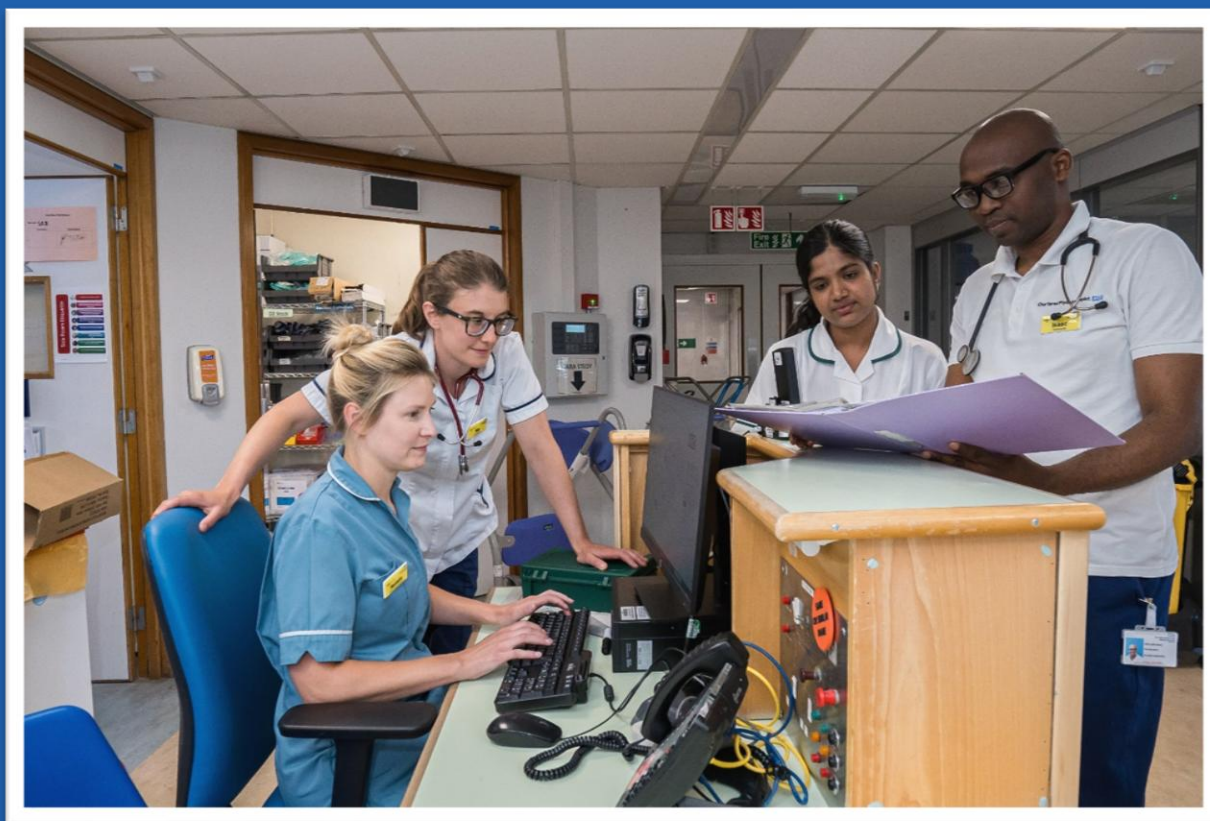


ONCOLOGY CLINICAL NURSE SPECIALIST

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.

- Act as the main point of contact for patients receiving cancer treatment, providing support, guidance and advice throughout their care journey.
- Review and assess patients during treatment, helping to manage any concerns, side effects or changes in their health.
- Work closely with doctors, nurses and other healthcare teams to make sure patients receive the right care at the right time.
- Provide clear information to patients and their families so they can understand their treatment options and make informed decisions.
- Help coordinate care between hospital, community and support services to ensure patients receive the support they need.
- Support the development and improvement of cancer services, while sharing specialist knowledge and training with other healthcare professionals.

Job Description

Job title:	Oncology Clinical Nurse Specialist
Grade:	7
Site:	The Royal Shrewsbury Hospital
Accountable to:	Matron for Oncology & Haematology / Oncology & Haematology Operational Manager
DBS required:	Yes

Job Overview

- To function as an expert clinical practitioner within the oncology treatment and outpatient service.
- To act as patient key worker across the oncology treatment pathway, including chemotherapy, radiotherapy, or supportive treatments
- To undertake oncology clinic review of patients for specific cancer sites
- Co-ordinate and manage transitions of care and support for the patient and family/carer across the oncology treatment pathway.
- Provide expert nursing advice and support to other health professionals.
- Deliver specific programmes of education, and training to health care professionals.

- In collaboration with /department / Nurse Managers and Consultants, develop standards of care and patient oncology treatments pathways that reflect national guidance.
- To be pro-active in seeking to improve the service, working with key disciplines to continuously improve waiting times and access to treatment, admission avoidance and patient flow.
- The post holder will primarily work Monday to Friday office hours but will participate in out of hours working where necessary to support service delivery.

MAIN DUTIES AND RESPONSIBILITIES

Clinical Practice

- Undertake key worker role for all oncology patients undergoing chemotherapy, radiotherapy, or supportive oncology treatments within specific cancer sites.
- Provide in-depth key worker support for patients within a specific oncology cancer site who have complex needs; providing access to support and advice in between appointments and treatments, liaising with consultants, other Clinical Nurse Specialists, and the Chemotherapy unit as necessary.
- Ensure provision of information is available with regard to treatment to support informed consent and enable patient to make informed choices on treatment and clinical management options.
- Ensure provision of information and support is available at key stages of the oncology treatment pathway ensuring timely and appropriate referral of patients to other disciplines and agencies to include signposting to national and local support groups, benefits advice agencies and psychological support as necessary.
- Undertake regular review and revision of all patient information relevant to the specific oncology cancer site to ensure that it is up-to-date, and evidence based.
- Where necessary, liaise with other tumour site Clinical Nurse Specialists with regard to individual patients' clinical management.
- Attend Cancer MDT/MDTS relevant to clinical role in the oncology department.
- To provide an advice service for telephone queries applicable to each patient speciality about their treatment – hormones, immunotherapy, chemotherapy, radiotherapy.
- To access and liaise with the consultant oncologist advice where necessary to be able to answer a patient query.
- To co-ordinate the care provided to each patient, ensuring treatment related scans or other investigations are undertaken in a timely manner.

- To co-ordinate care between hospitals where required, eg where patients are receiving chemotherapy at SaTH but planned for surgery outside of SaTH (Stoke, Wolverhampton) , to ensure that referrals and appointments are made as required around chemotherapy cycles
- To liaise with the patient GP where required to ensure adequate support for the patient within the community.
- To refer patients as appropriate to external agencies for support – i.e welfare advice, Hamar centre for counselling support, health & wellbeing support outside the hospital, community palliative care where required, survivorship initiatives.

Clinical Activity

- Develop nurse led clinics across both hospital sites, for
 - treatment reviews
 - holistic assessment of patients care needs.
- The post holder will be expected to participate in regular outpatient clinics in the oncology department each week.
- Undertake regular clinic reviews of oncology patients receiving chemotherapy, radiotherapy, or supportive oncology treatments within specific cancer sites.
- Undertake telephone key worker support as necessary for patients on oncology treatments.
- Undertake, where appropriate, telephone reviews and assessments for patients receiving chemotherapy, radiotherapy, or supportive oncology treatments.
- Where clinically appropriate undertake face to face reviews of oncology patients within a specific cancer site for patients admitted to SaTH with oncology treatment related side effects.
- Prescribe medication which, over time may include chemotherapy dose reductions for patients receiving oncology chemotherapy, with agreement by the patient's own Consultant, from an approved list of drugs agreed by Drugs and Therapeutics.
- To develop early intervention clinic reviews where appropriate e.g set up a telephone review clinic once weekly to undertake telephone assessment of all patients within the speciality who have commenced chemotherapy in the past week. This would pick up non-acute issues and address before they become acute.
- To undertake end of treatment reviews – the CNS key worker would contact each patient following the end of chemotherapy treatment and ensure they understand the on-going management and follow-up plan.

Professional Development and Education

- Act as a resource for all disciplines within acute and primary care seeking advice regarding the management of patients receiving chemotherapy.
- In collaboration with unit/ward managers develop staff induction, preceptorship and educational programmes and assessment tools for the safe delivery of oncology treatments.
- Ensure oncology competency frameworks reflect relevant Local, National and Cancer Network standards.
- Participate in individual personal appraisal to ensure personal, departmental, and corporate objectives are met.

Service Development

- In agreement with Nurse Manager attend relevant Cancer Network /Senate Chemotherapy groups and relevant national groups / forums to ensure appropriate Health Care Professionals within the Trust are informed of key external influences that may impact the development and delivery of local services
- In collaboration with Consultants, Ward/Dept Managers and Nurse Manager
 - contribute to service improvement and development of the oncology service.
 - develop strategies to seek feedback on user issues through co-ordinating patient surveys
- Develop robust clinical patient pathways.
- Participate in Cancer Peer review process relevant to oncology site specific treatment.

Management

- Maintain patient records to ensure that relevant information is documented.
- Organise time effectively to ensure effective management of workload, prioritising work as necessary.
- Attend Trust meetings as appropriate and relevance.
- Complete Aria e-prescribing system for all patients reviewed within areas of oncology specific to practice.

Governance, Audit and Research

- Support Oncology and Scheduled Care governance framework by ensuring any areas of clinical risk are reported appropriately and communicated to the relevant healthcare professionals accordingly.

- Initiate and support local audit and research as necessary and appropriate.
- Develop and review any oncology specific protocols and guidelines relevant to practice and ensure these are accessible to staff in clinical areas.

Decisions, judgements and freedom to act

- Accountable for own professional Actions
- Works unsupervised with the ability to manage own time and prioritise workload effectively exhibiting managerial, supervisory and goal setting skills.
- Seeks advice and support for issues that have a wider impact for service across the Service delivery unit and organisation.

Person Specification

	Essential	Desirable
Qualifications	• NMC registered nurse. • Evidence of degree or evidence of working at degree level or willingness to do so • 998 (equiv) and evidence of supporting others with individual professional development • Specialist Oncology/chemotherapy course or evidence of relevant clinical experience	
Experience and knowledge	• First Level Nurse • Significant post reg experience within the NHS • Proven experience at Band 6 within oncology area • Experience of developing and working within outpatient clinics or willingness to do so. • Advanced knowledge of oncology treatments, side effects and patient assessment skills. • Independent Nurse Prescriber or willingness to undertake. • Advanced Communication skills where topics may be highly sensitive and complex in nature. • Experience with time management skills responding to and prioritising work as necessary	• Knowledge and experience of developing, implementing and reviewing policy and guidance. • Experience with service development / improvement • Experience of attending relevant local, Network, National meetings / forums relevant to oncology

	• Understanding principals of Clinical Governance and systems for risk management	
Skills	• Able to work within a rapidly changing environment • Ability to work alone and in a team • Able to develop effective inter professional relationships • Confident in working with Consultant Medical staff /Senior Health Care Professionals • Professional Confidence • Self aware • Innovative • Approachable • Assertive	

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.

