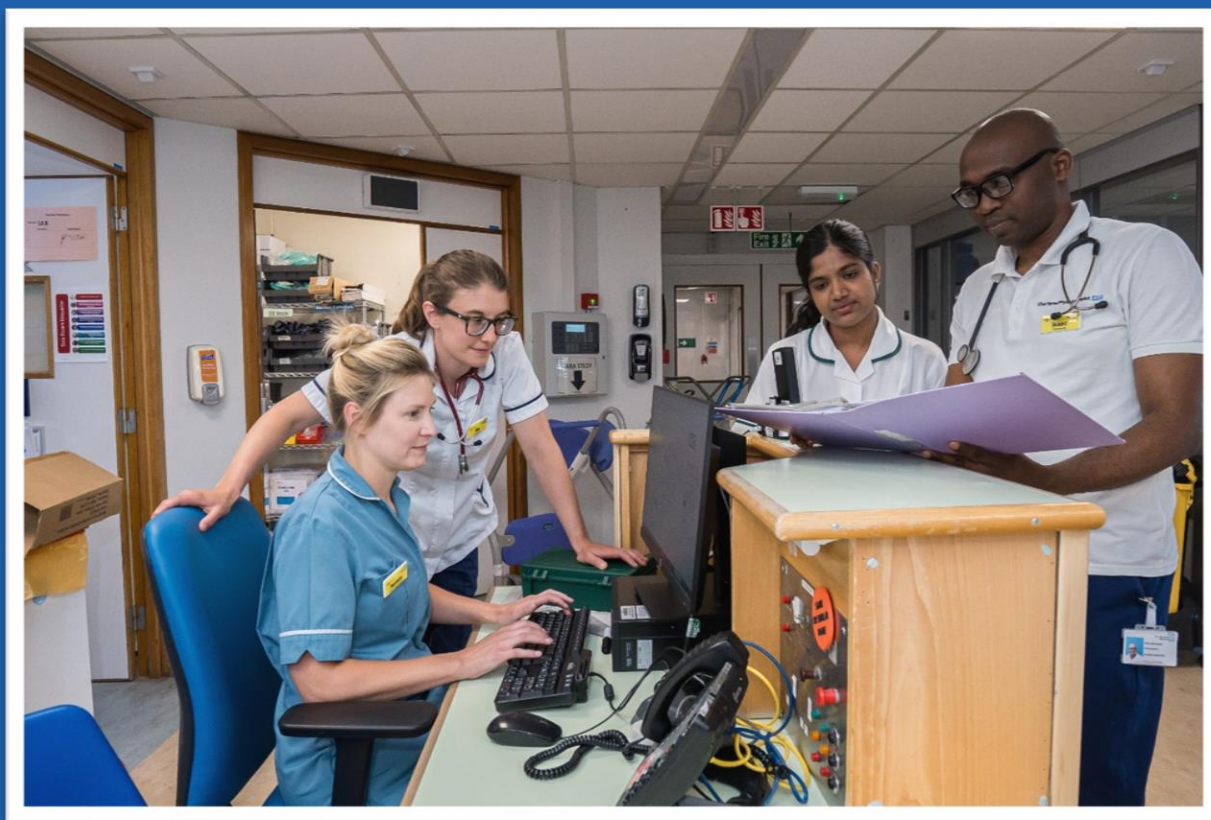


SENIOR SISTER/CHARGE NURSE

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.

- This role is part of the senior nursing team and helps lead and manage the department.
- You will support staff to do their jobs well and make sure patients get high quality care.
- You will help make decisions about how the department runs and how money is spent.
- You will work closely with other teams to improve services and patient experiences.
- You will help solve problems and support patients, families, and staff. You will make sure the department stays clean, safe, and well-organised.

Job Description

Job title:	Emergency Department Senior Sister/Charge Nurse
Grade:	Band 7 (subject to A4C banding review)
Site:	The Princess Royal Hospital, Telford
Accountable to:	Emergency Department Manager
DBS required:	Yes - Enhanced

Main Duties

To function as an expert clinical practitioner within their designated clinical area. To deliver direct patient care whilst, managing, leading, co-ordinating and overseeing nursing practice

To ensure that there is efficient and effective utilisation of all resources required to deliver optimum quality care to their client group.

The post holder will work alongside the Department Manager and support the driving forward of evidence-based practice and taking responsibility for the supervision of staff and the policies and practices that operate within their clinical area.

The postholder will work on a 7-day rota, days and nights.

Management and Leadership

1. To be part of the senior nursing team who are responsible for the management of the department, effectively leading, motivating, supervising and directing staff to ensure that time and resources are managed through effective teamwork.
2. To ensure that staff have a clear understanding of their duties and responsibilities and of the standards of performance and conduct expected of them throughout the 24hour period.
3. To deputise for Matron as necessary.
4. To work with the Department Manager and Matron to ensure that appropriate managerial and professional infrastructure is in place to support the delivery of services and functional requirements within their ward/ department which are in line with corporate objectives.
5. To take responsibility for proactively developing, implementing and reviewing clinical practices to ensure that they are cost effective.
6. To take delegated responsibility for part of a budget and be an authorised signatory for stock orders, staff time sheets and expenses.
7. To contribute to annual staffing establishment and skill mix reviews, encouraging and promoting new ways of working which support and contribute towards Divisional and corporate objectives and improvement programmes .
8. To work with all members of the multi-professional team to develop services that meet organisational and contractual requirements and to ensure the effective provision of all aspects of clinical care are maintained at a high standard.
9. To contribute and influence the total patient experience and journey through collaborative working and effective communications with all members of the multi-disciplinary team throughout the hospital.

10. Assist in the formulation, and review of clinical policies and procedures. To take responsibility for implementing trust wide agreed polices within area of responsibility.
11. To participate in and promote cross site working.
12. To be a point of contact by ensuring that they are a visible, accessible and assertive figure to whom patients, relatives and staff can turn for assistance, advice and support.
13. To assist PALS staff in helping to resolve the concerns of patients and their families as quickly as possible. To have overall responsibility for the clinical environment, interfacing with relevant staff to ensure high standards of cleanliness, tidiness and décor are maintained.
14. To establish and maintain positive links with external agencies in particular Social Services, and community nursing and domiciliary therapy services.
15. To lead, support, supervise and instruct the team through the process of change, demonstrating tenacity, drive professional integrity, balance and perspective.
16. To contribute towards the development, production and implementation of the department's strategic objectives and business plan, in line with agreed service and financial objectives.

Patient Care

1. To practise clinically, leading, co-ordinating and supervising nursing practice. Ensuring that all patients have their needs assessed, that programmes of care are developed to meet these needs and are delivered in accordance with agreed policies and procedures.
2. To be a competent practitioner, leading innovation and demonstrating clinical expertise. The postholder act as a resource and advisor in their area of expertise to colleagues in other wards and departments throughout the Trust
3. To take a lead on the implementation and delivery of the Essence of Care standards
4. To lead the team in utilising the approved manual handling techniques in delivery patient care using procedures taught by the

manual handling team, including the safe use of mechanical and non-mechanical manual handling aids.

5. To monitor and review clinical standards and practice within their clinical area, with particular attention paid to the drive for evidence-based practice.
6. In association with the Department Manager and Matron monitor and report on the nursing performance indicators and implement action plans to address areas for improvement

Communication and Relationships

1. To ensure that all team members report changes in patient progress effectively, both verbally and in written form. Ensure that accurate, legible and holistic nursing records according to NMC guidelines and unit guidance are maintained.
2. Where appropriate interpret and present clinical information to patients and their relatives, demonstrating highest levels of interpersonal and communication skills ensure that patients and their carers have sufficient relevant verbal and written information during the patient's stay.
3. To actively support staff working with highly distressing / highly emotional levels of illness.
4. To respond appropriately to ineffective communication techniques and styles used by staff, taking first line performance management action in the event of continued issues. To initiate basic ward based training for junior staff in relation to communication strategies.

5. To demonstrate sensitivity in dealing with complex and confidential information from patients, families and colleagues, giving advice and support when necessary. Respond appropriately to the information given.
6. To ensure that information / decisions are cascaded appropriately both to junior and senior staff using tools such as regular timetabled meetings (for which minutes are produced), newsletters, memos and other relevant communication strategies
7. To maintain collaborative working relationships and effective communications between all members of the multidisciplinary team, resolving conflict and working within the team to ensure a high standard of co-ordinated patient care

Education, Professional Development and Training

1. To take every reasonable opportunity for maintaining, developing and acquiring competencies and skills for self-development.
2. To support with the Department Manager an effective appraisal system, ensuring that all staff has set objectives that identify and support individual development and training needs.
3. To participate in the supervision, training and effective mentorship of junior staff, student nurses and Health Care Assistants.
4. To identify the training and educational needs for all staff, contributing to the development and provision of the yearly training plan and educational training programmes and opportunities.
5. To participate in informal and formal training sessions for their staff, delivering orientation programmes for new staff and provide relevant feedback to all members of the team.
6. To ensure that all team members attend Mandatory training

Sessions Research and Audit

1. Together with the Department Manager and Matron develop auditable standards of care and initiate and participate in ongoing research, audit and projects.
2. To promote and disseminate relevant research findings to support clinical practice and education within the department.
3. To establish systems for assessing the user's views on the quality of services provided and for involving patients relatives and their representatives in the planning and development of services.

Human Resources

1. To ensure that all local and national HR policies, procedures and guidelines are adhered to and report any failure to do so appropriately.

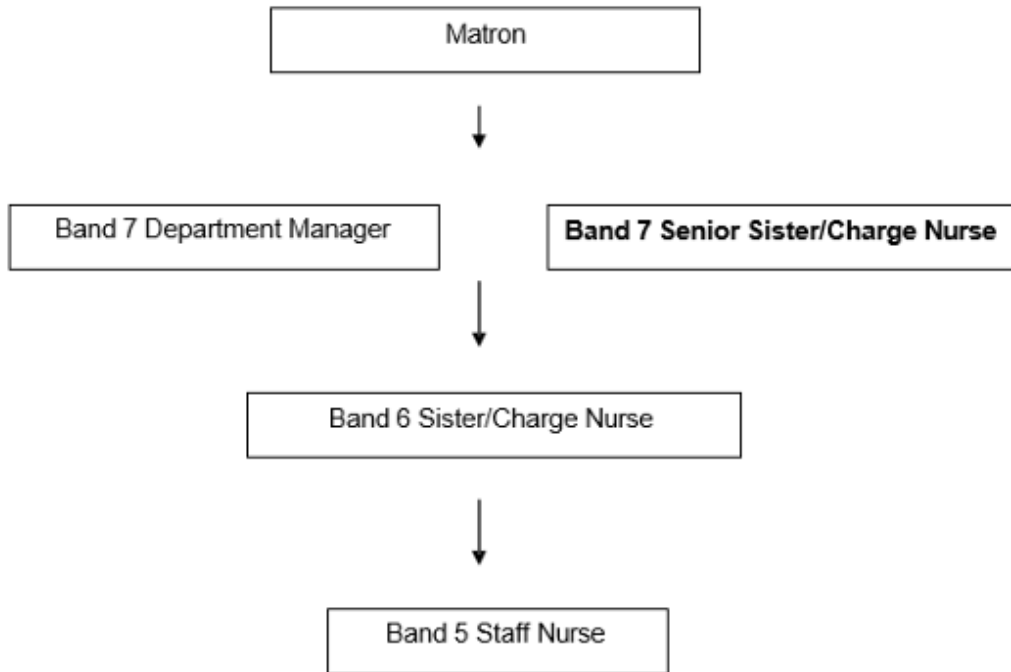
2. To take responsibility for the management of all staff within their ward / department including specific induction, recruitment and selection, deployment, training, performance management, sickness/ absence and first stage formal disciplinary matters.
3. To work with the Department Manager and Matron on the appointment of Emergency Department staff.

Use of information

1. To take responsibility to ensure that staff maintain and update PAS to support patient care
2. To be conversant in the use of electronic communication systems, personal computer systems, normal office equipment and Trust PAS system.

3.

The above job description is a summary of the main responsibilities of the postholder, and not an exhaustive list of duties to be undertaken. The duties may be redefined in accordance with the demands of the service. Any redefinition will be subject to discussion between yourself and your manager and be within your level of competence.



Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Professional /technical Qualifications RGN. Evidence of Continuing Professional development/ qualification relevant to area of speciality. 	
Experience	<ul style="list-style-type: none"> Extensive experience post registration with recent experience in the relevant speciality or equivalent with appropriate experience 	

	<p>having been acquired to be able to demonstrate:-</p> <ul style="list-style-type: none"> • Substantial experience of leading and managing a clinical team demonstrating • Managerial ability • High level clinical skills and knowledge. • Evidence of coordinating and managing day to day operational issues on a regular basis. • Experience in teaching and training of staff • Experience in undertaking a 9 preceptor/mentor role. • Involvement in Nursing audit and Research • An awareness and understanding of national and local issues that affect Nursing and the NHS as a whole. Up to date knowledge and understanding of nursing policy and practice relevant to speciality • Leadership ability – completion of LEO 3 day 	
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	programme or equivalent	
Knowledge and skills	<ul style="list-style-type: none"> • Ability to work and communicate effectively within a multidisciplinary team setting within and outside the Trust. • Evidence of excellent communication skills including verbal, nonverbal and written. • Evidence of excellent Patient documentation and record keeping skills. • Excellent interpersonal skills with professional credibility • Time management skills with an ability to act on own • initiative and be both self-directed and motivated in the work environment. • Positive attitude to change with a proven ability to assist in the implementation of change and practice development. 	

	<ul style="list-style-type: none"> • Sound Microsoft office PC and Sema Pas skills 	
Other	<ul style="list-style-type: none"> • Awareness of professional and personal limitations. • Ability to inspire confidence in others, demonstrating strong leadership qualities and acting as a positive role model to other members of the team. • Strong Team worker • Flexible and Adaptable in approach • Ability to work flexibly to meet 	

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.

