

CAPACITY & FLOW CO- ORDINATOR

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 the smooth flow of patients through the hospital by helping to plan and manage bed availability for elective, emergency and trauma patients.
- Work closely with ward teams, theatres, emergency departments and clinical staff to make sure patients are admitted, moved and discharged safely and efficiently.
- Help plan care before and after surgery to reduce delays, make the best use of hospital resources and lower the risk of cancellations.
- Communicate clearly with patients and staff, providing timely updates and handling sensitive situations with care and compassion.
- Monitor patient capacity and flow, identify potential issues and escalate concerns to senior colleagues when needed.
- Contribute to service improvement projects, maintain accurate records and support high standards of patient care across the Trust.

Job Description

Job title:	Capacity & Flow Co-ordinator, SACC Division
Grade:	Band 5
Site:	The Royal Shrewsbury Hospital with cross-site working at the Princess Royal Hospital, Telford
Accountable to:	Patient Access Manager
DBS required:	Standard

Job Purpose

The post holder is responsible for supporting activity within the Division by ensuring bed availability for our To Come In (TCI) patients, assisting flow through the Emergency Department (ED), Elective Surgical Hub and inpatient wards for elective, emergency and trauma patients. They will work autonomously within the team, and with support from and liaison with operational managers and the clinical site team. The post holder will ensure the timely action and communication of all elective and emergency care issues.

Main Duties and Responsibilities

Service Delivery

- Have an understanding of capacity processes to enable accurate bed planning for patients before and after theatre.
- Collaborate with ward teams to undertake bed planning for TCI patients on the day before surgery, allowing for anticipated discharges.
- Liaise with theatres regarding operating list orders on the day before surgery with the objective of the first patient being prepared and in the theatre department by 0830 to support the utilisation of theatre time.
- Attend daily huddles with theatre teams where specific input is required.
- Regularly communicate current position with Capacity & Flow Manager and ensure they are versed on plans particularly where there is risk of cancellation.
- Where cancellations are required, review expected TCI's using current processes to determine patient priority.
- Support discharges from ITU and coordinate with the Clinical Site Manager (CSM) to ensure that mixed sex breaches do not occur.
- Plan patients to appropriate wards when the hospital is escalated in conjunction with clinical teams.
- Converse with ward leads to ensure they have additional support when complex patients are returning from ITU- to include working with wards/matrons to optimise staffing requirements.
- Liaise with the paediatric ward regarding planning of patients to support staffing and skill mix requirements.
- Escalate cancellations to the booking centre/centres/Anaesthetics and senior management using email distribution list.
- Keep a log of all cancellations due to theatre and anaesthetic issues.
- Play a key role in the support of capacity and discharge improvement projects.
- Undertake weekend TCI planning when required and communicate relevant information to capacity leads and on call senior managers.
- Communicate regularly with wards, CSM's, capacity leads, consultants, Theatres and Anaesthetics with regards to amendments to expected TCI plan.
- Liaise with the Anaesthetic teams on a daily basis to ensure lists are covered appropriately, escalating issues to the Capacity & Flow Manager where required.
- When a patient's procedure is being cancelled for a non-clinical reason, ensure this information is communicated to the patient in an empathetic manner that is clear and easily understood. Liaise with the booking team to identify a new date for TCI and when possible inform the patient before they leave the hospital.
- Where booking errors have occurred i.e. patient given incorrect TCI time, ensure immediate escalation to the Patient Access Manager/Scheduling Services Manager.
- Attendance and the provision of real time information at site meetings.
- Completion of site updates or reports as required.

Trauma

- Liaise with the Trauma Nurses daily following the morning MDT meeting in order to successfully accommodate ED & TCI patients and put plans in place to expedite the discharge and movement of patients.

ED Patient Duties

- Ensure that all Divisional patients attending ED are planned to the appropriate ward as soon as possible after DTA is made through liaising with wards and departments.

Winter Planning

- In the event of DSU being in escalation, link in with ward leads and the CSM to compile a plan for elective patients through the inpatient wards.
- Communicate the latest updates to capacity plans to all relevant clinical and operational teams.

Quality and Service Improvement

- Provide and support the development of improvement strategies through the analysis and interpretation of trends and benchmark data.
- Support quality and service improvement within the area of responsibility and work with other services and Centres to ensure effective patient care and use of all trust resources.

Governance and Risk

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 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.

Representing the Centre and the Trust

- Foster good working relationships with colleagues within the centre as well as other centres and departments.

Range of Authority

- Escalate capacity issues to senior management.
- The post holder is expected to review TCI's and referrals daily.

Equipment and systems

- Utilise normal office equipment.
- Use a range of electronic information systems and tools.
- Be contactable via a bleep and work mobile phone.

Physical, Mental and Emotional Demands of the Post

- Handle emotive and challenging situations, using influential negotiating and motivational skills to achieve desired outcomes.

Working Conditions

- Work in normal office conditions, including regular VDU work.
- Travel between all Trust sites when necessary

Person Specification

	Essential	Desirable
Qualifications	• Educated to degree level or able to demonstrate equivalent knowledge and experience acquired through relevant operational, service management or healthcare settings. • Evidence of continuing professional development and commitment to	• NVQ Level 3 or above in Customer Service, Business Administration, Healthcare Administration, or a related discipline. • Relevant qualification in service improvement,

	maintaining and enhancing professional knowledge and skills.	healthcare management, capacity planning, or operational management.
Experience	• Demonstrable experience of working within a complex healthcare or operational environment. • Excellent organisational and time management skills, with the ability to manage competing priorities effectively. • Strong interpersonal and communication skills, with the ability to build productive working relationships across multidisciplinary teams. • Ability to work autonomously, exercising sound judgement and initiative within agreed parameters. • Experience of working to tight deadlines while maintaining a high level of accuracy and attention to detail. • Knowledge and understanding of NHS patient pathways, including Referral to Treatment (RTT) standards and performance requirements. • Experience of analysing, interpreting and presenting information to support operational decision-making and service delivery. • Demonstrates professionalism, integrity and accountability in all aspects of work.	• Experience of capacity management, patient flow coordination, or operational performance management within an NHS setting. • Knowledge of national NHS performance standards and operational pressures affecting patient flow and capacity.

	Committed to delivering high-quality, patient-centred services.	
Knowledge and skills	- Excellent verbal and written communication skills, with the ability to engage effectively with a wide range of stakeholders. - Ability to work collaboratively as part of a multidisciplinary team whilst maintaining personal accountability for own workload. - Strong prioritisation and workload management skills. - Methodical, accurate and detail-oriented approach to work. - Proven ability to remain calm, organised and effective when working under pressure. - Self-motivated, proactive and solution-focused. - Flexible and adaptable in response to changing service demands and operational priorities. - Ability to work independently, using initiative to identify and resolve issues. - Demonstrates compassion, professionalism and a commitment to NHS values. - Places patients at the centre of decision-making and service delivery. - Open to innovation, service improvement and organisational change. - Values and respects the contributions, ideas and perspectives of others.	

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

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- **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.

