

# SENIOR MOVING AND HANDLING ADVISOR

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.\*\**

- Support staff across the Trust to move and handle patients and equipment safely in clinical and non-clinical areas.
- Give clear advice on safe moving and handling practices, risk assessments and correct use of equipment.
- Help deliver, support and check moving and handling training in classrooms and workplaces.
- Work with wards and departments to check standards through audits, inspections and incident reviews.
- Provide specialist support for complex patient handling situations, working with staff, patients and carers.
- Work closely with the Moving and Handling Lead and team to improve safety and reduce the risk of injury across the Trust.

## Job Description

<b>Job title:</b>	Senior Moving and Handling Advisor
<b>Grade:</b>	Band 6
<b>Site:</b>	The Royal Shrewsbury Hospital
<b>Accountable to:</b>	Moving and Handling Lead
<b>DBS required:</b>	Enhanced

## Job Purpose

- You will support the Moving and Handling Lead in providing an effective moving and handling service across the Trust, working in both clinical and non-clinical settings.
- You will strive to improve, maintain and monitor the quality of moving and handling through advice and guidance on best practices in manual handling and patient handling, advice on risk assessments and safe systems of work, audits/ inspections of practice, and education in classroom and workplace settings.
- You will maintain your own skills and knowledge in moving and handling practices to support development and meet the needs of the service.

## Main Duties and Responsibilities

### Areas of Specialism:

- You will be required to maintain personal professional expertise in manual handling and patient handling via a variety of methods. These will include self-directed education, attending suitable courses/ conferences, and membership of an appropriate professional body such as the National Back Exchange.

### Organisational Skills:

- You will support the Moving and Handling Lead to monitor manual and patient handling policies and standards via audit and inspection programmes across Trust workplaces.
- You will support the Moving and Handling Lead in the investigation of moving and handling-related Datix incident reports.
- You will support the Moving and Handling Lead to ensure that advice and training interventions are delivered in accordance with current best practice, as set out by relevant professional bodies, regulators and national guidelines, and in response to safety alerts.
- You will support the Moving and Handling Lead with training needs analysis, planning, implementation and co-ordinating of Moving and Handling Training programmes to a high standard for all groups of staff throughout the Trust. These duties include:
  - Manual handling induction training
  - Patient handling induction training
  - Statutory Safety Update (SSU) sessions
  - Other ad hoc training interventions for Trust staff, as the need arises.
- You will develop and deliver competency assessments of Trust staff in classroom and/ or workplaces and support the Band 5 Moving and Handling Advisors in delivering competency assessment programmes.
- You will be required to analyse and report on moving and handling-related data from Trust IT systems including Datix, preparing information for a range of audiences within the Trust including local governance meetings and the Trust's Health, Safety, Security and Fire Committee, Medical Devices Management Committee and other similar forums, representing the Moving and Handling Lead when necessary.

### Responsibility for staff:

- You will not have formal line management responsibility but will deputise for the Moving and Handling Lead when necessary.
- You will support Band 5 Moving and Handling Advisors when dealing with specialist or complex moving and handling issues within their own work.

### **Responsibility for patients/clients:**

- You will provide specialist moving and handling advice regarding the care of patients and will support the Band 5 Moving and Handling Advisors in delivering more complex handling advice in clinical settings.
- You will attend clinical areas to advise ward/ clinical department staff, patients and their carers on appropriate patient handling techniques and correct use of patient handling equipment, when required. This will sometimes be pre-planned and sometimes may be at short notice in response to a rapidly changing situation.

### **Responsibility for resources:**

- You will have no budgetary authority, but will advise on purchases of manual handling equipment and so must be conversant with the Trust's policies and procedures regarding standards of business conduct and conflicts of interest.
- During the course of delivering advice and training you will use appropriate equipment for the task, including IT equipment and a wide variety of specialist handling equipment such as glide sheets, hoists, stand aids, etc.
- You will work in support of the Moving and Handling lead with the identification of moving and handling equipment for use within the Trust.

### **Responsibility for Administration:**

- You will ensure that the Moving and Handling Team maintains appropriate records of training delivered over time, to ensure that the team's Scheme of Work for training is implemented and adequately evidenced. These records will include lesson plans and training materials, and will form the Trust's corporate memory of the Team's training.
- In order to do this effectively you must be fully conversant with Trust information technology systems and software including MS Word, Excel, PowerPoint and Outlook, plus Datix and ESR.

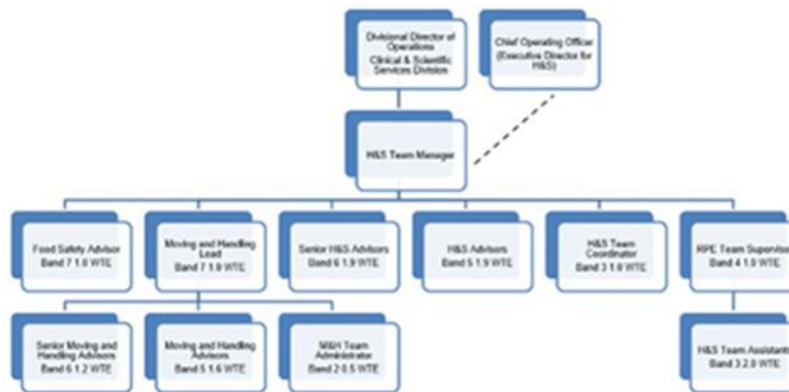
### **Communication and Working Relationships:**

- You will act as a role model for manual handling practice, and work with staff on wards and in departments to ensure that the Trust's policy and procedures for safer moving and handling are adequately implemented at local level.
- You will act as an advisor to Trust staff on moving and handling issues, ensuring that Trust policies are being adhered to.
- You will support Trust line managers with "return to work" style risk assessments for Trust staff with musculoskeletal disorders or following handling-related injuries at work, using information from a range of sources including Occupational Health reports, and focusing on (clinical and non-clinical) workplace equipment, environments and safe systems of work to reduce the likelihood of recurrence.
- You will advise Trust line managers on risk assessment of patient handling and manual handling tasks and practices in Trust workplaces, to include

advice on the development, implementation and monitoring of safe systems of work.

- This may include advice on individual patient risk assessments where the patient's handling needs are complex, and is likely to include communication with Trust staff, patients and their relatives/ carers in the course of this work.
- You will be the Moving and Handling Team's key contact for the development, education and support of a network of Moving and Handling Link Workers across the Trust.
- You will promote a positive safety culture within the Trust by increasing awareness of safer manual handling practices and supporting line managers to develop moving and handling-related risk assessments and safe systems of work and associated risk management activities including monitoring, audits, inspections and investigations.

## Organisational Chart



## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>•Professional registration e.g. Registered nurse, Physiotherapist, other Allied Health Professional (or equivalent which includes significant experience of people handling).</li> <li>•ROSPA Level 3 Award for Safer People Handling Trainers (plus evidence of Level 4 Safer People Handling Trainers Refresher course in the past 3 years) or equivalent, or willing to undertake on appointment.</li> <li>•ROSPA Level 3 Award for Manual Handling Trainers (plus evidence of Level 3 Manual Handling Trainers Refresher course in the past 3 years) or equivalent, or willing to undertake on appointment.</li> <li>•Level 3 Award in Education and Training, or equivalent, or willing to undertake on appointment.</li> <li>•IOSH Managing Safely, or willing to undertake on appointment.</li> </ul>	<ul style="list-style-type: none"> <li>•NEBOSH General Certificate in Occupational Health and Safety, or equivalent.</li> <li>•Membership of the National Back Exchange.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>•Proven relevant experience of developing, writing, delivering and evaluating manual and</li> </ul>	

	<p>patient handling training interventions for adults at work.</p> <ul style="list-style-type: none"> <li>• Proven relevant experience of working in an acute clinical setting.</li> <li>• Proven relevant experience of giving advice on safe working practices to adults at work.</li> </ul>	
<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Ability to communicate at all levels within an acute NHS Trust including staff members, patients, multidisciplinary teams and ward/ department managers.</li> <li>• Strong interpersonal and influencing skills including sensitivity.</li> <li>• Ability to work autonomously and as part of a team.</li> <li>• Ability to collect, collate, analyse and report on data from incidents, inspections and audits.</li> <li>• Ability to prioritise and manage own workload.</li> <li>• Excellent practical skills in patient handling and manual handling techniques</li> <li>• Good verbal and written skills.</li> <li>• IT skills</li> </ul>	<ul style="list-style-type: none"> <li>• Example</li> <li>• Example</li> <li>• Example</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Ability to manoeuvre and</li> </ul>	

	<p>set up training equipment in classroom and workplace locations.</p> <ul style="list-style-type: none"> <li>•Ability to manoeuvre and set up patient handling equipment in classroom and workplace locations.</li> <li>•Ability to manoeuvre and set up patient handling equipment in classroom and workplace locations.</li> <li>•Ability to undertake the full range of manual and patient handling duties taught and practised within the Trust.</li> <li>•Ability to travel across the health community to facilitate cross-site working across the county.</li> </ul>	
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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.

