

RADIOTHERAPY CARE ASSISTANT

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.

- The Radiotherapy Care Assistant assists the Radiographer's with the daily care of patients receiving radiotherapy.

Job Description

Job title:	Radiotherapy Care Assistant
Grade:	Band 3
Site:	The Royal Shrewsbury Hospital
Accountable to:	Radiotherapy Services Manager
DBS required:	Yes -Enhanced

Main Duties

Assist radiographers with patients undergoing CT scans for radiotherapy planning including:

- Undertake pre-assessment for radiotherapy patients; this will involve presenting information to patients and their carers.
- Preparing CT scan room
- Positioning equipment required for scan.
- Recording of information as required
- Looking up results of investigations
- Schedule radiotherapy appointments, preparing paperwork prior to patient attendance.

Assist radiographers with setting-up patients for radiotherapy treatment including:

- Preparing treatment room for patients and helping radiographers as required
- Positioning equipment as required
- Advising patients about radiotherapy procedure and side effects; referring patient to radiographers if required.
- Give out appointments.

Assist clinical staff in the radiotherapy outpatient clinics. This includes:

- Assisting Clinicians with patient mark ups
- Act as chaperone and assist clinician during consultations.
- Assisting qualified staff in clinical treatments and investigations.
- Maintenance of stocks at adequate levels
- Ordering stock as required
- Routine checking of suction equipment and oxygen cylinders.
- Relaying of messages from patients ringing into the department from outside to relevant staff.
- Undertaking reception duties as required Carry out clerical duties including:
- Request of patient notes and films
- Photocopying and filing of treatment sheets
- Maintain, store, and retrieve records through available systems.
- Complete stock requisition forms ready for authorisation by the Radiotherapy Services Manager

Transfer patients to and from the wards and clinics when required for treatment, observing safe and efficient practice.

Identify patients' needs during their stay in the department and take actions to meet them.

Give verbal guidance, information and reassurance to patients and their carers within their scope of knowledge, and respect patient confidentiality including explaining about radiotherapy to patients.

Maintain linen/laundry stocks at adequate levels in the radiotherapy department. Maintain the public image of the department at the highest level.

Comply with local rules and the policies of the Trust, comply with IR(ME)R. Observe the Trusts' manualhandling and Health & Safety policies.

Undertake other reasonable duties that may be requested by the Radiotherapy Services Manager or their deputy.

Responsibility for systems and equipment

Takes digital photos of treatment areas that are marked up by a doctor and documents patient position to assist radiographers with future patient set up.

Takes and records observations using relevant equipment (e.g. BP machine) Use PAS system to obtain demographic patient data and book appointments.

Use Review to obtain results of investigations (e.g. blood results, radiology reports)
Use photocopier for photocopying information leaflets.

Use of radiotherapy positioning equipment Use of SEMA for patient appointments

Use of ORACLE Use of Somerset Use of ARIA

Communication and Relationships

In order to carry out their role the radiotherapy care assistant must have good communication skills.

The radiotherapy care assistant works alongside other health care professionals who work within the radiotherapy department. A HCA also communicates verbally with:

Colleagues Oncologists

Nursing staff on Ward 21 and in the chemotherapy day centre. Clinical Trials staff

Receptionists Secretaries

The health care assistant also gives verbal guidance, information and reassurance to patients and their carers within their scope of knowledge.

The health care assistant completes stock order forms, Prepares, and provides patient information packs.

Organisation, Decisions, Judgements and Freedom to Act

The radiotherapy care assistant will organise routine tasks that need to be carried out around departmental workloads.

The radiotherapy care assistant has any concerns about the wellbeing of a patient they must report their concerns to a clinician or senior health care professional.

The radiotherapy care assistant has sufficient initiative to support the safe and efficient operation of the clinic area but will refer most decisions to a clinician or senior health care professional.

They are able to answer most patient queries and give information and advice to patients and their carers during treatment but refer to other health care professionals for assistance whenever going outside area of knowledge.

Staff/Public Relations

The Lingen Davies centre (previously the Cobalt Unit) was provided and is partly maintained through the use of public funds. In recognising this staff of the department should be prepared on occasion to take part in public relations work when requested by the Radiotherapy Services Manager.

The Oncology Service is receiving an increasing number of visits from other Health Care Professionals, and the post holder is expected to take part in their education if required to do so.

Self help and Support groups for people with cancer are being integrated in the Oncology Service and the post holder should be aware of their activities.

Physical, Mental and Emotional Demands of the Post

The radiotherapy care assistant is on their feet for the greater part of their working day, walking between the different clinic areas.

The radiotherapy care assistant may encounter terminally ill patients during their working day. On occasion these patients and or their carers can be very distressed and require calm and compassionate care.

Anxious patients, and or their carers on occasion, can also be extremely emotionally demanding.

Information resources and administrative duties

- Ensure an effective and efficient data collection system is in place, use of IT systems to ensure data collection of radiotherapy statistics.
- Use the Trust computer systems to update and manage the information about patients and respond to emails on a daily basis.
- Utilise Library information resources.

Any other specific tasks required.

- Maintain own continuing professional development, including a reflective portfolio of evidence, as required by the HPC for periodic renewal of registration.
- To undertake other duties as required that are commensurate with the post and grade.

Confidentiality

The post holder will maintain appropriate confidentiality of information relating to commercially sensitive matters in regard to Trust business, and also to personal information relating to members of staff and patients. The post holder will be expected to comply with all aspects of the Data Protection Act (1998), the Staff Code of Confidentiality and the IT Security and Acceptable Use Policy.

Working Conditions

The post-holder works in an environment where high levels of ionising radiation are used under rigorously controlled procedures that minimise the risk of occupational exposure. They may occasionally be exposed to unpleasant body odours, bodily fluids (e.g. faeces, vomit) which are highly unpleasant, infection control risks e.g. HIV, Hepatitis, MRSA and ESBL. There is also the possibility of being exposed to aggressive behaviour from patients, relatives, and staff.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> GCSE – English; Maths (or equivalent qualifications) 	<ul style="list-style-type: none"> NVQ level 3 in patient care
Experience	<ul style="list-style-type: none"> Participates in a shared learning culture. Ability to adapt and apply skills in a variety of situations. Awareness of needs of patient. Identifies accuracy and validity of information. Understands concept of patient confidentiality Awareness of radiotherapy 	<ul style="list-style-type: none"> Shares experience in evaluation and assessment of new developments. Ability to use I.T. to support practice. Willing to meet future service development needs
Knowledge and skills	<ul style="list-style-type: none"> Team player Empathy, respect, and tolerance to all individuals, without discrimination Good communication skills Demonstrates good time and resource management. Considers the skills and knowledge of self and others. Willingness to learn. Reflects and learns from self and others. Flexible and motivated. 	

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.

