward Managers
- Endocrine specialist Nurses at Tertiary Centres
- Ward based staff: Nurses, Childrens Nursing Assistants, Youth Worker, Play Specialists.

## **Main Responsibilities:**

### **Professional**

- Establish a relationship with the child with an endocrine disorder and their family and by assessing their needs, in collaboration with other members of the multi-disciplinary team, ensure the provision of relevant training, education, support and information in the management of care from diagnosis through transition to adult care.
- To undertake clinical investigations as part of the Endocrine Team.
- To administer GnRH agonist and depot testosterone as required in hospital and in community.
- Train and support children and families to administer essential medications at home e.g. growth hormone, sick day rules for hydrocortisone and thyroxine.
- Co-ordinate support for children with endocrine needs in the hospital and community setting.
- To supervise and teach accurate growth measurements in ward and clinic areas, supporting nursing colleagues in the development of their skills and maintaining standards.
- Maintain contact with patients and families during admission and support ward staff in providing continuity of care in planning discharge and act as a key liaison for external agencies following discharge.
- Participate in multidisciplinary outpatient clinics, supporting the medical team in the care.
- of children and families attending outpatient clinics and ensure understanding of information given by other members of the endocrine team.
- Liaise with visiting tertiary endocrinologists and endocrine nurse specialists at tertiary centre

- Collaborate with adult endocrine colleagues to facilitate transitional care of adolescents so that transfer to adult services is seamless and stress free.
- Be aware of new products and protocols including drugs and growth hormone administration devices and disseminate research findings as appropriate.
- Ensure documentation and all patient records are maintained effectively including the recording and auditing of inpatients, outpatients and attendance of the client group maintaining accurate records, reports and statistics whilst being aware of the needs for the patients' confidentiality and the Data Protection Act.
- In collaboration with the multi-disciplinary team, participate in review and development of clinical protocols and guidelines and their subsequent audit, to ensure clinically effective, evidence-based practice.
- Provide families with appropriate counselling relating to the medical and social issues associated with living with a chronic illness.
- To be willing to attend an accredited nurse training course in Paediatric growth and endocrinology.

## Managerial

- Support with the oversight of Endocrine Services for CYP and participate in and provide feedback from quality assurance initiatives, clinical audits, risk assessments and patient/family feedback in order to identify areas for development and improvement within the current service.
- Ensure efficient and effective use of resources
- Participate in the recruitment, interview and selection of Staff if required
- Involve children and young people where possible in the design, improvement and evaluation of services.
- Review current processes, guidelines and the clinical environment to ensure that the care delivered is safe and effective.
- Attend planned meetings with Endocrine team and MDT meetings when required.

## Leadership

- Support Ward based staff in their knowledge and understanding of Endocrine conditions, providing advice and support when required
- Develop strong collaborative professional links with tertiary hospital teams and appropriate external agencies.
- Participate in team meetings to discuss/share feedback in order to contribute effectively to service development.

## Training, Education and Development

- To educate and train nursing staff and medical students about growth and endocrine disorders.
- To familiarise junior medical staff in the Paediatric Department with procedures and protocols.
- To undertake formal and informal teaching on the monitoring and treatment of growth and endocrine disorders.
- Provide education and training to other disciplines in the community where necessary.
- To provide sick day management advice to families at home, in order to ensure wellbeing and safety during times of illness and during travel abroad, particularly for those patients on hydrocortisone and DDAVP
- Maintain own learning, complying with Trust Statutory and Mandatory training requirements.
- Identify additional training/professional development needs, utilising allocated CPD funds as required
- Ensure annual compliance with Paediatric Intermediate Life Support training.
- Ensure annual appraisal remains up to date, outlining any training needs/requirements and job objectives/goals.
- Support the Paediatric Practice Education Facilitator in the delivery of education around endocrine conditions/ treatment for Ward based staff.

## Use of Information

- Ensure confidentiality in all matters relating to patients and information obtained during the course of employment in accordance with Data protection, Caldicott and Freedom of Information Acts.
- Ensure the maintenance of accurate and up to date patient records in line with NMC guidelines for Records and Record Keeping.
- Use of Electronic communication systems, personal computer systems and normal office equipment

## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• NMC Registration Sub part one children.</li> <li>• Recognised Teaching and assessing/mentoring qualification.</li> <li>• Evidence of continuous professional development</li> </ul>	<ul style="list-style-type: none"> <li>• Completion of recognised Leadership program</li> <li>• /willing to undertake</li> <li>• Degree at honours level health care related subject</li> <li>• Degree at Masters Level</li> <li>• Completion or recognized Leadership programme / willing to undertake.</li> <li>• Non-medical Prescribing</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Awareness of relevant / current professional issues</li> <li>• Demonstration of current expert clinical skills, caring for children and young people with endocrine conditions</li> <li>• Evidence of working well within the team</li> <li>• Excellent understanding of local and national service delivery for children and young people with endocrine conditions</li> <li>• Ability to work flexibly in the clinical environment to support staff development and service need when required</li> <li>• Evidence of teaching in a variety of settings using a range of different education and learning strategies</li> <li>• Evidence of</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of Band 6 management experience</li> </ul>

	<p>commitment to educational initiatives to ensure the delivery of evidence based clinical practice and high quality care</p> <ul style="list-style-type: none"> <li>• Ability to motivate and support others</li> <li>• Commitment to involvement within wider Trust Issues</li> <li>• Recent experience of mentoring junior staff</li> </ul>	
<p><b>Knowledge and skills</b></p>	<ul style="list-style-type: none"> <li>• Ability to work and communicate effectively within a multidisciplinary team setting.</li> <li>• Evidence of excellent communication skills including verbal, non-verbal and written.</li> <li>• Excellent interpersonal skills</li> <li>• Positive attitude to change</li> <li>• Evidence of clinical leadership skills</li> <li>• Evidence of multi-professional team working</li> <li>• Effective time management skills for self and others</li> <li>• Effective presentation skills</li> <li>• Ability to plan, deliver and review programs of ward based clinical training</li> <li>• Ability to organise self and others to work flexibly to deliver clinical training that meets service need</li> <li>• Ability to access, use and interpret Word, Excel, PowerPoint or willing to master</li> </ul>	

<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>• Awareness of professional and personal limitations.</li> <li>• Team Player</li> <li>• Flexible and Adaptable in approach</li> <li>• Demonstrate alignment with the values and beliefs of the Trust</li> <li>• Team Working</li> <li>• Punctual and flexible across hours of work when required to meet service needs</li> <li>• Excellent interpersonal skills</li> <li>• Commitment and enthusiasm</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.

