Moving to
EXCELLENCE

NHS
The Shrewsbury and Telford Hospital
NHS Trust

HAEMATOLOGY CLINICAL 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.

- This role helps support people with blood cancers as part of the Haematology team at Shrewsbury and Telford Hospital NHS Trust.
- The post holder will guide patients through their care and manage their own group of patients.
- They will make sure care is safe, effective and based on good evidence.
- They will help set up nurse-led clinics and teach other healthcare staff when needed.
- They will give advice to teams across the hospital and community about caring for people with blood cancers.
- They will also help prepare important information for external checks and reviews of the service.

Job Description

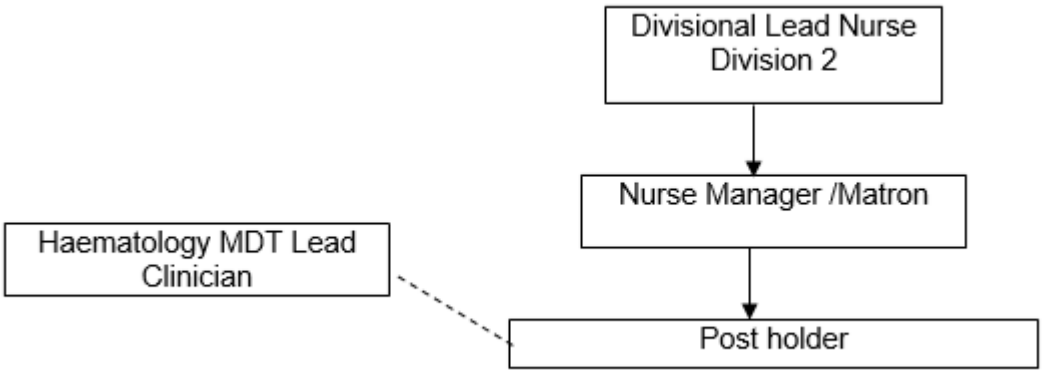
Job title:	**Haematology Clinical Nurse Specialist**
Grade:	**Band 7**
Site:	**The Royal Shrewsbury Hospital**
Accountable to:	**Nurse Manager/Matron**
DBS required:	**Yes, Enhanced DBS**

Purpose of the post:

- To work within the Department of Haematology at the Shrewsbury and Telford Hospital NHS Trust to support the development of services for patients with Haematological malignancy.
- The post holder will be an integral member of the Haematology MDT and key worker for individual patients throughout patient pathway.
- Manage own patient case load.
- Ensure the delivery, evaluation and development of high quality, clinically effective patient care which will be underpinned by evidence base.
- Develop nurse led clinics where appropriate.
- Develop and deliver educational programmes for healthcare professionals in primary and secondary care as necessary.
- To be a resource for all disciplines seeking advice regarding the management of patients with Haematological cancer.
- Attend Cancer Network meetings where necessary representing the Trust on issues relating to the provision of Haematological nursing service

- Responsible for preparing evidence in preparation for external reviews i.e. Cancer Peer Review, JACIE.

Organisational chart:



1.Clinical

1. Take on the role of patient's key worker. As key worker:-

   A. Wherever possible, be available when disclosure of bad news is and/or discussion with medical staff may lead to patients having to make choices concerning complex treatments and clinical management options and, in the absence of the CNS put systems in place to ensure the CNS is made aware of all patients who have received significant bad news.
   B. Provide advice, support and information at key stages in patient pathway.
   C. Undertake a holistic assessment of patient needs (physical, social and psychological) at key stages in the patient pathway co-coordinating care and referring to other disciplines as necessary referring to other services and disciplines as necessary.

2. Provide emotional and psychological support at key stages in the patient pathway – this will involve on a daily basis disclosure of highly emotional/distressing information discussing new cancer diagnosis, relapse and end of life care.

3. Signposting/referring patients for level 3 and 4 psychological supports as necessary.

4. Ensure compliance with Manual of Cancer Standards by developing a system that ensures individual patients :

A. Have opportunity of a record of key consultations regarding diagnosis, treatment or prognosis, and ensure this is recorded in case notes.
B. Receive necessary patient information at key stages in the pathway. This will include information of a complex and highly emotive/distressing nature about diagnosis, treatment (including transplantation) and prognoses, information regarding benefits advice and national/local patient support groups – in a format patients/carers can understand. It may also include the CNS imparting information about diagnosis, treatment, staging and prognosis.
C. Develop systems to ensure the patients GP is informed of a diagnosis within 24 hours, ensure a record of all this is documented in patients' case notes and ensure systems are in place to audit this activity.

5. Work closely with and refer to, other Specialist Nurses (i.e. Palliative Care CNS's Transplantation co-ordinators at UHB) and appropriate services to ensure that the patient experience is co-ordinated with seamless transitions of care.

6. Be a key core member of the Haematology MDT, contributing to discussions regarding individual patients - acting as patient advocate.

7. Where appropriate, act as a resource to professionals working within the Trust and the PCT this can include discussing complex treatment plans; communicating any key clinical concerns to the Consultant Haematologist where indicated.

8. Demonstrate highly effective communication and information sharing with patients, ensuring a variety of modalities of information is available to patients.

9. Develop patient information which is coherent with Trust's protocol and the Cancer Network Patient Prescriptions.

10. Through Liaison with IT, ensure the Trusts cancer website for Haematological cancer services is up to date.

Development of Nurse Led activity

11. In collaboration with the Consultant Haematologists the Nurse Manager is to develop and participate in nurse led clinics/activity where appropriate ensuring such activity is developed in a planned, co-ordinated and cohesive way and is complaint with the Trusts framework for 'The development of skills and roles for Nurses, Midwives and Allied Healthcare Professionals.

12. Underpin activity within nurse led clinics/activity by developing protocols and guidelines which are coherent with Trust policies, Cancer Network and National guidance.

13. Ensure any development of nurse led activity/ clinics meets the needs of the service objectives.

2.Management

14. Manage own patient caseload - due to the ‘open door’ nature of patient access to the key worker this will involve intense levels of concentration, prioritisation and flexibility in order to organise the work load effectively.

15. Maintain accurate and up to date patient documentation.

16. In collaboration with other key personnel and in agreement with the MDT Lead Clinician and Nurse Manager :

A. develop review and update relevant nursing protocols and guidelines and patient information to ensure they reflect evidence based practice and is coherent with Cancer Network guidance where appropriate
B. develop fine and implement service objectives which reflect the Trust’s nursing strategy and business plan and adopt the service improvement approach to developing new ways of working to improve the effectiveness and efficiency of the service.
C. develop strategies to ensure the involvement of patients and carers views in service development and patient information and liaise with appropriate relevant disciplines and services (including Cancer Users Forum) regarding any necessary action plans.
D. develop methods to collect activity data on own practice and in particular activity that supports income into the service.

17. Communicate effectively with all wards and departments to facilitate the provision of a consistently high quality of care for patients and their carers. This will involve co-ordinating the care of patients undergoing transplantation at University Hospital Birmingham and other tertiary centres.

18 Support the Nurse Manger/Matron in any necessary responses to patients/relatives comments /complaints, initiating any required investigation and documentation; responding constructively.

3.Research

19. Undertake clinical and organisational audit, promoting the importance and value of undertaking such initiatives through multidisciplinary collaboration.

20. Responsible for preparing evidence in preparation for external reviews i.e. Cancer Peer Review, JACIE (Joint Accreditation Committee - for stem cell services).

4.Education

Health care professionals:

21. Develop and deliver educational programmes for healthcare professionals in primary and secondary care as necessary.

22. To be a resource for all disciplines seeking advice regarding the management of patients with Haematological cancer.

23 In collaboration with the Stafford University Clinical Placement Facilitators based within the Trust, provide opportunity for student nurses to have placement with the Haematology CNS, as and when appropriate.

24. In collaboration with other members of the health care team, assess the educational needs of all healthcare workers and develop a strategy to meet these needs.

25 Attendances at relevant national, regional /local Haematological nursing forums i.e Cancer network chemotherapy nurses group.

Patients and carers

26 To educate patients and their carer about their disease, treatment and support patients in developing effective coping strategies.

27 When necessary, participate in any relevant health education promotions to raise awareness in the early detection of symptoms suggestive of Haematological cancer.

5.Professional Development

28. Maintain individual professional development to ensure specialist knowledge and clinical skills (i.e. highly developed skills of cannulation for vesicant drugs and the care of CVC devices) are up to date. Required to undertake annual competence assessment

29 Demonstrate advanced communication skills (completion of recognised advanced communication skills course).

30. Participate in annual appraisal to ensure personal objectives meet service and corporate objectives.

Person Specification

	Essential	Desirable
Qualifications	• RGN • Evidence of Continuing Professional development/ qualification relevant to area of speciality ENB N59 or equivalent • Haematology course or equivalent experience	
Experience	• Sufficient post registration experience to prepare for this post this will include extensive experience and advanced knowledge within haematology and chemotherapy. • High level advanced clinical skills and knowledge. • Experience in teaching and training of staff • Involvement in Nursing audit and Research • An awareness and understanding of national and local issues relevant to speciality. • Up to date knowledge and understanding of nursing policy and	

	practice relevant to speciality • Understanding national and local policy relating to speciality.	
Knowledge and skills	• Chemotherapy administration skills • Ability to work and communicate effectively within a multidisciplinary team setting within and outside the Trust. • Evidence of advanced communication skills including verbal, non verbal and written. This will include evidence of breaking bad news. • Evidence of excellent Patient documentation and record keeping skills. • Excellent interpersonal skills with professional credibility • Time management skills with an ability to act on own initiative and be both self directed and motivated in the work environment. • Positive attitude to change with a proven ability to	

	assist in the implementation of change and practice development. • Sound Microsoft office PC and Sema Pas skills	
Other	• Awareness of professional and personal limitations. • Ability to inspire confidence in others , demonstrating strong leadership qualities and acting as a positive role model to other members of the team. • Strong Team worker • Flexible and Adaptable in approach • Ability to work flexibly to meet service needs • Ability to work across both Trust sites	
Values and Behaviours	• Demonstrates a commitment to treating colleagues, patients and others with dignity and respect. • Maintains appropriate	

	professional boundaries, including in digital communications and social media. • Supports the principles of the NHS Sexual Safety Charter and is willing to speak up about inappropriate behaviour. • Will comply with Trust policies and required training relating to sexual safety, harassment and respectful workplace conduct.	

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 providing a safe, respectful and inclusive working environment, free from sexual misconduct, harassment and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust takes a zero-tolerance approach to unwanted, inappropriate or harmful sexual behaviour and will support colleagues affected by such behaviour. The Charter recognises the right of everyone working, training and learning in healthcare to feel safe and supported at work.

The Trust will take all reasonable steps to prevent sexual harassment in accordance with the Equality Act 2010, the Worker Protection (Amendment of Equality Act 2010) Act 2023 and subsequent applicable legislation. This includes considering risks arising from colleagues, patients, relatives, visitors and other third parties.

All employees are required to treat colleagues, patients and others with dignity and respect, maintain appropriate professional boundaries, and comply with Trust policies, procedures, behavioural standards and training relating to sexual safety, harassment, discrimination and respectful workplace conduct.

Employees are encouraged to raise or support concerns about sexual harassment or misconduct through the Trust's established reporting routes. The Trust will not tolerate victimisation, retaliation or detriment arising from a concern raised in good faith.

- Uphold the Trust's commitment to a safe, respectful and inclusive working environment, free from sexual misconduct, harassment and discrimination, in accordance with the NHS Sexual Safety Charter, Trust policy and applicable legislation.
- Maintain appropriate professional boundaries and act in accordance with the Trust's values, policies and procedures relating to dignity, respect, inclusion and professional conduct.
- Speak up about, report or appropriately escalate inappropriate behaviour, and support a culture in which concerns are taken seriously and colleagues are protected from detriment.
- Complete required learning and participate in reasonable measures introduced by the Trust to prevent harassment and maintain sexual safety.

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.