Moving to EXCELLENCE

NHS
The Shrewsbury and Telford Hospital
NHS Trust

STAFF NURSE - DERMATOLOGY

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.

- Provide high-quality nursing care and support to patients attending dermatology and minor operations clinics.
- Assist doctors during procedures, including skin surgery, biopsies and other specialist treatments.
- Help plan and organise clinics and theatre lists, making sure patient information, test results and equipment are ready when needed.
- Support, supervise and teach junior staff and student nurses, helping to maintain a safe, caring and professional environment.
- Give patients and their families clear information and advice before and after treatment, and provide ongoing support when needed.
- Maintain accurate patient records, ensure equipment and supplies are available, and follow all professional, safety and infection control standards.

Job Description

Job title:	Dermatology Staff Nurse
Grade:	5
Site:	The Princess Royal Hospital, Telford with cross-site working required.
Accountable to:	Matron - Dermatology
DBS required:	Yes- Enhanced

Post Purpose

To work within a dermatology team to delivery care to patients within a clinic environment. Predominantly to support the surgical team in the minor ops service. To participate in the assessment, planning, implementation, evaluation of care and to ensure continuity of care providing support for a group of patients with Dermatological conditions. Effectively works within the multidisciplinary team.

Main duties and responsibilities:

Professional / clinical knowledge acquired through state registration

- In the absence of the Out-Patients Sister, the post holder will take responsibility for a clinical area for a span of duty
- Supervise and co-ordinate the running of the minor ops service, supporting surgical staff.

- Assisting in the planning of prepping the theatre lists, obtaining all required documents and bloods results are available prior to the surgery.
- Proactively working to ensure the surgical service can react to surgical cases deemed clinically urgent.
- Assist the surgeon directly during skin surgery.
- Supervise and co-ordinate Dermatology clinics held within the out-patient department and participate in ward visits with the dermatology team.
- Supervise and demonstrate procedures to junior staff qualified and unqualified.
- Assist in the mentorship and teaching of student nurses within the outpatient department - Assist in creating a supportive and caring environment within the out-patient department.
- Assist patients and chaperone whilst clinical examination/procedures are being undertaken.
- To perform all aspects of relevant nursing care for patients. Including specialist dressing / bandaging techniques, removal of sutures/clips, application of patient appliances.
- Assist medical staff with fine needle aspirations, core biopsies and take responsibility for collection / labelling of specimens.
- Responsibility for ensuring patients and carers have sufficient relevant verbal and written information
- Maintain accurate Nursing records in line with NMC guidelines.
- Assist with patient mobility using correct equipment and techniques.
- Phlebotomy skills
- Administration of drugs as prescribed by medical staff in accordance to the NMC guidelines
- Signs bank time sheets in the absence of senior nurse.
- Assist in clinical Audit.
- Ensure the patient receives post operative information and discharge advice.

Systems and equipment

- Record biographical details of individuals in manual and computerised records.
- Use of EPR/ CLINCAL PORTAL to check clinic lists reporting any discrepancies to clerical staff
- Prepare specific equipment required within the department prior to clinical procedures, using decontamination techniques prior to mandatory safety checks
- Maintain, monitor, control and order stock and equipment within the department, reporting any deficit or maintenance required.
- Maintain general tidiness and cleanliness of the department.
- Prepare clinical area and department prior to start of clinics
- Clinical Waste Disposal.

Decisions, Judgements and Freedom to act.

- Works within professional codes of practice/ guidelines
- Assesses, plans, implements and evaluates nursing care for a group of patients, ensuring patient participation at all stages
- Follows policies determined by others
- Allocates and checks work of staff in clinical area
- Clinical supervision of junior staff
- Contributes toward change within the outpatients department
- Maintain Health and Safety standards at all times.

Communication and Relationships

- Provide specific dermatology advice and support via telephone/directly to patients
- Maintain patient confidentiality at all times.
- Communicating complex and sensitive information.
- Assemble nursing documentation, including all stationary requirements for clinical sessions.
- Check referral letters, results / x-rays are available for clinical session. Contacting relevant departments to obtain other information
- Support communication with patients, relatives or their carers and encourage participation including assisting patients, relatives and carers where there are specific communication difficulties.
- Liaising with the multi disciplinary team
- Referral to district and practice nurse
- Support distressed patients and relatives
- Be Aware of and support individual, religious, cultural and psychological needs.
- Provide specific dermatology advice and support via telephone / directly to patients.

Physical, Mental and Emotional demands of the post

- Frequent requirements for moderate physical effort
- Frequent requirement for concentration, able to respond to unpredictable work patterns and interruptions.
- frequent exposure to highly distressing circumstances.

Working Conditions

- Assist in protecting patients, visitors and staff from abuse and assist in managing abusive and aggressive behaviour.
- Frequent highly unpleasant working conditions.
- Equip and assist out reach clinics.

Professional requirements

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- Willing to undertake specific dermatology training
- Mandatory PREP requirements.
- Support the appraisal process.
- Maintain professional registration in accordance with NMC code
- Appreciate the importance of continual education and ensure research / evidence based care.
- Participates in clinical supervision.

Adhere to and work in accordance with The Shrewsbury & Telford Hospital NHS Trust policies and procedures and relevant national legislation.

Including:

- The Health and safety at Work Act
- Manual Handling of Loads Directive
- Data Protection Act
- The Shrewsbury & Telford Hospital Human Resource Policies (or Princess Royal Hospital personnel Policies).
- Royal Marsden Hospital Clinical Nursing Procedures

Attend Corporate Induction and annual Statutory training updates as instructed.

- To include:
- Health and Safety Instruction
- Fire Safety Instruction
- Safe Handling Training
- Cardio-pulmonary (CPR) Training
- Safe Food Handling Training
- Infection Control Training

Person Specification

	Essential	Desirable
Qualifications	• Registered Nurse/ Midwife • Mentorship/ preceptorship qualification • Dermatology Course	
Experience	• Previous experience in an acute clinical setting • High level clinical skills and knowledge • Experience in caring for patients with Dermatological Conditions • Able to demonstrate the principles of teaching and learning within a clinical environment including practice assessment • Current recent experience in undertaking preceptor/mentor role • Involvement in Nursing audit and/or Research. • An awareness and understanding of policy and practices • Experience of assisting with Minor Procedures	
Knowledge and skills	• Ability to work and communicate effectively within a multidisciplinary team setting.	

	• Evidence of excellent communication skills including verbal, non verbal and written. • Excellent interpersonal skills with professional credibility • Positive attitude to change with a proven ability to assist senior staff in the implementation of change and practice development. • Microsoft office PC and Sema Pas skills	
Other	• Ability to travel to both Trust sides	

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.