

# BOWEL CANCER SCREENING PROGRAMME CO-ORDINATOR

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 helps make sure all the right paperwork and records are ready for people taking part in the Bowel Cancer Screening Programme.
- It involves keeping computer systems up to date and making sure patient notes are stored, found and shared correctly.
- You will help run the daily screening service, working with the manager and team to keep everything organised and on time.
- The job includes supporting and guiding staff, answering patient enquiries and handling sensitive information with care.
- You will help plan work, solve problems, and make sure national rules and targets are met. Good communication, organisation and the ability to stay calm under pressure are important parts of the role.

## Job Description

<b>Job title:</b>	<b>Bowel Cancer Screening Programme Coordinator</b>
<b>Grade:</b>	<b>Band 4</b>
<b>Site:</b>	<b>William Farr House</b>
<b>Accountable to:</b>	<b>BCSP Programme Manager</b>
<b>DBS required:</b>	<b>None</b>

## Job Purpose

To be responsible for having all relevant documentation available for patients participating in the Bowel Cancer Screening Programme (BCSP). Ensure all databases and Patient Administration System (PAS) are maintained accurately. Retrieving patient's case notes, distributing, filing and maintaining accurate records throughout the screening process. To perform any other duties as allocated by the Programme Manager / Senior Specialist Screening Practitioner / Senior Co-ordinator including monitoring and assisting with demand and capacity planning within the Programme.

## **Main Duties and Responsibilities**

- To ensure that systems and processes are in place to enable the national targets to be met as part of the National Bowel Cancer Screening Programme.
- To work in collaboration with the Bowel Cancer Screening Programme Manager and Senior Co-ordinator, providing assistance and cross cover for the daily operational management of the BSCP service.
- The post holder will be responsible for the daily operational management of the service ensuring call up, capacity and utilisation of colonoscopy sessions.
- To establish and develop administrative procedures in order to provide a seamless service.
- To be responsible for ensuring effective communication systems are in place with the National Bowel Cancer Screening Centre and to be the main point of contact for all enquiries in relation to the Bowel Cancer Screening Programme.
- To be responsible for the co-ordination and administration of the Bowel Cancer Screening Centre programme, managing Shropshire and Welsh residents who have been invited to enter the Bowel Cancer Screening Programme.
- To provide support and training to all relevant staff in relation to the Bowel Cancer Screening Programme.
- The post holder is expected to work accurately under pressure with the ability to manage and prioritise their own workload; providing and receiving complex information which may require tact, diplomacy and persuasive skills as there may be barriers to understanding either due to a cultural difference or knowledge of the process.

## **Responsibility for staff**

- Day-to-day supervision of the Admin and Clerical Team members, prioritising and delegating workloads.
- To assist with the monitoring of compliance for all statutory training, 1-1's and appraisals for Admin team members in conjunction with Programme Manager.
- To assist with the recruitment of new members of staff within the Admin Team using the internal recruitment system and taking part in the interview process.
- To train all new members of staff on the Careflow computer system with relevance to their posts.
- The post holder will be aware of physical effort with regard to sitting for long periods to carry out word processing and the manual handling issues related to transfer of substantial numbers of heavy medical notes.

## Responsibility for patients/clients

- To be responsible for dealing with all enquiries and taking appropriate action in relation to the Bowel Cancer Screening Programme.
- Respond to telephone calls from anxious and distressed patients and carers, analysing information and offering non-clinical guidance by using own judgment in a professional and competent manner.
- Respond appropriately to contentious, sensitive and difficult enquiries to ensure a satisfactory conclusion.

## Responsibility for resources

- Management of resources by monitoring stationery levels, order as appropriate via the Oracle system, identifying and reporting faulty office equipment to the correct person.

## Responsibility for Administration

- To be responsible for monitoring the process in relation to the registering of all new patients and compliance against national standards.
- To be responsible for the general administration of the Bowel Cancer Screening Programme liaising with other departments and external bodies as required.
- To be responsible for the management of the administrative procedures within Bowel Cancer Screening to deliver all relevant aspects of the Trusts Governance Agenda.
- To be responsible for ensuring that the patient information on the bowel screening database, PAS and any other external software such as Somerset for cancer registry is timely and accurate.
- To maintain and monitor all documents to track patients within the Programme, including specialist follow-up therapeutic procedures, liaising with staff across multiple departments to ensure capacity is provided and escalating where potential issues are encountered.
- Exposure to constant interruptions to routine, relating to telephone calls and personal requests and demands.
- To co-ordinate BCSP meetings, produce & circulate minutes, as required.
- Arrange and service meetings/lectures/conferences as requested; taking and transcribing minutes and any follow-up actions as requested.
- Manage and maintain comprehensive office systems including bring forward systems (e.g. reminders), prompt access to information and preparation of papers for meetings.
- Manage and maintain electronic systems (eg database/spreadsheet) containing patient-related information, analysing as required.
- Using the in-house patient data tracking system locate, retrieve and deliver medical records/investigation results.

- Ensure that all patient case notes passing through the office are booked in and out appropriately.
- Be aware of the prolonged exposure to Visual Display Units (VDU) and the associated health and safety risks.

## Strategic and Service Responsibilities

- Liaison with Senior Endoscopy staff (including Project Lead for Bowel Cancer Screening Programme/Nurse Manager/Senior Sister/Specialist Screening Practitioner Nurses) to ensure compliance with national standards and be responsible for assisting with and developing action plans where appropriate.
- To assist the Senior Co-ordinator/ Programme Manager / Lead SSP with completing the Bowel Screening audit data requirements and ensuring this is submitted to the National Screening Programme in a timely fashion to meet tight deadlines.
- To assist the Programme Manager with any plans for future workforce/staffing requirements including any extension plans within the Programme, including demand and capacity modelling.
- Participate in internal and external audit\research and development for professional bodies collating and producing data as required.
- Implement and adhere to agreed policies, procedure, protocols including national initiatives and propose changes on improvements to departmental working practices.
- Contribute to ongoing projects as required.

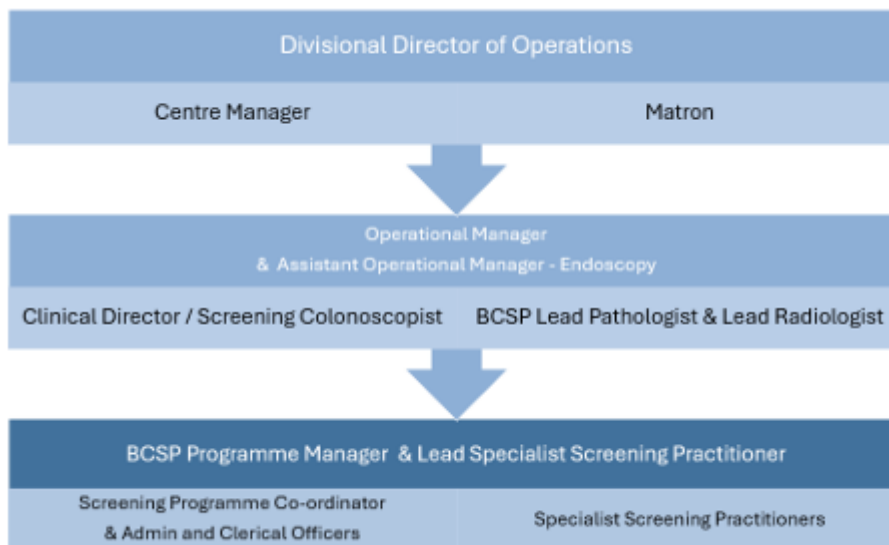
## Organisation Skills

- Liaison with Specialist Screening Practitioners in relation to monitoring and auditing the flow of patients in the service to ensure compliance with programme requirements, including preparation of weekly reports to ensure patients are booked in a timely manner.
- To be responsible for assisting with the preparation and validation of the monthly Failsafe reports and liaison with clinical team / Programme Manager / Senior Co ordinator.
- Organise the office efficiently in a complex, changing environment.
- Manage multiple tasks, a significant and substantial number of which are non-routine ensuring that deadlines are met. 8.5 Using own initiative ensure that results which require immediate action are presented to the Consultant or other senior member of the Medical Team/Multi-Disciplinary Team (MDT) in a timely manner and clinical responses are completed.

## Communication and Working Relationships

- Using MS Office applications produce accurate, high quality typewritten material.
- To be responsible for and maintain the Bowel Screening IT system.
- Communicate appropriately with a range of people at different levels of the organisation.
- Frequent exposure to working in a stressful environment which includes exposure to emotional or distressing circumstances.
- Exposure to medical photographs within clinical notes which could be of a distressing nature.
- Communicate with a wide range of external organisations including legal and government agencies.
- Exercise independent judgement and initiative based on acquired experience and knowledge when problems arise by taking the appropriate action.

## Organisational Chart



## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Core knowledge of Microsoft Office packages e.g. PowerPoint, Word, Excel and other IT skills acquired through training and practical experience</li> <li>• 4 GCSE (C and above) or equivalent including Maths &amp; English Language</li> <li>• RSA Stage 3 typewriting, word processing (or equivalent)</li> </ul>	<ul style="list-style-type: none"> <li>• ECDL</li> <li>• NVQ3 Business Admin</li> </ul>
<b>Knowledge, Behaviours and Experience</b>	<ul style="list-style-type: none"> <li>• Knowledge of good practice and system of work within secretarial field.</li> <li>• Knowledge of Health and Safety in the Workplace</li> <li>• Understanding of confidentiality/data protection issues.</li> <li>• Knowledge of NHS policies.</li> <li>• Staff Supervision</li> <li>• Customer Care</li> <li>• Secretarial procedures</li> <li>• Knowledge of software programs</li> <li>• Proven previous higher level</li> </ul>	<ul style="list-style-type: none"> <li>• Medical Secretarial/PA</li> <li>• Experience of compiling rota's</li> <li>• Knowledge of PAS systems</li> </ul>

	<p>secretarial experience</p> <ul style="list-style-type: none"> <li>• Medical Terminology (with the ability to reach the required standard in medical terminology by the end of a 12-month period)</li> </ul>	
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent command of English</li> <li>• High standard of grammar and spelling</li> <li>• Able to prioritise</li> <li>• Well organised</li> <li>• Good time management</li> <li>• Reliable</li> <li>• Team worker</li> <li>• Patient focused</li> <li>• Calm and confident</li> <li>• Able to use own judgment</li> <li>• Able to concentrate for long periods</li> <li>• Able to communicate sensitively and tactfully with patients and carers</li> <li>• Experience of minute taking</li> <li>• Experience of Demand and Capacity modelling</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>• The post-holder will be required on occasions to</li> </ul>	

	<p>perform tasks outside of the designated department; therefore flexibility is key</p> <ul style="list-style-type: none"> <li>• A requirement may be made to operate on another site within the Trust</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.

