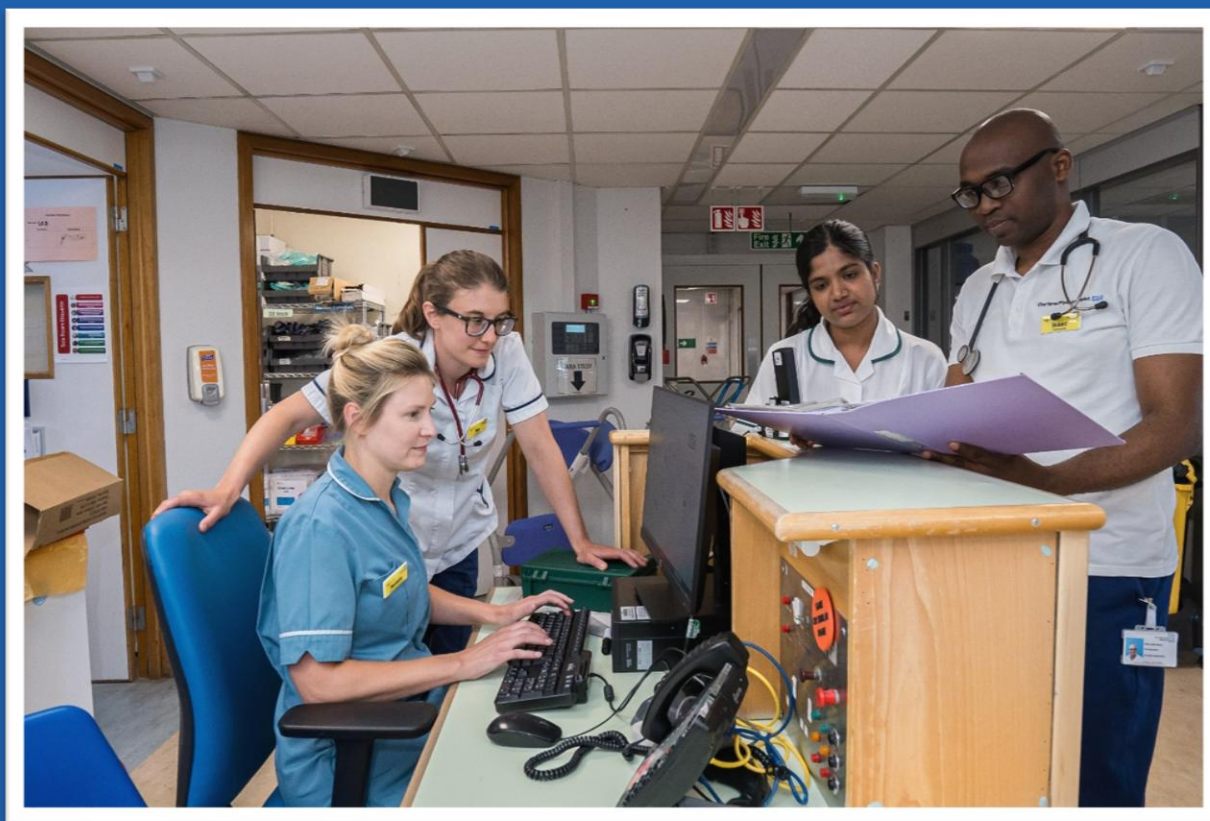


DIGITAL LEAD NURSE / AHP

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 leads the introduction of new digital systems and technology across clinical services, helping staff adopt new ways of working that improve patient care
- The post holder works closely with nurses, doctors, allied health professionals and other teams to understand their needs and make sure digital solutions support safe and effective care
- They provide expert clinical advice for digital projects, helping to design, test and improve systems such as electronic patient records and other healthcare technology
- The role supports and trains staff, acts as a clinical role model, and helps teams build the skills and confidence needed to use new systems successfully
- The post holder manages change projects, identifies risks and challenges, and works with stakeholders to ensure projects are delivered safely and effectively
- They use feedback, data and clinical knowledge to improve services, support patient safety, and help the Trust achieve its digital transformation goals.

Job Description

Job title:	Digital Lead Nurse / AHP
Grade:	7 (subject to A4C)
Site:	Shrewsbury Business Park
Accountable to:	Chief Nursing Information Officer
DBS required:	Yes

Job Purpose

To function as the senior competent clinical practitioner on a range of projects. Lead the adoption of new technologies in healthcare, providing effective role modelling, line management, project leadership, training and enthusiastic support to enable the process of change.

Work closely with the Divisions, Departments, expert clinical leads and others, to gather and understand their views and needs in respect of the IT solutions covered by Trust's Digital Programmes. Convey information from

experiences and clinical situations to the multi-disciplinary implementation team, contributing to all its meetings and maintaining open communication.

Provide clinical leadership to a range of clinical informatics projects. Providing expert input to the digital programme teams to translate clinical needs into IT requirements. The post holder will provide update reports on progress, risks, successes and any issues arising from the programme

The post holder will show a commitment to patient safety and maintaining standards through education, training and development. They will co-ordinate the Specialist Digital Nurses and Change Agents in each of the clinical areas. They will be required to support the development of these roles through training to enable a successful implementation and support mechanism

Main Duties and Responsibilities

Communication & Relationships Skills

- Take responsibility for leading on the adoption of the new systems and solutions, providing sound clinical knowledge and expertise to ensure that change is successfully embraced by the clinical/ operational team
- To communicate with internal and external organisations over business change requirements and implementation.
- Act as a role model, demonstrating exemplary practice to all members of the Nursing, Midwifery and AHP teams.
- To seek the opinions of other NHS organisations in England where standards, policies and procedures vary nationally.
- To negotiate with clinical and non-clinical groups to achieve key strategic outcomes or decisions where factors may be conflicting, contentious or sensitive.
- Responsible for negotiating with clinicians, clinical support disciplines, managers and users the processes identified and areas requiring change, agreeing the implementation of changes in line with the Trust's Digital Transformation / Digital Strategy.
- Build and maintain relationships with a number of key stakeholders across the organisation including both clinical and non-clinical
- To work with all members of the multi professional team to develop services to ensure the effective provision of all aspects of clinical care are maintained at a high standard.
- To be a point of contact by ensuring that they are a visible, accessible, and assertive figure to whom patients, relatives and staff can turn for assistance, advice, and support.

- To support the Ward/ department in promoting new ways of working which support and contribute towards Divisional and corporate objectives and improvement programmes
- To ensure that staff have a clear understanding of their duties and responsibilities and of the standards of performance and conduct expected of them during their span of duty
- To lead change / system design and config workshops for all members of the multidisciplinary team, including local health economy staff where appropriate.
- To ensure that current processes are reviewed and mapped with all key stakeholders, highlighting areas where changes are required, or possible, in line with the Trust's digital transformation strategy.
- Lead, support and motivate clinicians and administrative staff, where changes in working practices and processes are implemented.
- Develop and maintain professional relationships with all disciplines within and outside of the Trust.
- Support clinicians during the assessment, purchase and implementation of new systems to assist them in realising their clinical recording and reporting needs and ensuring that their expectations are realistic and achievable. Liaising with relevant teams and departments as required.
- To provide detailed project updates to the relevant project/programme managers and communicate any proposed risks to the project and patient safety hazards.
- Act as a clinical champion for health informatics and as an enabler for safe, effective and efficient care
- Consulting with nurses, midwives and AHPs on each stage of project design and delivery as required. Lead team meetings where required and ensure the adherence to standard operating procedures.
- Promote the work of the IT department and the work undertaken by the project teams. Communicate the benefits of the on-going digital initiatives, engaging with all MDT roles as appropriate.
- Work closely with the Digital Programme Team, the CNIO and the Digital Clinicians within the Trust delivering highly complex information relating to the programme scope, goals, timescales, benefits, risks & issues.
- Maintain collaborative working relationships and effective communications between all members of the multidisciplinary team, resolving conflict and working within the team to ensure a high standard of co-ordinated patient care
- Help to develop a wide network and liaise with professional leads from within the Trust as required.
- Visit clinical areas on a regular basis to raise awareness of the various projects, to assess the impact of changes on both staff and patient experience and to evaluate the training needs for clinical teams.
- Use feedback from staff and patients to inform the further development of our technological solutions

Knowledge, Training and Experience

- Specialist knowledge and expertise acquired through clinical degree level supplemented by professional knowledge and knowledge of mentorship, education, change management, digital transformation or development practice to Masters level equivalent
- Willingness to develop specialist knowledge in business change particularly involving system change, process mapping and process re-design, impact analysis, and managing benefits.
- The post holder will be required to effectively manage potentially emotionally stressful situations where changes are not positively received by specific groups and where particular members of staff show some degree of resistance to change
- To contribute towards the development, production, and implementation of the Chief Nursing Information Officer's objectives, in line with agreed service and financial objectives
- To support the Ward/ department in promoting new ways of working which support and contribute towards Divisional and corporate objectives and improvement programmes
- Provide expert clinical support and advice to the Digital Programme team
- Work alongside the CNIO and digital clinicians to, support and advise Trust health professionals on the impact, purpose and clinical/management implications of the Digital Programme and the associated projects
- Working alongside clinicians, negotiate, process map and implement changes in clinical practice ensuring patient safety is maintained at all times and improvements, communicated and delivered for the Digital Programme
- To lead the supervision, training and effective mentorship of junior staff, student nurses and Health Care Assistants. Work with the IT training team within the Trust to promote clinical training needs aligned with Trust policies
- Work in partnership with relevant colleagues to ensure appropriate healthcare governance and business continuity measures are in place to develop safe, effective and efficient services
- To promote and disseminate relevant research findings to support clinical practice and education within the department.
- Working with technical teams to configure, test and implement new or modified information solutions, such as electronic assessments, health records and communications tools
- Provide expert leadership and advice (direct and indirect) to the Nursing workforce on best practice for the various solutions deployed as part of the Digital Programme and the associated projects
- To support and be part of digital system implementations, providing floorwalker support to end users in the use of systems, technology and agreed processes
- Have an awareness of the operational plans of the Digital Transformation / digital systems in line with the Digital Transformation / Digital Strategy.
- Hold specialist knowledge of NHS and clinical digital systems.
- Ability to negotiate complex issues and provide different solutions.

Analytical & Judgemental Skills

- To be responsible for undertaking analysis of current, complex clinical and operational workflows, clinical practices and patient experiences within digital project plans
- To be capable of making judgements through utilising analytical skills and assimilating benchmarking and other data, to make justifiable interpretations of information, processes and behaviors and to be able to propose and plan the way forward.
- Assess and evaluate clinical evidence, write reports and present information to the associated project boards, related to meetings, workshops, Clinicians, Trust staff and stake-holders
- To lead the development of process redesign to maximise the use of digital systems within an organisational context of digitally enabled change.
- To investigate and resolve complex digital queries where there a potential number of options in terms of resolution. Analysis may lead to configuration of hardware and/or software.
- Meet with various stakeholders and users to troubleshoot and resolve issues that may arise regarding, complex technical information issues/problems and changes to working practices/business processes.
- Make recommendations from a number of options where appropriate.
- To provide advice on the availability of solutions that result from the analysis of complex problems as they arise, such that they are acceptable to both junior and senior members of the Trust.
- Where limitations of the systems are identified liaise with 3rd party software specialists to identify different solutions to bridge the limitations.
- Following your analysis of users' requirements, document the design and decisions, including business process changes, liaising with system suppliers or internal development teams to configure systems to demonstrate options to deliver the requirements and benefits.
- Ensure clinical and operational issues and risks relating to the Digital Programme and the associated projects are reported to the relevant Clinical Colleagues and Project Managers. Assist with 'fit for purpose' outcomes
- Undertake gap and operational impact analyses that contribute to process mapping and organisational readiness for digital deployments

Planning and Organisational skills

- Plan, organise and manage tasks and straightforward and / or complex activities including programmes, workshops, focus groups which may require adjustments to plans for the development of the systems.
- Provide regular progress reports to the Chief Nursing Information Officer.
- Plans and organises the workload to ensure that business change is incorporated into and managed within each project.
- Plan practice education activities, educational development programmes
- To organise their team on a daily basis deploying staff appropriately according to their skills and experience.

- Lead a range of clinical colleagues to negotiate, process map and implement changes in clinical practice ensuring patient safety is maintained at all times and improvements, communicated and delivered for the Digital Programme
- Collection of information, identifying barriers and driving forward change,
- Work within defined deadlines as part of a team and on an individual basis ensuring assigned work is effectively project managed.
- To manage the completion of relevant documentation for all relevant projects to assist in providing project updates
- Provide input and updates to the Project managers on project progressions and escalate issues that are seen as risks which could impact on the project deadlines and timescales.
- Manage own work-load in order to meet defined objectives, guided by general principles, policies and regulations. Be flexible with the ability to alter activities and priorities as the need arises.

Physical skills

- Utilises available personal resources complemented by advanced keyboard skills
- Accurately utilises available personal resources ensuring appropriate software packages are used when performing computer related tasks.
- Able to manipulate complex data at speed.
- Driving license for travel to user sites e.g., acute and community hospitals
- Developed clinical skills

Responsibility for Patient/Client Care

- Lead innovation and demonstrating clinical expertise. The postholder act as a resource and advisor in their area of expertise to colleagues in other wards and departments throughout the Trust.
- To be a competent practitioner, leading innovation and demonstrating clinical expertise. The postholder act as a resource and advisor in their area of expertise to colleagues in other wards and departments throughout the Trust.
- Provide expert clinical support and advice to the Digital Programme team
- Develops new care pathways. Provide specialised advice in relation to care
- Provides best practice in clinical setting for mentors, educators staff in relation to clinical practice and governance
- Provides Clinical Risk Management expertise and contributes to the implementation of the Trust Clinical Risk Management System

Responsibility for Policy/Service Development

- To assist in the review and development of Trust policies and procedures with various professional bodies, steering groups, divisional teams, clinical governance, and clinical risk, ensuring that the elements of IM&T applications and clinical workflow reflect Trust policy and practices which may impact

beyond own area.

- Implements mentorship and education policies / participates within NHS / HEIs on developing policies to improve clinical practice and education
- Provide advice and signposting to other professionals about clinical processes, key research and policy documents.
- To assist in the formulation, and review of clinical and digital policies and procedures. To ensure trust wide agreed policies are adhered to.
- Develop strategies, policies, guidelines and procedures for introducing, evaluating and modifying information technology applied to clinical practice
- Implements policies within own area e.g., process change, planning business change through the implementation of new projects.
- Where Trust policy & practice is changed, facilitate this change through the various, steering groups and relevant professional heads.
- Recognising where process re-design is required across the organisation and proactively engaging with various staff groups to influence change.
- Ensure all developments incorporate and reflect nationally agreed standards for data collection and reporting.
- Work with divisional teams in the development of evidence-based protocols and rules based clinical decision support and data collection tools.
- You will recognise where process redesign is needed across the Trust and proactively engage the Project managers and Trust senior managers when appropriate to influence change using key approaches such as impact analysis.
- Undertake R&D to support any business development to ensure that key changes to systems do not have any detrimental effects on the Trusts ability to meet its mandated targets.

Responsibility for Financial and Physical Resources

- To support the benefits identification and realisation process involved in implementing the digital applications in liaison with the divisions.
- Ensures physical resources are maintained appropriately.
- Takes responsibility for safe use and the security of physical resources held by the role, for example, taking laptops and projectors on site for the purpose of demonstrations.
- Promotes the best use and care of physical resources throughout the Trust.
- Support digital in ways of working to save energy and support the carbon reduction plans.

Responsibility for Human Resources

- Day to day management and co-ordination of junior staff
- To assist with the recruitment of the new staff into the team .
- Deliver IT training both within the team and external to the teams across the Trust and the local community.
- Provide training and training packages for users for piloting of new developments and then provide training to trainers and system administrators

as part of handing over new developments once implemented.

- To ensure that staff have a clear understanding of their duties and responsibilities and of the standards of performance and conduct expected of them during their span of duty
- Delegates work to some team members. Support and mentor new staff joining the team
- To deputise for the Chief Nursing Information Officer where necessary.
- To support the implementation of an effective appraisal system, ensuring that all staff has set objectives that identify and support individual development and training needs
- Lead, support and motivate clinical, clinical support, operational, and administrative staff, where changes in working practices and processes are implemented.

Responsibility for Information Resources

- Responsible for analysis of user requirements, documenting and design, including business process changes, configuring systems and demonstration.
- Controls data and produces appropriate relevant and complex reports from various systems and interprets data.
- Adopts a best practice approach from the changes made within digital systems, promoting and training on those changes where appropriate, and reflecting data quality optimisation aspects particularly with user base
- Maintains output specification documents for new developments.
- Maintains all the analysis and process mapping systems in place ensuring full user sign off records and minutes of meetings are fully auditable at all times.
- Maintains computer hardware including printing or electronic ordering, account creation, modifications or creation of information systems.

Responsibility for Research and Development

- To assist with user acceptance testing for the various phases of system implementation ensuring the application is fit for purpose and meet the quality expectations
- To be responsible for reporting any regression testing issues raised and ensuring correction accordingly.
- Responsible for piloting new developments and performing a quality audit from the pilot and feedback any proposed quality issues and recommendations to improve the quality.
- Responsible for identifying developments within the business change systems to improve services provided through the use of the system change.
- To promote and disseminate relevant research findings to support clinical practice and education within the department.

Freedom to Act

- Broad occupational policies, works to achieve agreed objectives and has freedom to do this in own way, working within broad professional policies; advises without reference to manager. Acts as a lead specialist in own area.
- Works to achieve agreed set objectives having freedom to perform under self-direction.
- Works within the agreed configuration guidelines and standards, making recommendations for change if required.
- Performs as lead specialist and acts appropriately in own area.
- Performs the role with minimal supervision from the Business Change Lead

Physical Effort

- Combination of sitting, standing and walking.
- Needs to be able to carry appropriate hardware (projectors, laptops etc).
- Light physical effort for the configuration of the aforementioned hardware items.
- Able to connect hardware to power sockets, LAN sockets.
- Able to move computer equipment in line with the demands of the role.
- Holds current driving licence, motor insurance for business purposes, and has access to a car

Mental Effort

- Able to cope with interruptions whilst in periods of concentration.
- Work within defined deadlines as part of a team and on an individual basis ensuring assigned work is effectively project managed.
- Requires frequent spells of concentration through a work pattern which can be unpredictable.
- To deal with questions / queries of Trust staff including end users, line managers, divisional general managers etc via the telephone, email, face to face. These may be of a complex nature requiring in depth knowledge.

Emotional Effort

- The post holder will be required to effectively manage potentially emotionally stressful situations where changes are not positively received by specific groups and where particular members of staff show some degree of resistance to change
- To be conversant with current Human Resource policies.
- Understand the human factors in managed change environments and with advanced technologies

Working Conditions

- Will be working with a computer /VDU throughout a large portion of the day
- To provide out of hours and onsite support as required to facilitate system implementations / upgrades.

Personal / Professional Development

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence to participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process

Person Specification

	Essential	Desirable
Qualifications	• Relevant Healthcare Degree • Registration with appropriate Professional Body • Evidence of Continuing Professional development/qualification relevant to area of speciality	• Project/change management qualification/training
Experience	• Considerable experience as a practicing nurse/AHP in an acute hospital at a minimum band 6 or equivalent • Complex change management experience • Experience of using clinical information systems • Experience of multi-agency working • Ability to work successfully with a broad range of health and social care partners, patients, carers and professionals	• Experience of working at a leadership level, demonstrating a record of achievement • Experience and knowledge of the wider NHS Informatics agenda
Knowledge and skills	• High level clinical skills and knowledge. • Teaching ability • Knowledge of clinical pathways across the Trust • Able to organise self and others and prioritise workloads appropriately and effectively • Able to articulate a compelling vision of how things could be and might be • Skilled negotiator who is able to motivate and persuade, if required	• Understanding of clinical risk management • Understanding of Trust mandatory performance measures • Broad knowledge of new technologies and their potential for application in healthcare • Good analytical and problem solving skills • Understanding of the wider NHS informatics agenda

	using tact and persuasive skills • Excellent interpersonal and communication skills – verbal, written, electronic • The ability to work independently on highly sensitive and contentious issues • Knowledge of the current major clinical workflow and pathways in the Trust • Understanding of the wider NHS informatics agenda and national developments in this area • Good understanding of the current statutory and performance requirements under which the Trust operate • High Level appreciation of project management concepts • Positive attitude to change with a proven ability to assist senior staff in the implementation of change and practice development. • Microsoft Office PC and Sema Pas skills.	and national developments in this area • Good understanding of the current statutory and performance requirements under which the Trust operate • High Level appreciation of project management concepts
Other	• Awareness of professional and personal limitations. • Ability to act as a positive role model to other members of the team. • Strong team worker. • Flexible and adaptable in approach. • Participate in On Call rota for Theatre posts	

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.

