

# ASSISTANT RESEARCH PRACTITIONER

## Candidate Pack



# Colleague Benefits

## General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

## Financial

- Access to various local and national discounts via various external websites
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

## Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

## Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men's Health forms and MOT
- Discounts with local gyms



# Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level – from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction – between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

## C.A.R.E. Meaning and Practice

**Compassion** - Demonstrate genuine kindness, empathy and humanity in every interaction. Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

**Acknowledge** - Actively listen and be fully present. Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

**Respect** - Treat everyone with dignity, honesty and fairness at all times. Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

**Empower** - Enable people to be active participants in their care and work. Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included. Poppy's Promise is more than a framework - it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

### **In daily practice, you can:**

- Take a moment before entering a patient's space - centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions - consider how your approach made the patient or family feel

### **All staff within the Trust are expected to:**

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

## Job Summary

*\*\*This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone\*\**

- The role supports research healthcare professionals in delivering safe, high-quality care to patients taking part in clinical trials.
- The postholder helps with basic clinical tasks such as taking blood samples, recording observations, and preparing and processing patient samples.
- They assist with organising clinics, completing paperwork, and making sure all patient information is accurate and follows clinical trial guidelines.
- The role involves communicating with patients, carers, and staff, ensuring patients feel supported and their needs are met while respecting privacy and dignity.
- They help monitor patients during and after treatment, reporting any concerns to qualified professionals.
- The postholder also supports the smooth running of clinical trials by managing equipment, preparing clinic areas, and helping the research team work effectively.

## Job Description

<b>Job title:</b>	Assistant Research Practitioner
<b>Grade:</b>	4
<b>Site:</b>	The Royal Shrewsbury Hospital
<b>Accountable to:</b>	Senior Research Sister
<b>DBS required:</b>	Yes

## Job Purpose

To assist in the delivery of high quality care to patients participating in clinical trials under the supervision of fellow Research Healthcare Professionals. The postholder must be responsive to the social and healthcare needs of the individual patient, at all times respecting their privacy and dignity whilst helping to maintain high standards of patient management.

## Areas of responsibility

### Clinical

- Under indirect supervision of a qualified healthcare professional assist with the management of patients undergoing clinical trials, prior to entry into a trial, during the treatment phase and in follow up. The postholder will be expected to manage their own workload to meet the needs of the service. The postholder will adhere to the established clinical trial protocols and:
  - Do venepuncture and take required blood samples, as per protocol
  - Process the samples appropriately i.e. centrifuge, freeze or post as required
  - Obtain other samples such as urine and process appropriately
  - Carry out clinical observations such as BP, pulse, respiratory, temperature, height, weight, hip, waist measurements and accurately record them
  - Following appropriate training, obtain patient's informed consent for simple genetics and epidemiology studies • Assist patients completing clinical trial paperwork, such as Quality of Life questionnaires.
  - Inform responsible research healthcare professionals if it is felt that a patient has not given informed consent for a clinical trial.
  - Complete basic Case Record Forms (written or web-based) in an accurate and timely manner adhering to Clinical Trial and International Committee on Harmonisation Good Clinical Practice (CT & ICH GCP) guidelines of data entry
  - Ensure safe and correct operation of equipment such as centrifuge or BP machines and arrange repair/maintenance as required.
  - Identify trial requirements for participating patients attending FU clinics. Provide all relevant trial paperwork, investigation results and investigation requests forms.
  - Effectively run Clinical Trials FU Clinics and defer to research healthcare professional if working outside scope of knowledge
  - Ensure clinical trial data is obtained and entered correctly by doctors and other healthcare professional
  - Chaperone doctors in clinics as required
  - Transcribe patient data from FU clinics to paper or electronic case report forms
  - Following appropriate training, undertake telephone follow up of well patients in trials
  - Arrange investigations as per protocols under guidance of research healthcare professionals
  - Assist patients to/in other departments, as required such as Photography, X-ray, Phlebotomy
  - Assist other research healthcare professionals i.e. go to Pharmacy when asked to do so and run other errands required to ensure the effective management of cancer clinical trials in the Trust

- Take telephone calls from patients/carers and relay accurate message to research healthcare professionals, if unable to directly assist
- Enter basic data onto computer
- Dispatch data to relevant study centres following CT & ICH GCP guidelines and update trial patient database recording the patients journey
- To assist with the randomisation of patients into clinical trials and be responsible for subsequent paperwork ensuring patients details are entered onto databases; that all consent forms, patient information sheets, and GP letters are sent out and/or stored correctly in the patient notes, and Trial Master files according to CT & ICH GCP.
- Assist in preparation of clinical trial paperwork, such as photocopying, stocking up drawers, making up trial starter packs, as required
- Maintain high professional standards in accordance with the requirements of the R&D Manager with the competence to treat and care for patients safely and efficiently in line with Trust policies, departmental protocols and CT & ICH GCP Regulations.
- Prepare clinic rooms for Trials Clinics and use appropriate infection control procedures, assist with cleaning and storage of all equipment after use and at the end of clinical sessions
- Maintain Venepuncture and sample collection equipment
- Monitor the health of the patients undergoing a clinical trial, during treatment and in follow-up and inform research healthcare professional of any areas of concern.
- Maintain a professional appearance, manner and conduct at all times.
- Provide and maintain high standards of patient care, respecting confidentiality at all times, and promoting good communication and appropriate information, so that as far as possible the needs of the patient and carers are identified and met.
- Communicate with other professional groups and external Trial Co-Ordinators
- Advise and support patients and their carers within area of competence. Refer to research healthcare professional whenever necessary.
- Attend and participate in QA, departmental audit, teaching sessions and clinical trial initiation meetings, as required
- To participate in continuing professional development
- To proactively work with the research team to improve efficiency and effectiveness.

## Systems and Equipment

- The Assistant Research Practitioner must safely and efficiently handle specialized equipment associated with the treatment of patients participating in clinical trials:
- Centrifuge

- Freezer – to maintain freezer and fridge logs and report deficiencies to healthcare professional
- Histopathology samples
- Blood and urine samples
- Venepuncture equipment
- Clinical Observation equipment
- Manual handling equipment
- Intercom and telephone systems
- Bleeps
- Networked computerised records

### **Decisions, judgements and freedom to act**

- The Assistant Research Practitioner works within the Research Team but will often be required to work alone with access to qualified staff.
- If an Assistant Research Practitioner has any concerns regarding the treatment or the wellbeing of a patient they must report their concerns to the qualified healthcare professional.
- An Assistant Research Practitioner is able to answer some patient queries and give limited information and advice to patients and their carers during treatment and in follow-up but refers to qualified healthcare professional for assistance whenever going outside scope of knowledge.
- The Assistant Research Practitioner will organise and arrange routine tasks that need to be carried out as per protocol requirement under supervision of research healthcare professional
- The Assistant Research Practitioner has sufficient initiative to support the safe and efficient operation of the working area, but will refer most decisions to a qualified healthcare professional

### **COMMUNICATION AND RELATIONSHIPS**

- In order to carry out their role an Assistant Research Practitioner must have good communication skills.
- The Assistant Research Practitioner works alongside qualified healthcare professionals, student healthcare professionals and helpers/volunteers who work within the Oncology Department (Radiotherapy Department, Chemotherapy Day Centre, Ward 21 and Oncology Clinics) as well as in other clinics and relevant areas in the Trust (Shrewsbury and Telford.) The Assistant Research Practitioner will relay accurate messages from patients ringing into the department from outside to relevant staff.
- An Assistant Research Practitioner communicates verbally with:
  - Patients

- Carers
  - Consultants and other members of the medical team
  - Other medical personnel involved in clinical trials
  - Clinical Nurse Specialists
  - Ward, Specialist Department and Out Patient nurses
  - Support service staff such as Radiology, Pharmacy, Medical Illustrations, Pathology, Receptionists
  - Secretaries
  - Clinical Research Associates and other external trial personnel
  - Ambulance staff
  - Members of the Research Networks
- The Assistant Research Practitioner gives verbal guidance, information and reassurance to patients and their carers within their scope of knowledge.
  - When appropriately trained, communicates information about simple non-interventional studies to patients in order to gain their informed consent to participate
  - Books hospital transport as appropriate.
  - Incident reporting is carried out using the Trust Incident Reporting forms
  - The Assistant Research Practitioner orders clinical trial stock and maintains sufficient stock levels of equipment, such as needles and bottles for venepuncture.

## **PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF POST**

- An Assistant Research Practitioner is on their feet for the greater part of their working day, walking between the R&D offices, Out-Patients, specialist departments and wards
- Transfer patients to and from the other clinical areas within the hospital when required, observing safe and efficient practice.
- Part of the Assistant Research Practitioner role is to monitor the health of patients on treatment and in follow-up each day and report concerns to qualified staff.
- Anxious patients, and or their carers on occasion, can be extremely emotionally demanding. The Assistant Research Practitioner may encounter patients with a cancer or other life threatening diagnosis as part of their daily workload. Some patients may be in the palliative stage of their illness. On occasions these patients and/or their carers can be very distressed and require calm and compassionate care

## WORKING CONDITIONS

The postholder works in an environment where they may be exposed to:

- Cytotoxic chemotherapy spillage
- Comes into contact with unpleasant body odours, bodily fluids (e.g. faeces, vomit) which are highly unpleasant.
- Blood and urine samples
- When required cleans soiled equipment and disposes of soiled linen, which is unpleasant, and on rarer occasion highly unpleasant.
- On occasion interact with patients with HIV, MRSA, Hepatitis, ESBL.
- There is also the possibility of being exposed to aggressive behaviour from patients, relatives and staff.

## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Minimum of NVQ level 3 or equivalent relevant health care/life science qualification</li> <li>• Good basic level of education, minimum five O/GCSEs, or equivalent passes including English</li> </ul>	<ul style="list-style-type: none"> <li>• NVQ level4 or equivalent relevant health care/life science qualification</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Significant professional experience caring for people within a hospital environment at band 3 level.</li> <li>• Experience of working in clinical research and awareness of the legislation surrounding it.</li> </ul>	<ul style="list-style-type: none"> <li>• Shares experience in evaluation and assessment of new developments</li> <li>• Clinical Trials Good Clinical practice accredited training</li> </ul>

<p><b>Knowledge and skills</b></p>	<ul style="list-style-type: none"> <li>• Good communication skills</li> <li>• Able to work autonomously within a team environment</li> <li>• Ability to know when working outside scope of clinical knowledge and practice</li> <li>• Empathy, respect, and tolerance to all individuals, without discrimination</li> <li>• Demonstrates good time and resource management with the ability to prioritise own workload</li> <li>• Considers the skills and knowledge of self and others</li> <li>• Demonstrates ability to learn</li> <li>• Reflects and learns from self and others</li> <li>• Flexible and motivated</li> <li>• Willing to meet future service development needs to improve efficiency and effectiveness</li> <li>• Participates in a shared learning culture</li> <li>• Ability to adapt and apply skills in a variety of situations</li> <li>• Awareness of needs of patient</li> </ul>	<ul style="list-style-type: none"> <li>• Venepuncture skills</li> </ul>
------------------------------------	---	---

	<ul style="list-style-type: none"> <li>• Identifies accuracy and validity of information</li> <li>• Understands concept of patient confidentiality</li> <li>• Basic IT skills</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Able to meet the travel requirements of the post</li> </ul>	

## General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

## Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

## Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;

- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

## Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

## Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;

- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

## **Safeguarding Children and Vulnerable Adults**

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
  - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
  - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

## **NHS Sexual Safety Charter**

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

## **Social Responsibility**

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

## **Continuous Improvement**

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

## **Equal opportunities and diversity**

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

