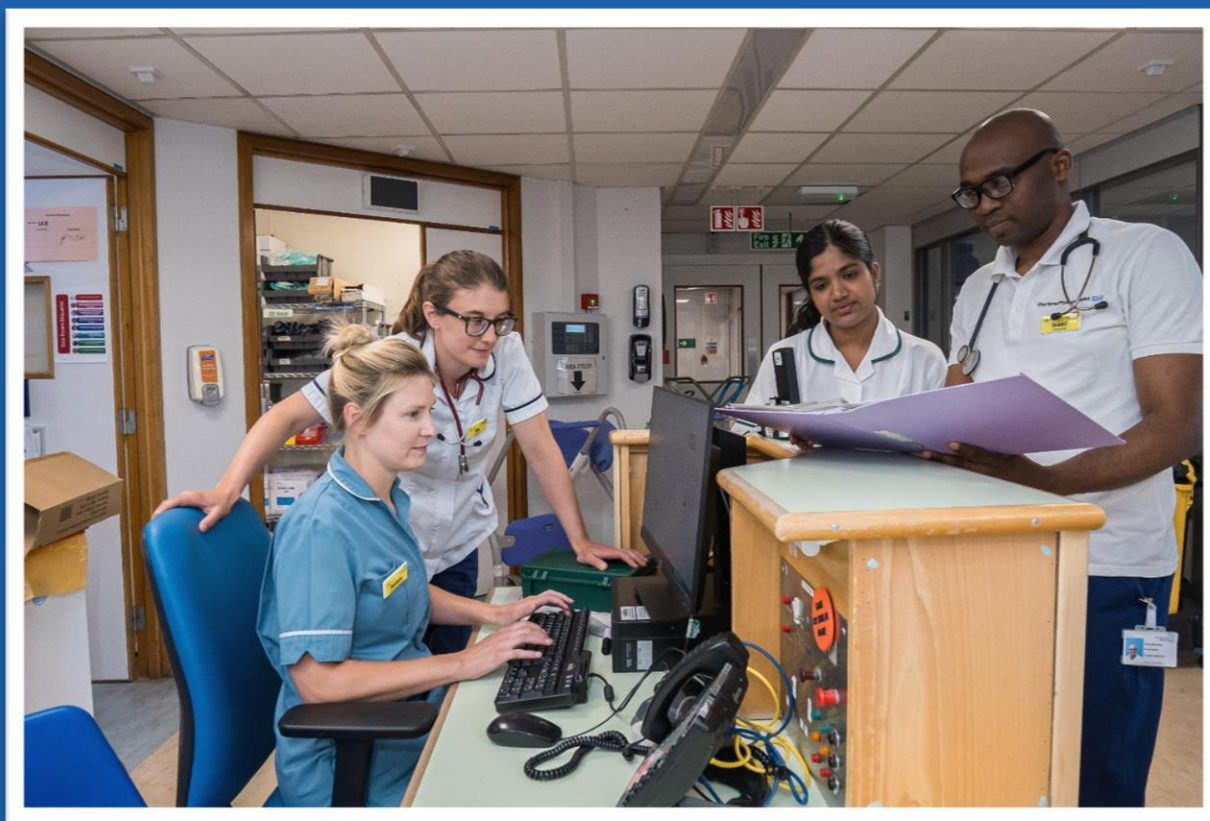


CHILDREN'S NURSING ASSISTANT

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.

- Supports registered nurses and other healthcare professionals to provide safe, high quality care for children and young people in hospital.
- Helps children with their personal care, including washing, dressing, eating, drinking and moving around, while promoting comfort, dignity and wellbeing.
- Carries out a range of clinical tasks and patient observations following training and assessment, reporting any concerns promptly to the registered nurse.
- Communicates kindly and effectively with children, parents, carers and colleagues, providing reassurance, emotional support and information when needed.
- Maintains a clean, safe and welcoming ward environment, assists with administrative duties and helps ensure equipment and supplies are available.
- Works as part of a multidisciplinary team, follows safeguarding and confidentiality requirements, and takes part in ongoing training and development.

Job Description

Job title:	Children's Nursing Assistant
Grade:	Band 3
Site:	The Princess Royal Hospital
Accountable to:	Ward Manager / Lead Nurse for Women and Children's
DBS required:	Enhanced

JOB OVERVIEW

The Children's Nursing Assistant (CNA) is a member of the care team appointed to support registered practitioners in delivering identified nursing support for specific care, to a defined group of patients with specific medical needs.

The post-holder will undertake a range of activities under the indirect supervision of an appropriately qualified or professionally registered practitioner, having received training and being assessed as competent in the activities required, working within a degree of initiative and within a set framework, reporting to the accountable nurse. Participating in assessment of care and reporting assessments to accountable nurse.

To be an integral part of the multi-disciplinary team caring for children, liaising with other specialties as required.

Main Duties and Responsibilities

- The post holder will primarily work within their own team but may be required to work anywhere within the Care Group.
- The post holder will take an active role in the provision of parent craft and undertake clinical duties specific to the level of training thus supporting nursing staff in the delivery of family centred care. The post holder will have the ability to cope with an unpredictable workload in what can be a stressful environment. Under the direction and supervision of registered nurses (RN), the post holder will:

Patient Care

- Reporting abnormalities to Registered Nurse (RN)
- Assist patients to maintain their hygiene needs. This may include actions such as
 - Bathing/washing at bedside/in bathroom
 - Care of mouth, hair, nails and eyes
 - Wet/dry wraps
 - Parent craft Demonstrations
- Assist patients to maintain their elimination needs. This may include actions such as
 - encouraging patient continence/toilet train for children
 - emptying urinary catheter bags
 - stoma care
 - Mobilisation to toilet or use of commode or bedpan
 - Maintaining hygiene need after episodes of incontinence/developmental elimination needs. General nappy care.
- Assist in the delivery of pressure area care. This may include actions such as
 - Re-positioning of patients as directed
 - Maintenance of good levels of skin hygiene
 - Reporting the observed condition of a patient's skin
 - Follow tissue viability policy in force at time.
- Assist in the maintenance of patients nutritional and hydration needs. This may include actions such as
 - Assist patients in the selection of appropriate food and drink
 - Serve meals and drinks including the calculation of appropriate carbohydrate intake
 - Report any observed feeding difficulties to the RN
 - Feed patients with identified swallowing difficulties or in the absence of parent/carer
 - Measure and record intake and output accurately, including infusion devices.
 - Administer naso gastric feeds – position checked in line with policies and aspiration of naso gastric tube as directed by trained nurse
 - Administer PEG tube feeds
 - Aspiration of naso gastric tube as directed by trained nurse

- Making up patient feeds, baby milks or special feeds when requested.
- Undertake and record accurately patient observations (at a frequency determined by RN or vital pac), reporting any abnormalities immediately to a registered nurse. This may include recording
 - Temperature, pulse, blood pressure and respiratory rate
 - Peak flows
 - Oxygen saturation levels
 - Consciousness levels (Glasgow Coma Score)
 - Hourly urine output
 - Patient at Risk/Early warning scores
 - Weight, length and head circumference
 - Circulatory obs
 - Removal of invasive items relating to patient care as directed by RN – eg cannula
 - Pregnancy tests
 - Other observations as directed if competent to do so.
- To communicate in a manner that is perceived as being constructive and helpful by patients, relatives, carers and staff.
- Communicate effectively with children and families recognising any barriers to understanding to provide and receive complex/sensitive information. Use persuasive, motivational, negotiating, training, empathic or reassurance skills to gain agreement and co-operation.
- To move patients safely using strategies taught by the manual handling team, including the safe use of mechanical and non-mechanical manual handling aids.
- To provide clinical administrative support to Registered Nurses. This may include actions such as:
 - Complete all relevant documentation as part of the admission process, ensuring all entries are countersigned by a registered nurse
 - Advise Admissions/Bed Bureau of patient's arrival
 - Collate patient documentation on discharge or transfer
 - Answer telephone courteously, relay messages accurately and promptly, answer general enquiries by visitors
 - To ensure that patients valuables and possessions are cared for as per available policy
- Support patient communication and encourage participation including patients with specific communication difficulties and age-related developmental considerations.
- Be aware of and support individual, religious, cultural, psychological and special needs.
- Support patients who are distressed; be aware of the special needs of people with mental illness, learning difficulties or age-related challenges. Refer any distress to an RN. Provide emotional support on a frequent basis to children/parents/carers who may be upset/worried due to their child's condition or prognosis.
- Provide information about services available to patients within the ward.

- Introduce new/Agency staff to the layout of the ward; demonstrate procedures and use of equipment as directed by Registered Nurses.
- Participate in the maintenance of an effective and safe environment on the ward. This will include actions such as
 - Maintain general tidiness and cleanliness of the ward
 - Prepare specific equipment required within the ward
 - Assist in creating a restful and supportive environment
 - Make occupied and unoccupied beds
 - Prepare environment for clinical procedures
- Carry out other clinical duties as requested by RN's. This will include actions such as
 - Maintain established oxygen therapy (to include oral care)
 - Perform Last Offices
 - Apply simple dressing under direct instruction of RN.
 - Assist with nursing procedures and clinical procedures as appropriate
 - Handle specimens safely
 - All escorting of patients undertaken following direct instruction of RN's e.g. Checking cannula sites
 - Venepuncture
- Interact/play with children as required occupying, amusing or distracting them
- Accompany children to other departments within the hospital or occasionally escort children to outpatient appointments in other hospitals.
- Assist with daily bed making, washing the beds, changing the linen as required, segregating the soiled and contaminated linen and disposing of it appropriately.
- To work independently in specific areas of care once deemed competent to do so by the Ward manager (eg: supporting mothers with breast feeding)

Non-Clinical Responsibilities

- Develop the computer skills needed to manage the systems in place on the ward for managing bed state etc.
- Take action to maintain an environment that is clean, tidy and in a good state of repair
- Assist with the ordering of stock and putting it away
- Receive and relay messages and telephone call, relaying information and referring the enquiry to the appropriate personnel when required.
- Assist other departments, when necessary, i.e. children's clinics
- Participate in surveys /audit as necessary.

Management

- Demonstrate (to new CCA's and student nurses) basic aspects of care pertinent to patient need.
- To ensure cost effective clinical practice is maintained.
- To ensure that any observed incident, complaint or other undue occurrence is reported on Datix in accordance with Trust policy.

- Contribute to maintaining the ward and Trust's agreed philosophy, aims and objectives

Education, Development and Supervision

- To discuss and plan personal training and development with mentor/manager through the appraisal process and to achieve objectives set out within the appraisal process.
- Ensure personal knowledge of strategies, initiatives, policy and ward development and guidelines is maintained by participation in attending at least 50% of ward meetings, reading communication book and attending mandatory training.

Human Resources

- Be aware of and adhere to local and national HR policies, procedures and guidelines at all times.
- Attend statutory training sessions as required, including the mandatory training day, resus training updates and others that are deemed mandatory by the trust or Lead Nurse.

Professional Conduct

- To adhere at all times to uniform policy, unless agreed with ward manager.
- To conduct oneself in a manner perceived by others as constructive.
- To address personal concerns professionally through appropriate channel.
- Promote choice, wellbeing and the protection of all individuals. By being aware of the trust policies on safeguarding children, and by following the correct procedures if you have any concerns.
- Demonstrate an awareness of child protection issues and communicate any concerns and in this field to the nurse in charge and document said concerns.
- As a Trust employee you are required to comply with all legislation and guidance relating to safeguarding children and promoting their health and welfare. If you are being investigated regarding child protection concerns, or become subject to such investigations, appropriate steps may have to be taken such as redeployment, increased supervision etc. and, depending on the outcome of the investigation, there may be implication for your continued employment. You are required to inform the Head of Child Protection Support Service if your own children are/become subject to child protection procedures. This information will be treated in a confidential manner.
- We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witness or has 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

- Contribute to the education of parents/carers, in partnership with a registered/qualified practitioner.
- 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	• Childcare qualification (eg NNEB) or HCA (NVQ level 3) • Maths and English GCSE Grades 9-4 (or grades A-C) or equivalent in Maths and English.	
Experience	• To have a basic knowledge of the needs of the child and family • Recent substantial experience in Childcare/Healthcare setting • Awareness of basic child protection procedures	
Knowledge and skills	• Caring attitude • To cope with stressful working conditions and fluctuating workload	• Teaching skills • Basic computer skills
Other	• Good communication skills • Flexibility in working patterns • Good interpersonal skills • Motivated • Team player • Ability to use own initiative to organise work • Ability to cope with fluctuating workload • Approachable manner	

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 Trust's 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.

