

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 a team of Therapy staff to make sure patients get safe, high-quality care every day.
- It includes assessing and treating patients with complex needs and making clinical decisions independently.
- Part of the week is spent managing the team, and the rest is spent providing specialist clinical care.
- The role works closely with managers and senior staff to improve the service and support new developments.
- Strong communication skills are needed to work well with patients, families and the wider healthcare team.
- The role also involves training others, supporting audits and helping the team follow Trust values and standards.

Job Description

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| Job title: | Inpatient Therapy Team Manager |
| Grade: | Band 7 |
| Site: | The Princess Royal Hospital, Telford |
| Accountable to: | Therapy Operational Manager |
| DBS required: | Yes, Enhanced DBS |

Job Purpose

1. To operationally manage and lead a team of staff providing a Therapy service to patients in a designated clinical area. The postholder will ensure that the day-to-day service provided by the team is patient - centred, effective and of a high quality.
2. To take an active role in the expert assessment and treatment of specific groups of patients who may have complex and/or chronic presentation, to determine clinical diagnosis and Therapy treatment indicated, and to maintain records as an autonomous practitioner.
3. The postholder will undertake a minimum of 18.75 hours per week undertaking operational management and leadership role within their team and delivering their expert clinical role for the remainder of their hours

4. To work collaboratively with the Therapy Operational Manager, Professional Leads, Clinical Leads and Therapy Quality Improvement Leads to plan and implement service developments and improvements.
5. To have highly effective communication skills and demonstrate these on a continual basis with patients, carers, colleagues and the wider Multi-disciplinary Team (MDT).
6. The postholder may be required to work flexibly as part of the cover arrangements within their competence across all locations within the Therapy Centre as required. Notification of flexible working may be communicated at short notice to ensure the safety of the service.
7. To provide specialist education and training to the Therapy Centre, the Trust and the wider Health economy.
8. To undertake and support audit projects as a regular part of the role.
9. To use the Trust values at all times as a framework for own behaviour and encourage others to do likewise, ensuring the values underpin all that is done by the Therapy teams. Utilising appropriate challenge via correct Trust processes.

Organisational Chart – see attached.

Main responsibilities

1. The postholder will work as a specialist autonomous practitioner in a specified clinical area, performing advanced assessment of patients with diverse presentations. To use advanced clinical reasoning to provide a diagnosis and then develop, deliver and adapt individualized treatment plans.
2. To participate as appropriate in own professional clinical area out of hours / weekend plan and the collective Therapy major incident response rota providing high quality patient care and specialist advice to medical, nursing staff and social care colleagues.
3. To ensure that contemporaneous treatment records, discharge summaries and activity data are maintained in accordance with Trust and Professional standards for both own practice and that of all Therapy staff within the team.
4. To oversee and be jointly responsible with clinical leads for organising and planning the caseload for self and the team to ensure the needs of the service are met, readjusting plans as situations and priorities change. To oversee clinical cover as necessary by negotiating with other Team Managers as required.
5. To maintain a professional portfolio for own continuing professional development to demonstrate specialist clinical competencies and compliance with Trust policies and Professional body code of conduct.

6. To create an environment that supports lifelong learning through the provision of pre and post registration training and protected Supporting Professional Activities (SPA) time.
7. To act as a source of expert advice for Therapy colleagues, Nursing and Medical staff and other MDT members providing professional or clinical advice and discussing complex cases working with Clinical Leads as required.
8. The postholder will oversee and seek assurance from student placement coordinators that the induction, supervision, training and assessment of student Therapists on placement within the team are within approved frameworks.
9. To undertake audit activity as part of role. To critically evaluate current research and apply where appropriate to practice. To demonstrate a knowledge and understanding of national guidelines and legislation and ensure this knowledge is disseminated to the Therapy Manager, the professional Head and the wider MDT.
10. To assess patients understanding of treatment offered, gain consent and have the ability to work within the legal framework with patients who lack the capacity to consent to treatment as outlined in the Trust guidelines.

Management and Leadership

1. To provide day to day management for the team including management of leave, appraisal systems, sickness management and first line performance management, escalating highly complex issues to the Therapy Operational Manager or the Professional Head as appropriate.
2. To manage own caseload and time effectively and efficiently responding appropriately to frequently changing demands and unexpected urgent changes.
3. To adhere to Trust and professional policies and procedures regarding own advanced role and contribute to their ongoing development and review.
4. To ensure all aspects of clinical governance are dealt with effectively and efficiently within the team e.g., Datix reports are completed when required, patient complaints are processed in a timely manner and all staff receive Trust statutory training when required.
5. To propose changes for own service area where appropriate and liaising with other disciplines when these protocols and guidelines impact on other clinical areas and professions
6. To work collaboratively with the Therapy Operational Manager and Therapy Quality Improvement Lead to monitor the team's activity, outcomes and effectiveness to ensure the service delivery is of the highest standard possible. To write reports as requested regarding aspects of the service e.g., demand and capacity.
7. The postholder will be an authorised signatory and will work closely with the Therapy Operational Manager to ensure that financial messages are cascaded and understood by all team members.
8. To work collaboratively with the Therapy Operational Manager to manage recruitment to the team and at times to take the lead responsibility as the recruiting manager for the appointment of qualified and unqualified staff within the team (band 2- 7).

9. To develop and lead robust communication with all Therapy Care Group staff, staff within SaTH and within wider healthcare settings e.g., Community colleagues, GP teams, social care staff and external agencies. To lead and support the Therapy team to communicate effectively.
10. To work collaboratively with the Therapy Quality Improvement Leads and Clinical Leads to plan and initiate audit projects within the team and disseminate at local, regional and national level as required.
11. To work collaboratively with the Therapy Operational Manager and the Therapy Quality Improvement Leads to actively pursue development opportunities for practice and service delivery improvement.
12. To work collaboratively with the Therapy Operational Manager and the Therapy Quality Improvement Leads to develop and write guidelines, policies and procedures. Will then be required to implement policies that impact on the Therapy team.
13. To work collaboratively with the Therapy Operational Manager, Clinical Leads and Professional Leads to ensure the professional development of all team staff. This will involve the organisation of induction and training programmes and rotational and annual appraisals

Decisions, Judgements and Freedom to Act

1. To be professionally and legally accountable for all aspects of own work, including the management of patients, working to a specific agreed job plan.
2. To use advanced analysis and judgement and make independent complex decisions during the assessment process to arrive at a diagnosis and then plan a programme of treatment.
3. To be proactive in developing and implementing policies, procedures, guidelines and protocols specifically for the management of the services within the post remit.
4. To be professionally accountable for own and team's actions and aware of professional boundaries.
5. To report to the Therapy Operational Manager and participate in annual Talent Conversations/ Appraisals.
6. To participate in supervision in accordance with the Therapy Centre / Trust policy and undertake appraisals.
7. To advise Therapy Centre, Trust and external colleagues on clinical and service issues, assisting them in complex decision making regarding clinical and operational decisions.

Communication and Relationships

1. To communicate complex information to users of the service and their carers, regarding their condition and treatment options using advanced communication skills to convey contentious or sensitive information where there are barriers to understanding. To support the wider MDT and Therapy teams to communicate effectively when appropriate.

2. To be guided by ethical considerations and where patient confidentiality is paramount at all times.
3. To be an advocate for all of the therapy professions within the Centre and maintain an appropriate network of external contacts.
4. To develop and maintain effective communication, feedback and engagement with customers of the service, including Consultants, GP's, patients and carers.
5. To work with the Therapy Operational Manager and Therapy Quality Improvement Leads to manage any complaints regarding the service ensuring that they are dealt with in a prompt and professional manner.
6. To develop and maintain adequate IT skills to support communication requirements.

Systems and Equipment

1. To use appropriate equipment within the remit of the post, adhering to agreed instructions/ manufacturers guidelines.
2. To be responsible for the sourcing and provision of equipment liaising with the Therapy Manager regarding decisions, ensuring that cost and quality issues are taken into consideration when suppliers are selected.
3. To undertake annual Trust and professional statutory training to maintain competency in the safe use of all equipment and keep records of own and team attendance.
4. To be responsible for self and others in the team in maintaining an adequate stock of Therapy equipment and to advise regarding resources required to deliver the service.
5. To demonstrate the safe use of equipment loaned to patients ensuring documentation is complete and instructions given.
6. To be responsible for the safe and competent use of all equipment used by all staff by ensuring all staff attain and maintain the required competency levels through attending induction and ongoing annual equipment training sessions.
7. To keep up to date with new developments in equipment and technology in order to maintain own and the team's competency levels in order to advise others, e.g. regarding procurement.
8. To assist the Therapy Operational Manager in the development and maintenance of appropriate information management systems.
9. To use correct procedures with regard to the safe and competent prescription, issues and use and retrieval of Therapy equipment and ensure all team members do likewise.
10. To acquire a robust understanding of the Trusts Cardiac Arrest and emergency procedures and understand the Therapy role.

Working conditions and Physical, mental and emotional demands

1. To perform tasks involving the handling of patients or loads on a frequent, sometimes unavoidable, and repetitive basis. The workload is frequently

very complex and challenging and is usually delivered under significant time constraints.

2. The postholder will be imparting unwelcome or sensitive news on an occasional basis, regarding treatment outcomes or rehabilitation prospects.
3. To develop and maintain an ability to cope with, and prioritise, many unexpected work demands and deadlines.
4. To develop own competencies ensuring Trust processes are followed in handling the complexity of issues relating to the management of people and occasionally be required to deal with distressed or unpredictable behaviour from patients, their carers, and staff members, for example, when dealing with complaints and patients / carers.
5. There is a frequent requirement for periods of prolonged concentration.
6. To be sensitive to the prevailing cultures and working practices, demonstrating leadership skills to harmonise where appropriate whilst also allowing for divergent practices when relevant.
7. The postholder will frequently be exposed to distressing circumstances.
8. The postholder will encounter unpleasant working conditions on a frequent basis.

Person Specification

| | Essential | Desirable |
|-----------------------------------|---|-----------|
| Qualifications | <ul style="list-style-type: none"> • As required for entry onto degree course • Degree in Dietetics, Occupational Therapy, Physiotherapy, Speech & Language Therapy or equivalent. • Registered with Health Care Professions Council • First line Management courses or prepared to work towards • Evidence of highly specialist clinical training in relevant areas • Evidence of study at MSc level or willing to work towards. | |
| Experience & Knowledge | <ul style="list-style-type: none"> • Evidence of team leadership experience within current role. • Experience of being a Clinical Educator for Under-Graduate Students up to final year. • Experience in audit and research • Evidence of CPD maintained in a | |

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| | <p>Portfolio including attendance at recent post graduate courses relevant to the clinical field and management aspects of role.</p> <ul style="list-style-type: none"> • Robust understanding of current NHS strategy and plans • All aspects of Clinical Governance • Evidence based practice. • Embraces the philosophy of integrated working. • Specialist level of knowledge and advanced clinical reasoning skills to support expert clinical practice. • Literature searching / Audit and research | |
| <p>Skills</p> | <ul style="list-style-type: none"> • Excellent written and verbal communication skills, including presentation skills. • Experience of communicating difficult and / or complex messages to service users and team members • Proven team leadership ability • Ability to see the bigger picture. | <ul style="list-style-type: none"> • Example • Example • Example |

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| | <ul style="list-style-type: none"> • Ability to motivate and inspire individuals and teams. • Analytical and Problem-solving skills. • Organisation, planning, prioritisation and decision-making skills. • Ability to work under pressure and meet deadlines. • Ability to cope with working in a stressful environment. • Flexibility and reliability • Ability to multi-task • Clinical supervision, teaching, mentorship and appraisal skills • Ability to use own initiative appropriately. • Empathy and understanding • Sound IT Skills • Clinical skills to support expertise in clinical practice | |
| Other | <ul style="list-style-type: none"> • Ability to meet the travel requirements of the post. • Flexible working including working across 7 days / | |

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| | week to meet service requirements. | |
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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.

