Moving to
EXCELLENCE

NHS
The Shrewsbury and Telford Hospital
NHS Trust

NUTRITION 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 deliver safe, high-quality nutrition care for patients who need tube feeding or IV nutrition.
- It involves assessing patients, planning their care and supporting staff across the hospital with specialist advice.
- The post holder works closely with nurses, doctors, dietitians and other teams to make sure patients get the right nutrition support.
- They will also help teach and train staff, support service development and act as a resource for complex feeding needs.
- The role includes working independently, making clinical decisions and helping to run a seven-day nutrition service.

Job Description

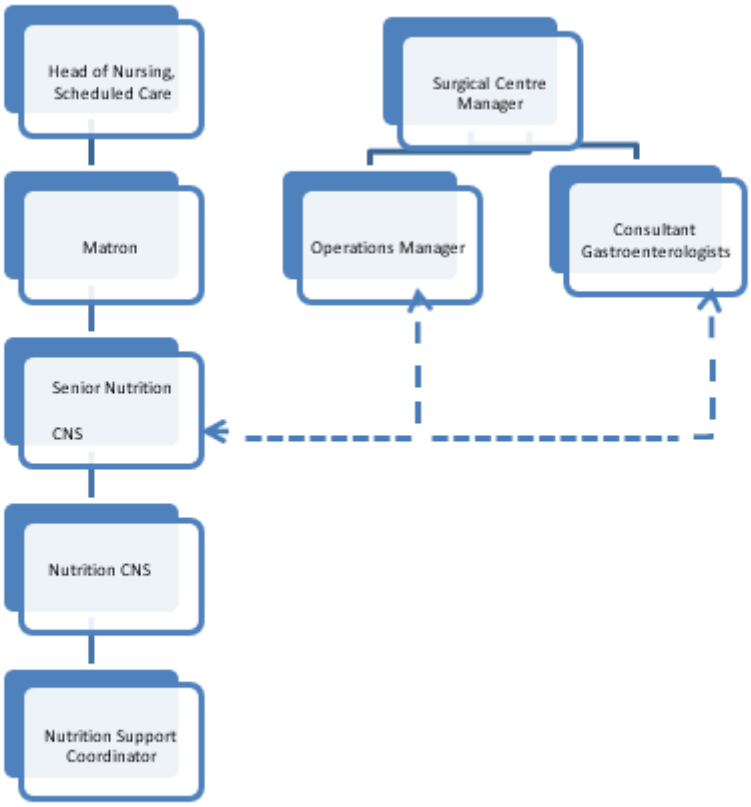
Job title:	Nutrition Clinical Nurse Specialist
Grade:	Band 6
Site:	The Royal Shrewsbury Hospital and/or The Princess Royal Hospital
Accountable to:	Senior Nutrition Nurse Specialist (Nutrition CNS) band 7
DBS required:	Enhanced

Post Purpose:

- To contribute to the delivery and development of the Nutrition Service using effective evidence based practice in line with agreed national standards.
- To be accountable for the assessing, planning and delivery of all aspects of patient care in relation to enteral and parenteral feed as set out in the Code: Professional standards of practice and behaviour for nurses and midwives (NMC 2015)
- Provide support for the Senior Nutrition CNS including acting up during their absence
- To continuously improve clinical care standards in line with the clinical governance framework to ensure the highest quality of care is provided in safest manner
- To work as a member of a clinical team in the provision of nutritional care and knowledge

- In conjunction with the dietitian/pharmacy and the CNS to provide nutritional clinical advice and support to clinical staff within the acute hospital on the management and care of patients who require enteral or parenteral feed.
- To communicate effectively with all members of the multi-disciplinary team, including GPs, District Nurses, social workers, carers patients, and their family
- To act as a resource regarding enteral/parenteral feeding and role model for the profession at all times
- To provide education and training to all levels of clinical staff and internal/external agencies and patients
- To work as part of a seven day nutrition service.
- To provide the highest standard of care for patients, through the utilisation of enhanced clinical skills and advise in the assessment and management of patients, working collaboratively with the Multidisciplinary Nutrition Support Team.

Organisational position:



Main duties and responsibilities:

- The post holder will establish and be responsible for the development, implementation, evaluation and delivery of planned programmes of care for patients requiring complex nutrition support.
- The post holder will be required to liaise and work closely with all members of the multidisciplinary team, gastroenterology wards and departments, outpatient departments and community teams as well as with consultant physicians, GP's and other care providers.
- The post holder will be a clinical expert required to work autonomously exercising high levels of judgement, discretion and decision making in clinical care, monitoring and improving standards of care through clinical audit, supporting the development of practice through research, teaching and the support of professional colleagues.
- To contribute to the development, implementation and promotion of policies and guidelines for managing patients who require nutritional support in collaboration with other health care professionals, consistent with national objectives.
- Provide accurate record keeping.
- To work closely with other support teams including (RAID and) mental health teams, Eating Disorders Team and Consultant Gastroenterologist to provide psychological support to patients with complex physical and psychological related problems that would lead to malnutrition.
- To actively facilitate the patients journey, ensuring the swift and appropriate referral of patients to other disciplines when necessary both in the in-patient and outpatient settings or to facilitate timely and safe discharge of patients who require nutritional support.
- Act as a resource over the phone for all healthcare professionals within the Trust, other acute Trusts and Primary Care Services for support with artificial feeding and nutrition CVADs.

Research

- Provide support and advice to patients in pertinent trials
- Promote effective communication and liaison with the multidisciplinary team, primary care and the Clinical Research Organisation
- Demonstrate understanding of and adhere to the code of Good Clinical Practice at all times
- Demonstrate awareness and understanding of research and development policies
- Show commitment to clinical excellence and maintain standard of practice
- To ensure an evidence based service, through regular literature review and links with other National Nutrition Nurses Group
- Assist the update of relevant Trust guidelines.
- To develop nursing research skills and contribute to the development of nursing research within the specialty.
- To undertake audit, including patient satisfaction surveys to ensure that the service is assessed and managed appropriately to effect change by

providing feedback to staff identifying good practice and service deficiencies.

Organisational:

- Actively participate in the planning, organisation and implementation of individual patient care
- Plan short term adjustments to own workload depending on priorities and staffing
- Support the planning and implementation of audits to meet the needs of reviews, service development and improvements
- Carry out audit of compliance with protocols/care pathways
- Plan care in collaboration with other health care professionals, other agencies and the patient and devise nursing care plan for implementation around
- enteral/parenteral fed patients

Systems and Equipment:

- To be proficient at using all hospital IT software packages, e.g.Careflow, Clinical Portal, Endobase etc.
- Undertake highly developed physical tasks and clinical skills where accuracy is important, e.g. for enteral/parenteral feeding
- Deliver specialist clinical care which may involve a range of specialist physical skills, e.g.
    - Replacement of all types of Gastrostomy tubes - related low profile devices, PEGs, Balloon and Non-balloon Gastrostomy tubes, Naso Gastric tubes, Cortrak Naso-jejunal tubes both as planned and accidental removal.
    - Care of jejunostomy tubes, training of patients and professionals in the care of these
    - Training of other staff on tube replacement using competences based training
- Have the skills and knowledge to troubleshoot and resolve issues with feeding tubes
- Competent in the use of enteral /parenteral feeding pumps and equipment, and to train all relevant people where appropriate.

Decisions, judgements and freedom to act:

- To follow Scheduled care group policies, procedures, guidelines and protocols at all times.
- Work is mostly unsupervised and reviewed on a regular basis.
- The post holder will provide an inpatient CVAD troubleshoot service for nutrition patients.
- With the support of the Senior Nutrition CNS, manage his or her own caseload of patients within defined parameters, providing specialist
- intervention, care and support.

- To respond positively to service change and development, and with the team members identify areas for future development.
- To be an expert in delivery techniques for the administration for enteral nutrition and management of complications, by liaising with medical teams, microbiology, infection control and other relevant specialist teams.
- Triage clinical calls from hospital and community teams effectively prioritising clinical tasks that are required.

Communication and relationships:

- The post holder must exercise initiative and discretion in accordance with the General Data Protection Regulations (GDPR) and local Trust policies. The post holder will be expected to establish and maintain effective communication and working relationships with and if necessary between:
- Patients (including carers and relatives) referred to this service from:
- General Practitioners, Community and Practice Nurses, Medical Staff, Ward Staff and Allied Health Professionals
- Internal stakeholders include:
- Consultants and Junior Medical Staffing, Corporate Nursing, Ward Nursing Staff,
- Therapists, Pharmacists, Medical Secretaries, Imaging Department, Pathology Department, Clinical Audit and General Managers
- Ensure excellent communication is maintained with the Dietetic staff.
- External stakeholders include:
- Primary Care Trusts, General Practitioners and Tertiary referral centres
- Would help to facilitate admission and discharge of patients by liaising with patients and community teams

Personal Development, Training and Education

- Be familiar with advances in nursing practice, ethical and legal issues and ensure that clinical practice skills are updated.
- In conjunction with the Senior Nutrition CNS, identify own learning and development needs and agree personal objectives and appraisal aims
- To support the Senior Nutrition CNS in the development of Trust policies and procedures in relation to own area of practice
- Establish links with other National Nurses Nutrition Groups (NNNG) and Gastroenterology networks in order to share and/or learn from examples of good practice.
- Facilitate staff learning within the clinical area.
- Promote and facilitate the development of advanced clinical skills for all grades of staff.
- Act as assessor within the clinical area for staff developing new skills.
- To act as a specialist resource for educational information, implementing specialist education and training programmes for nursing staff members, including undertaking presentations when necessary.
- Liaise with staff regarding relevant research initiatives.

Person Specification

	Essential	Desirable
Qualifications	• Current RN NMC Registration • Diploma in Nursing • Degree in Nursing or equivalent • Knowledge and skills for PEG care management • NG tube placement and management	• Leadership qualification • Experience participating in clinical audit and research • Placing PICCs (peripherally inserted central venous catheters). An in-house training programme will be available, and this will be an essential part of the role
Experience	• Organisational skills/ Time Management and prioritise their own workload • Evidence of on-going Professional Development and Clinical Practice Development (CPD) • Relevant staff nurse experience • Ability to facilitate learning to others including primary care/patients and relatives • Contribute to the critique and evaluation to ensure delivery of evidence based care • Ability to cope with and diffuse difficult and stressful situations • Ability to utilise Trust policy for Risk management • IT skills for data base use • Flexible approach to work • Participation in Clinical Supervision • Teaching Qualification • Audit/research experience	• Counselling skills • Evidence of CPD in Nutrition • Experience of change management

Knowledge and skills	• Work as a specialist practitioner, providing support and advice • regarding enteral feeding to patient care and treatment/ management plan • Assess patients using clinical skills and knowledge to make a clinical judgement on condition and discuss treatment plan with clinical colleagues • Make judgements and recommendations about clinical nursing practice • Utilise analytical and judgement skills in the implementation of agreed protocols • Deal with complaints from patients and relatives, liaising with relevant person • Effectively deal with sensitive issues with patients and relatives • Analyse clinical • information through detailed patient assessment • Complete audit and research, relating it to practice • Comply with the Trust's Risk Management Strategy and report any incidents/accidents and near misses in accordance with the Trust Policy	• Insertion and management of PICC lines • Basic Knowledge of performance measures relating to the speciality • Report writing and presentation skills • Skills in service redesign • Microsoft office PC and SEMA
Other	• Ability to work across both Trust sites • Ability to work flexibly to meet service needs • Deliver specialist clinical care, which may involve a range of specialist physical	

	skills, e.g. Replacement of all types of PEG related low profile devises, PEGs, Gastrostomy tubes & Naso Gastric and Jejunostomy tubes, both as planned, and accidental removal. • Training of patients to replace their own tubes where appropriate. • Training of other staff on tube replacement using competences based training • Competence in the use of Enteral feeding pumps and equipment, and be able to train all relevant people with this. • Drive to improve the service	

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.