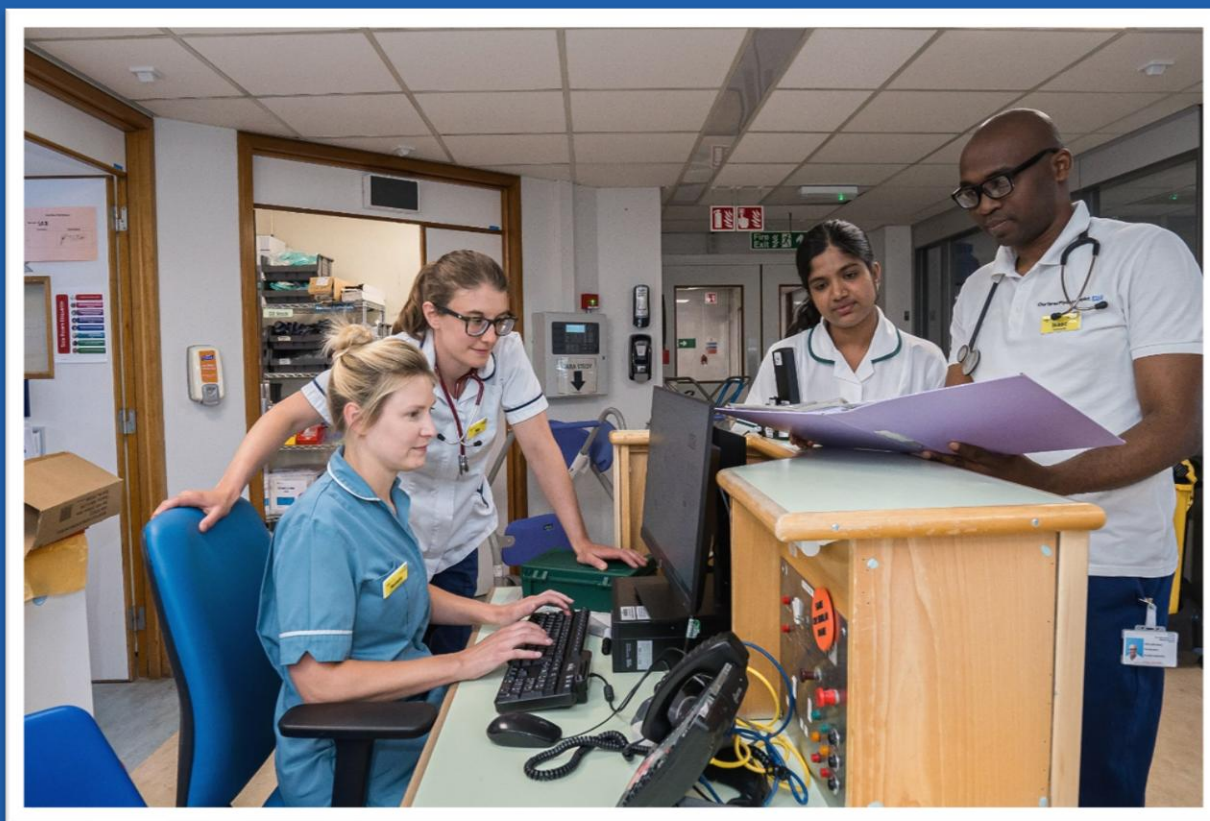


PLAY SPECIALIST

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.

- Support children and young people during their hospital stay through play, activities and emotional support tailored to their individual needs.
- Help children understand treatments, procedures and hospital equipment by using play and age-appropriate communication to reduce worry and build confidence.
- Plan and lead play sessions for individuals and groups, promoting development, wellbeing and positive experiences in hospital.
- Work closely with families and members of the healthcare team, sharing information and supporting the care and needs of each child.
- Provide distraction and therapeutic play during procedures, helping children and young people cope with difficult or stressful situations.
- Maintain safe, clean and welcoming play environments while ensuring all activities and equipment meet health, safety and infection control standards.

Job Description

Job title:	Play Specialist
Grade:	Band 4
Site:	The Princess Royal Hospital, Telford
Accountable to:	Lead Nurse, Women and Children's
DBS required:	Yes, Enhanced DBS

Post Summary

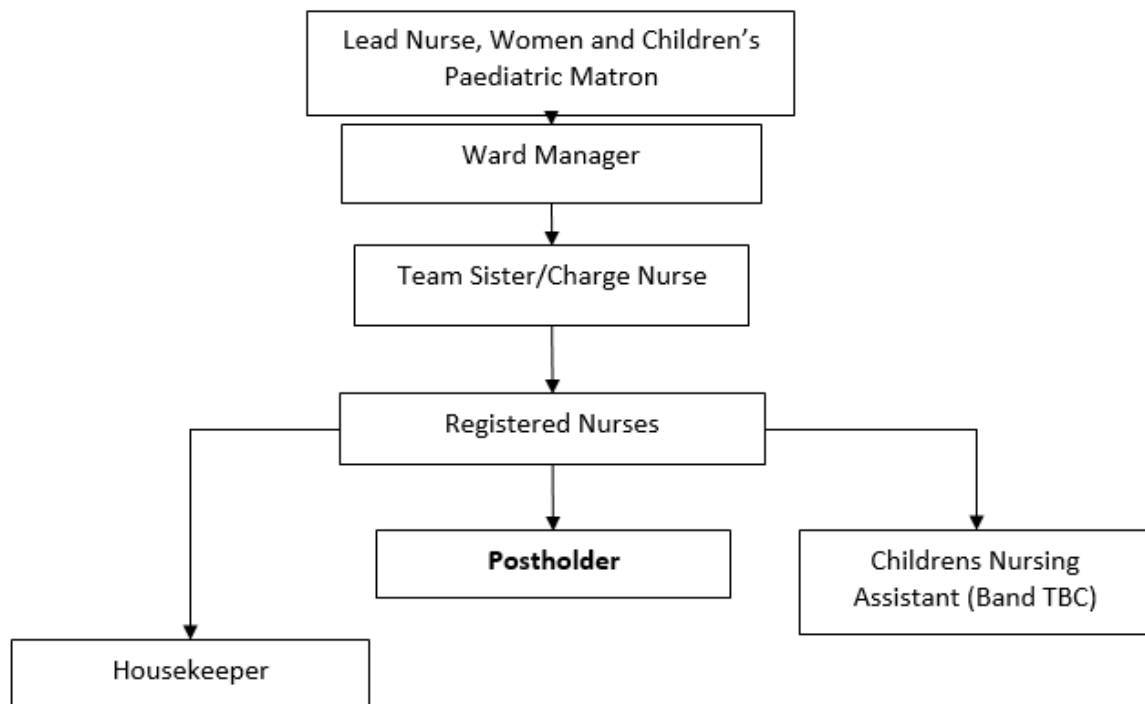
- The Hospital Play Practitioner is a person with expert knowledge and experience of Play with the well child and with the sick child/young person. She/he is a fully integrated member of the Health Professionals Team. The Hospital Play Practitioner will work within the Play Service and Ward/Department team but also she/he will work independently using their initiative, organisation, leadership and time management.
- The Hospital Play Practitioner will provide developmental, therapeutic and specialised play techniques for all ages and diversities in an effort to fulfil emotional, social and developmental needs and help alleviate emotional trauma within families.
- She/he will help bridge the gap between hospital and home, creating a positive environment and a positive patient journey.

- She/he will highlight the importance of play in assisting recovery and aiding development to all health professionals and students.
- The Hospital Play Practitioner will have the ability to cope with an unpredictable workload in, what can be, a stressful environment.

Scope and Range

This post is based at The Children's Unit at Princess Royal Hospital. Very occasionally, the post holder will carry out duties in other areas of SATH where children or babies are nursed. He/She will be responsible for organising play activities for individual children or groups of children under the overall supervision of Registered Nurses. Hours will be worked in shifts over the seven-day period but will not involve working between the hours of 23:00 hours and 07.30 hours.

Organisational Chart



Main Duties and Responsibilities (under the direct or indirect supervision of Registered Nurses)

- To work in accordance with best practice and guidance based on guidelines, (for example, this may include those contained within the National Association of Hospital Play Specialist (NAHPS) Code of Conduct) and work in accordance with Trust policies and procedures.
- To have knowledge of child development and the factors which affect or delay normal development. With this knowledge, develop play strategies to promote development of appropriate milestones of child development for each individual.
- To organise and supervise play activities for individual and groups of children and young people in hospital according to their individual needs, taking into account their stage of development and their physical and mental condition.
- To provide and receive routine information and to establish effective communications, both written and verbal, with children, their families and all members of the multi-disciplinary team.
- Involvement in preparatory play, recognising any barriers to understand and using persuasive, motivational, negotiating, training, empathic or reassurance skills to gain agreement and co-operation.
- To be aware of the detrimental effects of hospitalisation and in particular isolation and assist in identification of these effects, and to understand the effects of acute and chronic illness on the child and family, developing a supportive role related to play and distraction with other members of the ward team.
- To have knowledge and ability to enable occasional short periods of patient handling to transfer children in wheelchairs or on their beds to the play area or to other departments within the hospital.
- Make time to listen to anxious children, young people and family members including siblings and help give emotional support as required. Document and communicate relevant observations and information to other health care professionals where appropriate.
- Through psychological preparation techniques and play, help to familiarise the child/young person and family with strange equipment, treatments and procedures, to aid informed consent and alleviation of any worries. Provide emotional support - fulfilling psychological, social and developmental needs including age/developmentally appropriate materials and methods both visual and verbal. Document relevant information for Health Care Professionals.
- Following information and assessment of the patient provide distraction, diversionary or participation therapies with the child/young person undergoing painful or invasive procedures. Use psychological preparation and distraction techniques as appropriate. Provide post-procedural play when necessary. Document and communicate to the relevant Health care Professionals.
- Develop personal strategies to cope with occasional exposure to distressing or emotional circumstances e.g. dealing with children with challenging

behaviour, providing play activities for children/young people who are being treated for life-limiting conditions.

- Provide support to the nursing staff by –
- Explaining treatment and procedures by means of play.
- To act as an escort when patients move to other departments, within the scope of the role.
- Assist with feeding if appropriate, within the scope of the role.
- To provide diversional therapy when a child is undergoing a procedure e.g. having a blood test.
- To observe a personal duty of care in selecting and monitoring of play resources and to maintain and store play equipment in accordance with Trust Health and Safety Standards and Infection Control Policies. To ensure that all play equipment is maintained safely and that the play room/play areas are kept clean and tidy giving attention to the needs of immunosuppressed /compromised children.
- Provide leadership and advice (related to role) or demonstrate own activities or workplace routines to new or less experienced employees in own work area.
- To document and commission accurately all relevant interventions carried out in patient records in order to inform the wider MDT.
- To be responsible for organising educational placements for students on early year and childhood study courses and liaise with the college tutor to provide written and verbal reports and evaluation on the student.
- To liaise with other departments within the hospital promoting an awareness of play requirements and provision required for paediatric patients in other areas e.g. Plaster room, ultra-sound scanning, x-ray arranging appropriate resources as necessary.
- To liaise with organisations such as Starlight Foundation to nominate children for 'wishes' and to organise these with children and families.
- To respect the individuality, cultural and religious diversity of patients and their families and contribute to the provision of a service sensitive to these needs.
- To undertake mandatory training on an annual basis.
- Participate in the yearly appraisal process for own appraisal and identify own learning needs.
- Organise children's entertainment programme for monthly visiting entertainers and celebrations as necessary.
- To arrange rostering of the Play staff to provide cover for the in-patient, out-patient needs and to incorporate relevant study days, on a rotational basis with colleagues
- Provide an input into paediatric oncology services –
- Assist with continuity of care between inpatient and outpatient care.
- Assist in providing pastoral care for patients, siblings and parents e.g. Holidays, make-a-wish, Starlight foundation.
- To assist in the social preparation and support for specific procedures e.g. Introduction of central venous access devices, finger prick testing.

- To distribute and work with the Bead programme through Beads of Courage showing the journey being undertaken at this stage of their lives.
- On request, participate in MDT meetings and give feedback on patients when requested.

Systems and equipment

- Input patient information onto the computerised Patient Administration System.

Human Resources

- Be aware of and adhere to local and national HR policies, procedures and guidelines.
- Attend statutory training sessions as required, including the mandatory training day and others as deemed mandatory by the trust or CNM.
- Participate in the yearly appraisal process for all members of staff and identify any learning needs one has
- To work in accordance with Trust policies and procedures.

Professional Conduct

- To adhere at all times to uniform policy.
- To conduct oneself in a manner perceived by others as constructive.
- To address personal concerns professionally through appropriate channel.
- To respect the individuality, cultural and religious diversity of patients and their families and contribute to the provision of a service sensitive to these needs.
- In the event of a Major Incident or Pandemic you may be asked to carry out other duties as requested. Such requests would be in your scope of competence and reasonable and with staff side agreement. You would also be reasonably expected to participate in training for these infrequent events.
- Attention is drawn to the confidential nature of the information collected within the NHS. The unauthorized use or disclosure of patient or other personal information is a dismissible offence and in the case of computerised information, could result in prosecution or action for civil damage under the Data Protection Act 1998.
- It is a condition of your employment that, should you come into possession of information relating to the treatment of patients or the personal details of an employee, you should regard this information as confidential and not divulge it to anyone who does not have the right such information.
- The Trust fully upholds the Caldicott Report principles and you are expected within your day to day work to respect the confidential of patient identifiable information.

Person Specification

	Essential	Desirable
Qualifications	• Maths level 3/GCSE A - C • English level 3/GCSE A – C • Related Childcare qualification (eg CACHE Level 3) • Level 3 Hospital Play Specialist	
Knowledge and Experience	• Example • Example	
Knowledge and skills		• Example • Example • Example
Other	• Example • Example • Example	

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.

