

# BREAST CARE NURSE SPECIALIST

## 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 the Breast Care nursing team and helps make sure every patient has someone they can turn to throughout their care.
- It involves giving patients and their families clear information, emotional support and guidance at important moments, especially after a cancer diagnosis.
- The post holder helps coordinate each patient's care, making sure their needs are assessed and that they are linked to the right services.
- The role also supports the senior nurses with teaching, training and developing learning materials for staff and students.
- It includes helping prepare for MDT meetings, sharing decisions with patients and other professionals, and helping the team meet cancer care targets.

## Job Description

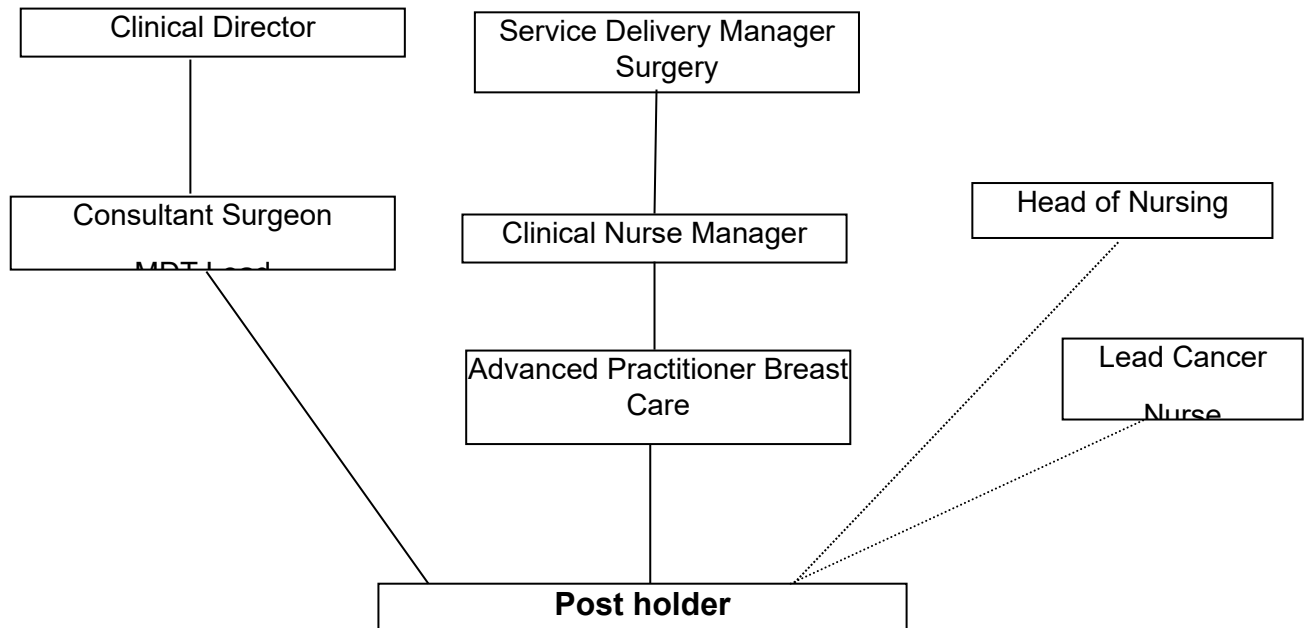
|                        |  |
|------------------------|--|
| <b>Job title:</b>      | <b>Breast Care Nurse Specialist</b>          |
| <b>Grade:</b>          | <b>Band 6</b>                                |
| <b>Site:</b>           | <b>The Princess Royal Hospital, Telford</b>  |
| <b>Accountable to:</b> | <b>Advanced Practitioner for Breast Care</b> |
| <b>DBS required:</b>   | <b>Yes, Enhanced DBS</b>                     |

## Brief Description of Role

This is a support post to the Breast Care service. Essentially the post holder will work with the existing Breast Care Clinical Nurse Specialists to:-

- a) Ensure there is continuity of specialised nursing support for individual patients and their family/carer at key and significant stages in their patient pathway and to ensure care is co-ordinated
- b) Ensure that individual patients have a key worker, a co-ordinated care pathway and that on going assessment of needs and information about their clinical management, access to benefits and other support services is undertaken at key stages in the care pathway
- c) Support the Senior Clinical Nurse Specialists in developing and participating with educational training programmes and teaching materials

## Organisational Chart



### Main duties and responsibility of the post holder:

#### 1.0 Clinical practice – holistic care

- Following referrals to the Breast care one stop service ensure patients are fully informed and supported throughout their one-stop investigations

Following disclosure of a cancer diagnosis:-

- Be available to patients when discussions with medical staff may lead to patients having to make choices concerning treatment / clinical management options.
- Undertake key worker role; providing advice, support and information and co-ordination of care pathway.
- Undertake a holistic assessment at key stages in the patient pathway co-ordinating care and referring to other disciplines as necessary.
- Initiate continuing support for patients requiring Specialist Palliative Care

Ensure compliance with Manual of Cancer Standards that individual patients with a cancer diagnosis have:-

- Opportunity of a record of key consultations regarding diagnosis, treatment or prognosis, and ensure this is recorded in case notes

- The offer of a key worker as a point of contact for patients, relatives and visitors to the Breast Care Multidisciplinary team
- Received written patient information and that a record of these is documented in patients case notes
- Co-ordinate transitions of care to ensure patients receive seamless care.
- Contribute to the Breast MDT discussion regarding individual patients - acting as patient advocate
- Ensure patients receive information and support at key stages of the patient pathway – this will include information of a highly emotive or distressing nature about diagnosis, treatment and prognoses, information regarding benefits advice and national /local patient support groups.
- Provide emotional and psychological support at key stages in the patient pathway signposting/referring for level 3 and 4 psychological support as necessary.

## **2.0 Communication**

- Communicate sensitive information concerning diagnosis and treatment options and survival outcomes to patients and their relatives
- In collaboration with the existing Breast clinical Nurse Specialists ensure that appropriate communication channels are in place to facilitate the flow of information with in the Breast care team
- In collaboration with the agree effective channels and systems of communication to ensure all patients are kept informed in a timely and appropriate manner

## **3.0 Education**

Support the existing Macmillan senior Breast care CNS's to:-

- Continuously develop the Knowledge and skill of staff to ensure the delivery of care to Breast Cancer patients is of the highest standards
- Continuously develop and provide a wide range of educational forums and tools for the Multi-Disciplinary Team making a significant contribution to ensure that the teaching environment is exemplary
- Provide and facilitate learning opportunities for student nurses on CNS placement

- In collaboration with the existing senior Breast CNS's, develop a personal development plan which is commensurate with developing Breast Cancer Service as well as personal development needs

#### **4.0 Management**

Support Lead Clinician of Breast MDT and the existing Breast CNS in:-

- Preparing for MDT meetings
- Communicating MDT decisions to patients, referring clinician (if not a member of the LSMDT) and other key relevant health care professionals
- Actioning MDT decisions to progress patient care
- Liaising with MDT cancer pathway co-ordinator to ensure cancer wait time targets are achieved and sustained
- Organise time effectively to ensure effective management of workload

#### **5.0 Research and Audit**

- Ensure that accurate patient documentation which is explicit in terms of diagnosis, interventions, care delivery, evaluation and outcomes
- Support the existing CNS's in establishing systems for assessing the uses views on the quality of services provided and for involving patients, relatives and their representatives the planning and development of services

#### **6.0 Physical, Mental and Emotional demands of the post**

The post includes physical aspects such as:-

- Occasional collection of patient case notes collection
- IT data input
- Occasional moving and handling of patients with reduced mobility
- Cross site working

The post holder:-

- Will require good sensory skills to enhance communication
- Will be expected to respond to unpredictable work patterns and interruptions - these may occur due to individual patient needs

- Will support the Breast CNS's and the Breast Team in meeting Government Cancer targets

The nature of the post exposes the post holder to frequent episodes of patients/ relatives/ staff distress. This can occur regularly at any point of the patients journey at disclosure of distressing and emotive information about diagnosis, treatment and prognosis by the Consultant to the patient /carer of family.

## **7.0 Infection Control**

The prevention and management of acquired infection is a key priority for the Trust. The post holder is required to ensure, as an employee, that his/her work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or themselves:

- All staff must be aware of infection prevention and control policies, practices and guidelines appropriate for their duties and must follow these at all times to maintain a safe environment for patients, visitors and staff;
- All staff must 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;
- Any breach of infection control policies is a serious matter which may result in disciplinary action;
- All staff have a responsibility to challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

## **8.0 Other**

- Ensure confidentiality is maintained at all times in conjunction with the Trust confidentiality policy.
- Ensure that statutory regulations, code of practice, local polices and departmental health and safety rules are adhered to.
- Ensure that systems of work and behaviour comply with Trust policy.
- To undertake any other such duties that may be agreed with the Breast Care and Surgical Management team.

## Person Specification

|                             | <b>Essential</b>   | <b>Desirable</b>   |
|-----------------------------|--|--|
| <b>Qualifications</b>       | <ul style="list-style-type: none"> <li>• ENB 998 (Teaching and Assessing in Clinical Practice)</li> <li>• First level nurse</li> </ul>   | <ul style="list-style-type: none"> <li>• Degree or on degree pathway in Nursing Studies or willing to undertake</li> </ul>   |
| <b>Experience</b>           | <ul style="list-style-type: none"> <li>• Able to demonstrate commitment to high quality patient care</li> <li>• Knowledge and understanding of nursing/clinical audit</li> <li>• Clear understanding of the Specialist Nurse</li> <li>• Example</li> </ul>   | <ul style="list-style-type: none"> <li>• Relevant related to or transferable to cancer nursing i.e Care of the Dying Patient</li> </ul>  |
| <b>Knowledge and skills</b> | <ul style="list-style-type: none"> <li>• Good communication skills both written and spoken</li> <li>• Evidence of Communication skills training</li> <li>• Experience in management of ward/ department</li> <li>• Ability to motivate and lead junior staff</li> <li>• Experience in a nursing leadership role</li> <li>• Prioritisation of workload</li> </ul> | <ul style="list-style-type: none"> <li>• Experience in implementing change</li> <li>• Leadership Course</li> <li>• Knowledge of corporate and clinical governance</li> <li>• Experience of research and development</li> <li>• Evidence of implementing research based practice</li> </ul> |

|              |   |   |
|--------------|---|---|
|              | <ul style="list-style-type: none"> <li>• Understanding current Breast cancer issues – locally /nationally</li> <li>• Ability to work across professional and organisational boundaries</li> <li>• Computer literate</li> <li>• Presentation skills</li> </ul>   |   |
| <b>Other</b> | <ul style="list-style-type: none"> <li>• Able to work within a rapidly changing environment</li> <li>• Confident in dealing with Consultant Medical staff</li> <li>• Flexible attitude</li> <li>• Self aware</li> <li>• Innovative</li> <li>• Diplomatic</li> <li>• Assertive</li> <li>• Team Player</li> </ul> | <ul style="list-style-type: none"> <li>• Ability to deliver on deadlines</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.

