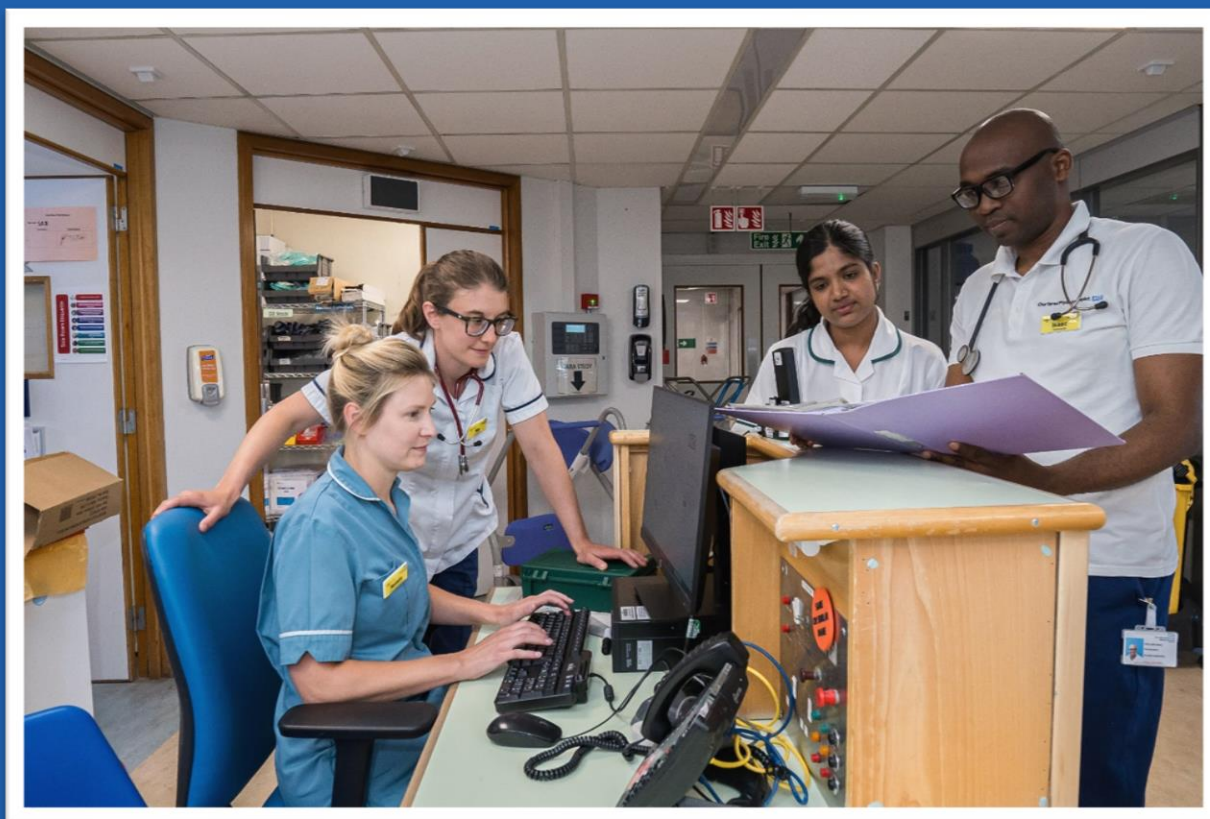


BREAST CARE NURSE

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

- You will assess patients' needs and plan, deliver and review their care in a safe and supportive way.
- You will work closely with doctors, nurses and other staff to provide support to the breast care team.
- You will speak with patients and their families, offering clear information, advice and reassurance.
- You will keep accurate patient records and update systems to make sure information is correct and up to date.
- You will help keep the service running well by following guidelines, supporting quality checks and making improvements where needed.
- You will work flexibly and respond to changes to make sure patients receive the best possible care.

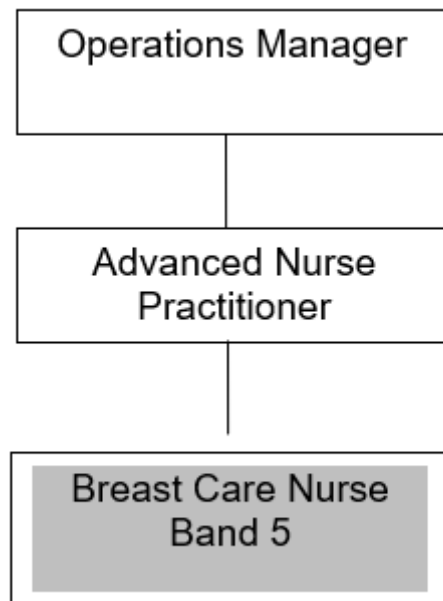
Job Description

| | |
|------------------------|--------------------------------------|
| Job title: | Breast Care Nurse |
| Grade: | 5 |
| Site: | The Princess Royal Hospital, Telford |
| Accountable to: | Advanced Nurse Practitioner |
| DBS required: | Yes |

Post Purpose

- To be responsible for assessing individual care needs and developing, implementing and evaluating plans of care for all symptomatic breast patients in accordance with agreed policies and professional guidelines
- To provide nursing support to the symptomatic Breast Team
- To participate in and monitor quality assurance procedures to maintain the breast service in line with national targets and standards.
- To work flexibly to meet the needs of the service

Organisational position



Main duties and responsibilities

- Responsible for the assessment, planning, delivery and evaluation of individualised patient care, working in partnership with patients, their carers and the multi-disciplinary team to ensure the patients physical, spiritual and emotional needs are met.
- Formulate and deliver high quality patient care without direct supervision, seeking guidance on actions that are outside agreed defined standards.
- Recognise particular needs in patients which require the intervention of others and ensure that timely referrals are made or escalation procedures enacted as appropriate
- Ensure patient safety is maintained at all times. Record and report adverse and potentially adverse events and assist with investigations of such events, ensuring learning is shared with the wider team.
- Record information about patients in a safe, accurate and consistent manner using appropriate tools and techniques, including electronic and written formats as close to point of care as possible.
- Access and use patient clinical diagnostic information to inform clinical decisions.
- Use decision support tools and techniques to support the delivery of safe and effective care.

- Make appropriate and timely referrals to members of multi-disciplinary team and external agencies to ensure patients on-going physical, spiritual, emotional and social needs are met.
- Support patients to adopt health promotion strategies that encourage them to live healthily and apply principles of self-care, utilising evidence based electronic and other information resources as appropriate.
- Work alongside consultants, doctors and clinic staff in all necessary clinics, providing support and advice to patients upon diagnosis.
- Attend multidisciplinary meetings and deal with all tasks arising from decisions made at MDT such as telephoning the patients, arranging investigations, changing outpatient appointments etc.
- Liaise with our support groups.
- To see patients without supervision to carry out wound checks, symptom control, treat seroma's, give IM injections following training.
- To answer the Breast Care Nurses telephone and deal with queries arising.
- To learn and become a proficient user of the Somerset Cancer Registry.
- To assist with administration tasks e.g. faxing, emailing, photocopying, patient information etc., when required

Organisational

- To assist the qualified nursing team, in organising and planning the service and patient priorities, readjusting plans as situations change / arise.

Systems and Equipment

- To be proficient at using all hospital IT software packages, e.g. SEMA, Clinical Portal etc
- To gain competent skills to enter data accurately and efficiently into the Somerset Cancer Registry

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.
- To respond positively to service change and development, and with the team members identify areas for future development.

Communication and relationships

- To document Breast intervention in Breast records and medical notes as appropriate.
- Use a range of verbal and non-verbal communication skills to communicate effectively with patients.
- To demonstrate effective listening skills.
- To use information gained to communicate with members of the multi-disciplinary team regarding patient issues, respecting the confidentiality of patient information disclosed.
- To be aware of referral mechanisms to outside agencies both verbal and written and to carry out these tasks when required. The focus will include patient information in order to continue seamless patient care, referrals to Macmillan and to the Lymphedema service

Person Specification

| | Essential | Desirable |
|-----------------------------|--|---|
| Qualifications | <ul style="list-style-type: none"> Registered Nurse Relevant diploma or equivalent experience. Literacy & Numeracy Level 2 or equivalent (GCSE A – C). Appropriate level of verbal and written English language skills as determined by formal assessment (if English is not first language). Evidence of continuing professional development | <ul style="list-style-type: none"> Breast care qualification. Counselling qualification. Advanced communication skills qualification |
| Experience | <ul style="list-style-type: none"> Experience of working in an acute healthcare environment. Knowledge of current professional issues related to breast care Surgical Experience Wound Management experience | <ul style="list-style-type: none"> Post qualification experience of working in an acute NHS Trust. Experience of working within the breast speciality, e.g. in-patient ward or out-patient clinic. Understanding of use of audit in a clinical setting. Knowledge of breast disease and its management. |
| Knowledge and skills | <ul style="list-style-type: none"> Excellent communication and interpersonal skills | |

| | | |
|---------------------|---|--|
| | <ul style="list-style-type: none"> • Good organisational skills; able to plan own work but also work effectively within a team. • Ability to prioritise and make sound decisions, sometimes under pressure • Ability to use a range of I.T. applications, e.g. Word, Outlook and web-based applications. • Evidence of on-going professional development • Patient-focussed • Demonstrates compassion • Self-motivated, pro-active and resourceful • Acts as positive role model for others • Confident and assertive • Innovative, exploring new practices and ways of working | |
| <p>Other</p> | <ul style="list-style-type: none"> • Able to work flexibly to provide necessary cover to meet changing demands of the breast service • Ability to work at all hospital sites as required | |

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.

