

STAFF NURSE

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. Our goal is to make the application process more accessible and inclusive for everyone.

- This role involves caring for patients by checking their needs, planning their care, and making sure they feel safe and supported.
- You will work closely with other healthcare staff and families to give the best care possible.
- You'll help patients stay healthy and support them in making good choices for their wellbeing.
- You'll keep clear and accurate records and follow rules to protect patient information.
- You'll help teach and guide junior staff and students, sharing your knowledge and skills.
- You'll help lead the team, make good decisions, and keep the workplace safe and positive for everyone.

Job Description

Job title:	Staff Nurse
Grade:	Band 5
Site:	The Royal Shrewsbury Hospital and The Princess Royal Hospital, Telford
Accountable to:	Ward/ Department Manager
DBS required:	Enhanced DBS

Clinical Practice

- Responsible for the assessment, planning, delivery and evaluation of individualised patient care, working in partnership with patients, their carers and the multi-disciplinary team to ensure the patient's physical, spiritual and emotional needs are met.
- Formulate and deliver high quality patient care without direct supervision, seeking guidance on actions that are outside agreed defined standards.
- Recognise changes in patients' conditions which require the intervention of others and ensure that timely referrals are made or escalation procedures enacted as appropriate.

- Ensure patient safety is maintained at all times. Record and report adverse and potentially adverse events and assist with investigation of such events, ensuring learning is shared with the wider team(s).
- Record information about patients in a safe, accurate and consistent manner using appropriate tools and techniques, including electronic and written formats as close to point of care as possible.
- Access and use patient clinical diagnostic information to inform clinical decisions.
- Utilise decision support tools and techniques to support the delivery of safe and effective care.
- Make appropriate and timely referrals to members of the multi-disciplinary team and external agencies to ensure patients' on-going physical, spiritual, emotional and social needs are met, Administer medicines to patients in accordance with the Nursing & Midwifery Council (NMC) Standards for Medicines Management and Trust policy.
- Adhere to the organisation's policy for handling, recording and safe keeping of patients' valuables and possessions.
- Support patients to adopt health promotion strategies that encourage them to live healthily, and apply principles of self-care, utilising evidence based electronic and other information resources as appropriate.
- Emphasise and champion new ways of working, embracing and supporting development of a culture of innovation.

Professional

- Act at all times in a professional manner that promotes a positive image of the Trust and upholds its core values.
- Practise in accordance with the NMC Code, other appropriate NMC guidelines, Trust policies, procedures and guidelines.
- Ensure that high standards of nursing care are given and maintained and act when standards are not being maintained.
- Clearly present the patient's point of view to others, including promoting and protecting the interests and dignity of patients.
- Act as an advocate for your patients, ensuring that any barriers to the patient's opinions and wishes being heard are challenged.
- Maintain clear, accurate and contemporaneous records in line with current NMC guidelines and standards.
- Raise any concerns regarding standards and quality of care, patient safety or any lapses in professional conduct to the Ward/Department Manager, in line with local and NMC guidelines.

Education

- Act as a positive role model to others that creates a learning environment to support the development of junior staff, pre-registration nurses and healthcare assistants' (HCAs') knowledge, skills and competence.
- Act as a preceptor, mentor or assessor to junior nurses, students and HCAs as appropriate and if suitably qualified to do so.
- Take responsibility for own continuous professional development and mandatory and statutory training, and disseminate learning and information gained to other team members in order to share good practice.
- Take ownership of own annual appraisal, working with appraiser to ensure one is undertaken at least annually, and take responsibility for learning and development activities identified as a result of appraisal and in your Personal Development Plan (PDP).
- Participate in formal and informal education programmes to create and maintain a positive learning environment and assist with the orientation programme for new members of the nursing team.
- Proactively use information technology resources to keep up-to-date with current practice.
- Maintain up-to-date training in information technology (IT) skills, and demonstrate a good working knowledge of confidentiality and data protection

Management

- Provide leadership to all staff that promotes a culture of positive and effective teamwork.
- Work as an effective and responsible team member supporting others by demonstrating good practice including utilising mechanisms to develop and implement new ways of working.
- Prioritise own workload and ensure effective time-management strategies are embedded in own practice and act in a manner that promotes quality of care.
- When in charge of a span of duty, deploy staff appropriately according to their competence, skills and experience.
- Be responsible for patient care activities conducted by other members of staff under your supervision, including HCAs and student nurses.
- Adhere to systems that facilitate the appropriate admission, safe transfer and safe and timely discharge of patients, and support the delivery of the Estimated Date of Discharge and Event-Led Discharge.
- Participate in team activities that create opportunities to improve patient care, working with ward/department management to effect change.
- Promote a professional and happy working environment conducive to high patient and staff morale.
- Promote and maintain a safe environment for staff and patients, ensuring high standards of cleanliness and tidiness are maintained and that work practices

conform to health, safety and security legislation, policies, procedures and guidelines.

Quality

- Ensure a welcoming, caring and safe environment is provided for the patient and their family/carers/visitors.
- Deliver care based on current evidence, best practice and validated research when available.
- Maintain own awareness of the local, national and professional quality issues relevant to the delivery of nursing services.
- Participate in the evaluation of care delivery through self and peer review, patient and carer feedback, audit and research, benchmarking and formal evaluation. Implement necessary changes to improve patients' care and experience.
- Engage with and contribute to patient and public involvement activities.
- Participate in activities to improve the quality, productivity and effectiveness of care, in response to local and national policies and initiatives, implementing improvements as required.
- Contribute to continuous improvement activities, making suggestions and recommendations for advancement of quality.
- Be aware of the role of the nurse in handling complaints in accordance with Trust policy.

Communication

- Communicate sensitively, confidentially and with empathy to meet the wide ranging physical and emotional needs of patients and their carers and families.
- Using a range of communication tools, interpret and present clinical information to patients and their families/carers in ways that can be clearly understood, recognising individual needs and overcoming any barriers to communication.
- Provide good counselling and advocacy skills to support staff, patients and carers.
- Develop and maintain communication with people about difficult matters or difficult situations.
- Provide accurate, timely and relevant patient progress and handover information using both written and electronic systems.
- Ensure effective communication is initiated and maintained between all members of the multi-disciplinary team, ensuring appropriate and timely referrals and liaison with relevant personnel.
- Attend and actively participate in ward/department meetings.
- Maintain confidentiality at all times, as required by legislation and Trust policy

Managing Resources

- Ensure that all resources are used effectively, with the minimum of waste, making recommendations where it is evident that appropriate changes may improve efficiency.
- Ensure technical, clinical and non-clinical equipment is maintained, cleaned and stored correctly and that any faults and defects are reported promptly.
- Adhere to systems for the tracking and location of medical assets and ensure that any losses are reported in accordance with Trust policy.
- Contribute to the effective and economic use of resources e.g. local recycling schemes.

Managing Information

- Ensure accurate and timely data entry to contribute to the provision and analysis of information to improve patient care.
- Take personal responsibility for safeguarding and ensuring the quality of information including complying with the requirements of the Data Protection Act 1998.
- Create and use records, including electronic, in a manner that complies with legislation, professional standards and organisational policies for record keeping.
- Understand own and others responsibility to the individual organisation regarding the Freedom of Information Act.
- Facilitate patients' access to records, adhering to policy, legislation, best practice and professional guidance.

Risk Management

- Manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients.
- Undertake mandatory and statutory training.
- Carry out risk assessments in relation to manual handling and implement appropriate actions, including the use of taught mechanical and non-mechanical handling aids, to minimise risk to staff and patients.
- Report incidents, accidents and near misses using the Trust's incident reporting system and in accordance with Trust policy.
- The post holder will frequently be exposed to highly unpleasant working conditions involving exposure to uncontained body fluids, foul linen etc and should be conversant with infection control policies relating to such exposure.
- The post holder may on occasion be exposed to verbal or physical abuse and should be fully conversant with the Trust's policy for dealing with these situations.

Decisions, Judgement and Freedom to Act

- Working within defined policies, procedures and professional standards.
Working without direct supervision, seeking further advice for guidance on actions that are outside agreed defined standards.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Registered Nurse • Relevant diploma or equivalent experience • Literacy & numeracy Level 2 or equivalent (GCSE A – C) • Appropriate level of verbal and written English language skills 	<ul style="list-style-type: none"> • Degree or willing to work towards degree • Mentorship qualification
Experience	<ul style="list-style-type: none"> • Experience of working in an acute healthcare environment • Evidence of continuing professional development 	<ul style="list-style-type: none"> • Post qualification experience of working in an acute NHS Trust • Experience working within a specialty • Mentorship
Knowledge and skills	<ul style="list-style-type: none"> • Knowledge of current professional issues • Excellent communication skills • Strong leadership skills • Good organisation skills; able to plan own work but also 	<ul style="list-style-type: none"> • Understanding of use of audit in a clinical setting

	<p>work effectively within a team</p> <ul style="list-style-type: none"> • Ability to prioritise and make sound decisions, sometimes under pressure • Ability to use a range of IT applications, e.g. Word, Outlook and web based applications • Evidence of on-going professional development 	
<p>Other</p>	<ul style="list-style-type: none"> • Patient-focussed. • Demonstrates compassion. • Self-motivated, pro-active and resourceful. • Acts as positive role model for others. • Confident and assertive. • Innovative, exploring new practices and ways of working 	

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 and 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; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

Infection prevention and control (IPC)

The prevention and management of acquired infection is a key priority for the Trust. 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; and
- 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 colleagues; and
- 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; and

- 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.

Confidentiality and Security - Your attention is drawn to the confidential 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 - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. 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, to protect yourself and the Trust from any possible 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 continuous personal development including, 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; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

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.

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 is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is 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.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH

continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against

on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

