

# GROUP CHIEF NURSE

## INFORMATION FOR CANDIDATES

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**Closing date for receipt of applications:**  
Monday 16th February 2026 at 9.00am

**Interview date:**  
Tuesday 3rd March 2026



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# A Message from our Group Chief Executive

Thank you for your interest in the newly created role of Group Chief Nurse for Shropshire Community Health NHS Trust (ShropCom) and The Shrewsbury and Telford Hospital NHS Trust (SaTH). Our two Trusts are working closely in partnership, and we are committed to becoming a Group by April 2026. With a budget of £850 million, we work together to support our communities, proudly employing more than 9,000 devoted professionals in community and secondary care who strive to provide high quality, integrated healthcare.

This is an exciting opportunity to build on the excellent and transformative work already happening across both organisations, to drive further integration and enhance the quality of care for all the communities we serve. This role offers the chance to make a significant and positive impact on the health and wellbeing of our communities and our staff. We are seeking an open and compassionate leader who will listen to and learn from our patients, families and communities to ensure the improvements we make are real, positive and sustainable.

Both Boards are committed to building a modern NHS with more services closer to home in the community, supported by two thriving hospitals.

- » £300million Hospitals Transformation Programme – a once-in-a-generation investment to enhance acute services
- » Neighbourhood Transformation Programme – focused on tackling health and rural inequalities through integrated neighbourhood services
- » Digital innovation, clinical redesign and estates transformation – to provide modern, exceptional care and value for patients
- » Cultural and organisational improvements – an environment where staff feel valued, empowered and supported in their professional growth
- » Integrating the CARE (Care, Acknowledge, Respect, Empower) framework throughout our organisations to ensure that empathy and communication remain a priority at every level

As Group Chief Executive, I am dedicated to promoting genuine and empathetic leadership that ensures we provide the highest quality of care for our patients and addresses the needs of both them and their families.

Every single member of our team is vital to our services, no matter their position – we all serve our communities, and it's important that we empower and support everyone so they can excel in what they do.

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I am dedicated to openness and transparency with our patients, staff, communities, and stakeholders. We are actively working to cultivate a culture of reliability, trustworthiness and honesty. Our commitment extends to communicating clearly about our current initiatives, future ambitions and, where needed, ongoing effort to restore pride and confidence within our organisations.

Both Trusts currently face different but important and interdependent challenges which, without action to address them, will worsen over time. These challenges include the need to sustain improvements in quality and patient experience, to develop new clinical models of care, ensure strong clinical leadership across whole patient pathways, and to continue to reform the workforce to deliver a more modern NHS that meets local needs. To deliver the aspirations of the national 10 Year Plan, and local transformation priorities, both Trusts agree that accelerating their 'Better Together' partnership will provide more integrated care and a better experience for all.

In 2025, SaTH was awarded University status, which will foster the delivery of high quality care and attract further research and investment, creating an engaging environment for both academic and clinical advancement. As a Group, we have an excellent opportunity to expand our educational offerings by providing diverse and multidisciplinary placements that will benefit both patients and colleagues.

We are seeking an experienced leader who demonstrates kindness, warmth, compassion and can build upon the commitment, expertise, and innovation exhibited by our colleagues each day. The successful candidate will possess significant senior healthcare management experience and proven expertise in their area of practice. They will be adept at leading teams through complex organisational changes, driving continuous quality improvement, and cultivating productive partnerships.

If you are passionate about improving health and care and delivering an excellent experience for our patients and colleagues, we would love to hear from you.

This is a pivotal moment to shape the future of healthcare in Shropshire, Telford and Wrekin. Join us in delivering exceptional care and value, championing a progressive NHS and making a lasting difference for our communities. I look forward to hearing from you.



**Jo Williams**  
Group Chief Executive



# Group Model

By forming a Group model, both Trusts believe they can deliver better care for patients and a better experience for staff through closer integration. A Group model will build on the strong foundations that already exist to continue to strengthen local services, improve resilience and performance and deliver value for taxpayers.

The aims of the Group model are to provide a united and stronger provider voice, that works together with partners, to respond to the collective challenges faced across the health and care system. Acting as one NHS and working at scale, the Trusts believe shared leadership will address the clinical, performance and financial pressures and enable the shift towards a preventative and neighbourhood service to meet the needs of an ageing and growing population.

Delivering high quality, patient-centred care, and an improved patient experience is the overarching priority. Both organisations have shared priorities, aligned with the national 10 Year plan:

- Deliver more care and resources in the community, supported by two thriving acute hospitals (hospital to community). The Group will play a leading role in transforming neighbourhood health services working with primary care and other partners.
- Neighbourhood Health Implementation Programme and Hospitals Transformation Programme.
- Increased focus on prevention and tackling inequalities through neighbourhood working (sickness to prevention).
- Developing our workforce – right staff, with the right skills, in the right places and at the right times.
- Collective focus on analogue to digital agenda, optimising the opportunities of vertical integration to streamline patient pathways.

- Modern clinical models and ways of working, with the right tools and environment.
- Supporting the health and wellbeing of staff.
- Building an inclusive workforce – everyone has a voice and is valued.

Both Boards recognise they cannot deliver this transformation in isolation and a shared leadership is critical to delivering the ambitious plans and realising the step-change in care for patients.

Listening to feedback from staff, partners, volunteers, patients and community representatives during Summer 2025, the Case for Change, on the Trusts' websites, sets out the benefits, issues, risks and mitigations of the two Trusts working more closely together. The Trusts will remain as separate statutory organisations, with a shared leadership across both organisations to oversee strategy and service delivery. A Transition Committee has been established to ensure a seamless transition and ongoing engagement to formalise the Group.

The Group model alone is not a panacea for improving performance. However, it allows the Trusts to use scale as a platform and an enabler for driving improvements in clinical, operational and financial performance. Both Boards are committed to driving quality improvement, developing more seamless patient pathways for residents of all ages, growing and supporting the workforce and redesigning models of care to deliver a more modern NHS. The Group model can both enable these efforts and amplify their benefit for all the communities we serve.

To find out more visit:

<https://www.sath.nhs.uk/about-us/better-together/>

<https://www.shropscommunityhealth.nhs.uk/better-together>

# Our Region

Encompassing some of the most picturesque parts of England and Wales, the Trusts' catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport and Telford (in Telford and Wrekin); Dudley; and Newtown and Welshpool (in Powys) – all beautiful and unique.



# About Shropshire Community Health NHS Trust

Shropshire Community Health NHS Trust (ShropCom) aims to be the best local provider of high quality, innovative community health services close to people's homes.

ShropCom provides a range of community-based health services for adults and children in Shropshire, Telford and Wrekin, and some services to people in surrounding areas including Black Country. Working with our partners to provide people with well co-ordinated and effective care, we employ circa 1,600 people who together help deliver community services to a population of 500,000. The majority of this care is delivered in peoples' homes and across 75 sites including four community hospitals at Bridgnorth, Whitchurch, Ludlow and Bishop's Castle.

As a Community Trust, we have a unique role as an essential 'connector' in the local health system, working directly alongside the many organisations that also provide care and support to people. We are an exciting place to progress your career and are proud to be the lead organisation on a number of innovative programmes of work.

The Trust and our staff are passionate about providing the highest quality of care to our patients in an environment that enriches and develops the skill and talent of our colleagues. We are dedicated to providing a wide range of services to our local communities and work closely with GPs, acute hospitals, and with experienced health care staff to keep care as close to the homes of our patients as possible; whilst providing a supportive working environment that brings the best out of our people and makes ShropCom a rewarding place to work.

Further information on our Board members can be found at:

[www.shropscommunityhealth.nhs.uk/the-board](http://www.shropscommunityhealth.nhs.uk/the-board)

## Key Facts

- Organisation formed in 2011
- Serves a population of more than 500k
- Employees circa 1,600 staff
- Spent £105.1m delivering services
- Provides services from more than 75 sites





## Our Values

**Improving Lives** - We make things happen to improve people's lives in our communities.

**Everyone Counts** - We make sure no-one feels excluded or left behind - patients, carers, staff and the whole community.

**Commitment to Quality** - We all strive for excellence and getting it right for patients, carers and staff every time.

**Working Together for Patients** - Patients come first. We work and communicate closely with other teams, services and organisations to make that a reality.

**Compassionate Care** - We put compassionate care at the heart of everything we do.

**Respect and Dignity** - We see the person every time - respecting their values, aspirations and commitments in life – for patients, carers and staff.

## Our Vision

We will be at the heart of supporting our communities by providing fully connected services - so that everyone gets the right care, in the right place, at the right time, by the right people.

# About The Shrewsbury and Telford Hospital NHS Trust (SaTH)

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Our main service locations are Princess Royal Hospital (PRH) in Telford and Royal Shrewsbury Hospital (RSH) in Shrewsbury, located 20 minutes drive apart. Both hospitals provide a wide range of acute hospital services including urgent and emergency care, outpatients, diagnostics, inpatient medical care and critical care.

Our first Community Diagnostic Centre opened in 2023, in Telford, bringing diagnostic tests closer to the community. We also provide outreach services in Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen, the Bridgnorth, Ludlow and Whitchurch Community Hospitals and other local centres.



We have an ambitious Moving to Excellence transformation programme underway. In 2025 we were awarded university status, with our partners Keele University. We want to deliver excellent care and an excellent working environment for our staff. Find out more at: [Moving to Excellence – SaTH](#).

We employ more than 7,300 amazing staff, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 300 wonderful volunteers, and our main charitable partners are the League of Friends at the Shrewsbury and Telford Hospital and the Lingen Davies Cancer Appeal.

Further information on our Board members can be found at:  
[www.sath.nhs.uk/about-us/trust-information/trust-board-members/](http://www.sath.nhs.uk/about-us/trust-information/trust-board-members/)

## Key Facts

- Together our two hospitals have over 700 beds
- Serves a population of more than 500k
- Employees circa 7,300 staff
- Spent £671m delivering services
- Provide acute hospital services and community and outreach services such as:
  - Consultant-led outreach clinics
  - Midwife-led units
  - Renal dialysis outreach services
  - Community services including Midwifery, Audiology and Therapies

# Our Vision and Values

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in.

## Our Vision

***“To provide excellent care for the communities we serve.”***

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

## Our Values

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust. Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.



# About the Hospitals Transformation Programme

Our Hospitals Transformation Programme (HTP) is a multi-million pound investment that will improve care for everyone through modern, purpose-built facilities and ensure more people get the care they need, at the right time and in the right place. These plans have been led by our doctors and nurses to develop two thriving hospitals, supported by more services in the community.

Construction work is well underway at Royal Shrewsbury Hospital to build a new four-storey building set to open in 2028 and will provide the space we need to start our new ways of working. We're also investing in services at Princess Royal Hospital in Telford to provide a more positive experience for patients in calm, dedicated planned care facilities.

Princess Royal Hospital in Telford will become the site specialising in planned care. Patients will have a more positive experience in improved, dedicated planned care facilities. Royal Shrewsbury Hospital will become the site specialising in emergency care. All the right doctors and nurses who support our emergency care teams will be on the same site as the remodelled, bigger Emergency Department. This means they can make quicker decisions about patient care. Most patients will continue to use their local hospital, including for outpatient appointments and urgent care services. Most people that currently use our Emergency Department (A&E) will use the Urgent Treatment Centre at their local hospital.

This new clinical model will provide a number of benefits for our staff and patients. By having our planned care services in one hospital we can:

- Reduce the number of cancelled operations and waiting times
- Provide modern theatres to give a better environment for patients
- Create a calm environment, with unplanned, emergency care on another site
- Reduce the risk of spreading infections

By having our emergency care services in one hospital we can:

- Have a bigger and improved Emergency Department designed to meet the needs of our communities now and in the future
- Provide faster access to the right care from the right teams that support emergency care
- Make quicker decisions about patient care, with all the specialist teams on one site with the Emergency Department
- Improve the working environment for our staff with modern facilities

This is more than a new building. A significant amount of work will be needed to develop the clinical pathways and reform our workforce, to be ready to open the doors in 2028 and deliver the step-change in care we aspire to.

Find out more: [Hospitals Transformation Programme – SaTH](#)



# Focusing on Neighbourhood Working

Alongside the Hospitals Transformation Programme, we are progressing our Neighbourhood Health Transformation Programme to modernise local care provision.

Neighbourhood health is a major national priority. As system partners, we are striving to deliver expanded community-based services to give patients easier access to a broader range of high quality services in their local communities, or the place they call home, wherever possible. This will deliver the national ambitions – the three shifts - in the 10 Year Health Plan: Fit for the Future.

The programme is looking at how existing services can be provided differently and in a more integrated way with health and care professionals from across the NHS, local authorities and third sector partners, and with a major focus on neighbourhood health services. By forming a Group between SaTH and Shropshire Community Health Trust, we hope to accelerate opportunities to deliver care closer to home.

The programme will focus on more proactive and joined-up care, supported by technology, aiming to keep people healthy and independent in their community, and ensuring that acute hospital and community-based services work together to provide the right care, at the right place, at the right time. We want to empower people to take control of their health by providing the necessary tools, information and support to make informed decisions about their health and wellbeing.

To find out more visit: <https://www.shropshiretelfordandwrekin.nhs.uk/>.



# Maternity Transformation

We are determined to deliver safe, effective, reliable, and high quality services to women and families now and into the future and are nearing completion of all the actions from the Independent Review of Maternity Services by Donna Ockenden. The first report was published in December 2020, and the final report was published in March 2022. The review described serious failings in maternity care at SaTH over several decades. Each report outlined local actions for learning for this Trust and immediate and essential actions for all NHS providers of maternity services, which also includes this Trust.

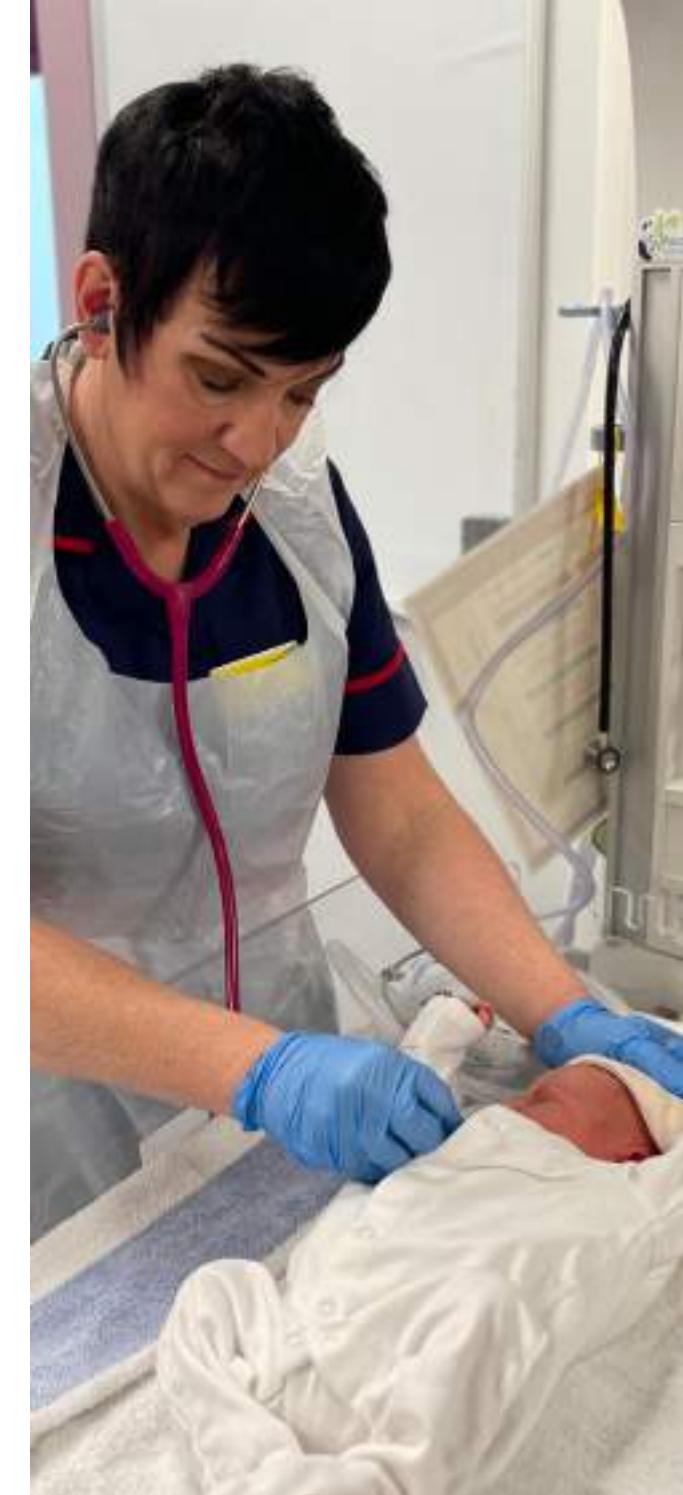
While there remains work to do, SaTH is making strong progress in key areas to improve maternity services. As of November 2025, of the 52 actions set out in the first Ockenden Report, all 52 (100%) have been delivered. The final Ockenden Report provided a further 158 actions for the Trust to deliver and good progress is being made against these, with 151 (96%) of these actions having been delivered. When combined, the Trust has delivered 203 (97%) out of its 210 actions.

The two reports can be found here from the GOV.UK webpages:

- [FIRST REPORT](#)
- [FINAL REPORT](#)

Following the most recent inspection by the Care Quality Commission, maternity services are now rated as 'Good', but we must do more to build trust and engage with families in a sustained and meaningful way. We will continue to listen and learn and to make sure the changes we make are real, positive and can be sustained. We are grateful to the families who are meeting with us to share their experiences and we will continue to offer regular meetings with any families who want to be involved.

Teams in maternity services, and the wider Trust, continue to work hard to create a transparent and accountable environment at all levels, to provide safe, compassionate, bespoke care and to rebuild the confidence of the communities we serve. Our ambition is to become an Outstanding maternity service. We are seeking a compassionate and inclusive Group Chief Nurse who will commit to building on this crucial work.



# 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.

C.A.R.E. Element	Meaning and Practice
Care	Show genuine kindness, empathy and compassion in every action and conversation. Remember that small gestures often have the biggest impact.
Acknowledge	Listen actively. Make eye contact, use names and acknowledge the individual's feelings and concerns. Every patient deserves to feel seen and heard.
Respect	Treat all patients, families and colleagues with dignity, honesty and patience. Respect lived experience and understand that trust is built through respect.
Empower	Involve patients and their families in decisions about their care. Communicate clearly, encourage questions and ensure people feel informed 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 and 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.

# NHS Leadership Competency Framework for Board Members

Leaders in the NHS help deliver better health and care for patients by setting the tone for their organisation, team culture and performance. We will use the NHS Leadership Competency Framework for Board Members to assess board members against six leadership competency domains during recruitment and regularly within employment.

The six leadership competency domains are:

- **Driving high-quality and sustainable outcomes**

The skills, knowledge and behaviours needed to deliver and bring about high quality and safe care and lasting change and improvement – from ensuring all staff are trained and well led, to fostering improvement and innovation which leads to better health and care outcomes.

- **Setting strategy and delivering long-term transformation**

The skills that need to be employed in strategy development and planning, and ensuring a system-wide view, along with using intelligence from quality, performance, finance and workforce measures to feed into strategy development.

- **Promoting equality and inclusion, and reducing health and workforce inequalities**

The importance of continually reviewing plans and strategies to ensure their delivery leads to improved services and outcomes for all communities, narrows health and workforce inequalities, and promotes inclusion.

- **Providing robust governance and assurance**

The system of leadership accountability and the behaviours, values and standards that underpin our work as leaders. This domain also covers the principles of evaluation, the significance of evidence and assurance in decision-making and ensuring patient safety, and the vital importance of collaboration on the board to drive delivery and improvement.

- **Creating a compassionate, just and positive culture**

The skills and behaviours needed to develop great team and organisation cultures. This includes ensuring all staff and service users are listened to and heard, being respectful and challenging inappropriate behaviours.

- **Building a trusted relationship with partners and communities**

The need to collaborate, consult and co-produce with colleagues in neighbouring teams, providers and systems, people using services, our communities, and our workforce. Strengthening relationships and developing collaborative behaviours are key to the integrated care environment.

The framework can be accessed in full here: [www.england.nhs.uk/publication/nhs-leadership-competency-framework/](http://www.england.nhs.uk/publication/nhs-leadership-competency-framework/).

# Job Description

Job Title:	Group Chief Nurse
Band:	VSM
Directorate:	Corporate
Accountable to:	Accountable to Group Chief Executive in Common / Group Chief Executive Designate
DBS required:	Enhanced DBS
On-call:	Participate in the Executive on-call rota



# Purpose of the Role

- Deliver collective and collaborative leadership as a voting member of the Trusts' Boards, Group Executive Leadership Team and Joint Trust Leadership Team.
- Work as part of an integrated team and take lead responsibility for strategic and corporate issues both within and external to their immediate portfolio, making a major contribution to the achievements of the Group vision and strategic goals.
- Provide professional leadership to the Nursing, Midwifery and Allied Health Professional staff groups, fostering a culture which values continuing professional development and empowers them to achieve excellence in the delivery of patient care.
- Contribute fully to the development of the healthcare system in Shropshire, Telford and Wrekin.
- Provide leadership and management to ensure delivery of outstanding patient care, helping to create a culture of quality and safety excellence, with a zero tolerance of the acceptance of poor quality.
- Work collaboratively with the Group Medical Director to embed good clinical governance across the Group and therefore across the Trusts of SaTH / ShropCom.
- Work in partnership with NHSE and others to explore the potential of new roles and establish clear development pathways for existing roles.
- As Director of Prevention Infection and Control, across both SaTH and ShropCom, develop strategies to ensure effective infection prevention and control, ensuring the application of best practice.
- Provide professional advice to the Boards of both organisations on all matters relating to Nursing and Midwifery and Allied Health Professionals, assuring the Boards through the use of performance indicators on the standards of practice.
- All Group Directors are expected to demonstrate highly visible leadership working as part of a cohesive, multi professional senior team, contributing to the overall strategic direction and leadership of the Trust, and when necessary, take lead responsibility for corporate issues outside their immediate sphere of responsibility.
- Adhere to the values and leadership behaviours of the Group

# Key Working Relationships

## Internal

- Multidisciplinary teams and colleagues at all levels in the organisations
- Board of Directors
- Corporate Teams (inc. Finance / HR / Estates)
- Hospitals Transformation Programme (HTP)
- Volunteers

## External

- Patients, families and our communities
- Service users

- Partners across the healthcare system
- Patient representative bodies and groups
- STW ICB
- NHS Trusts
- NHS England (Regional and National)
- Powys Teaching Health Board
- Local Authorities (England & Wales)
- Regulators
- Primary Care

# Key Responsibilities

## Professional Leadership

- Advise the Group Boards of both organisations, Group Leadership Team and Directorate Clinical Directors on professional Nursing and Midwifery and Allied Health Professionals issues.
- As a member of the Group Leadership Team, contributing to the key business decisions of the Group and to contribute to the development, communication and promotion of Group purpose, vision, aims and objectives.
- As a member of the Group Leadership Team, provide assurance to the Boards through the sub-committees and the non-executive leads, on the delivery of the Group purpose, vision, aims and objectives.
- Provide leadership of Nurses, Midwives and Allied Health Professionals (AHPs) which supports the delivery of outstanding patient care and high quality outcomes through the adoption of the best professional standards.
- Provide highly visible and inspiring nursing leadership for Nursing and Midwifery and Allied Health Professionals (AHP) staff throughout the Group, championing a professional and open culture which empowers staff to consistently deliver quality care with compassion, acting as a role model for the behaviours and high professional standards expected.
- Provide strong and effective Nursing and AHP input to the development and implementation of the Group Strategic Direction and goals.
- Provide professional Nursing and Midwifery leadership and advice to inform corporate decisions and ensure that the views of nurses and midwives (registered and unregistered) and AHPs are available to the Boards.
- Foster a culture within the nursing, midwifery and AHP staff community which values continuing professional development and empowers staff to achieve excellence in the delivery of patient care within the Group, through innovation and the adoption of the Trusts' values which leads to better health outcomes.
- Create a compassionate, just and positive culture where the skills and behaviours needed to develop great teams and organisation cultures are implemented. This includes ensuring all staff and service users are listened to and heard, being respectful and challenging inappropriate behaviours.
- Ensure the maintenance of professional standards of care within the Nursing and Midwifery Council (NMC) Code of Professional Practice.
- Promote the Group and each organisation as an 'Employer of Choice' for the nursing, midwifery and AHP professions, working with others to create development pathways which encourage retention.
- Ensure a comprehensive policy and practice framework is in place to support delivery of care to the highest standards.

# Quality and Safety

- Work collaboratively with the Group Medical Director to develop and deliver the Group's quality, safety and clinical effectiveness programme for SaTH and ShropCom, monitoring its effectiveness and ensuring compliance with national regulatory requirements and the highest standards of care.
- Embed a continuous learning ethos whereby errors/near misses and successes inform improvements. Ensure appropriate reporting, monitoring and escalation systems are in place.
- Develop team and service level ownership of quality, safety and risk management to enable ongoing achievement of best possible outcomes and experiences for patients.
- In conjunction with the Group Medical Director, ensure effective assurance systems are in place to govern clinical practice and patient care.
- As CQC Registered Manager work with the Group Medical Director to demonstrate compliance with CQC standards. Working with the Chief Governance Officer, ensuring that systems and processes are in place to deliver and demonstrate improving clinical quality and meet national and Group standards.
- Oversee a programme of improvement for patient safety and provide assurance on delivery.
- Ensure that patients are fully and effectively involved and engaged at all levels of care delivery within the Group.
- Work in partnership with the Group Medical Director creating a positive culture to promote reporting and learning from serious incidents under the new Patient Safety Incident Response Framework (PSIRF), never events and complaints, and provide leadership to ensure effective mechanisms and systems in place.
- Group Board Lead for safeguarding, assuring the Boards of SaTH and ShropCom in relation to delivery of statutory requirements and best practice standards in caring for all vulnerable patients in conjunction with the lead for Safeguarding.
- Lead in ensuring that the Group provides quality care to patients with learning disabilities, mental health issues and dementia.
- Contribute to the leadership of the Shropshire, Telford & Wrekin healthcare system, developing and delivering a future vision for healthcare in the county which enhances the quality of service to the public and reduces overall cost.
- To actively promote and encourage the adoption of the Group and both organisations values.
- Represent the Group and both organisations at regional/national/international levels on professional nursing, midwifery and corporate issues, developing partnerships, sharing best practice and integrating this nursing and midwifery knowledge within the Trusts.
- Take on call responsibilities for the Group as required. The post holder will be required to participate in the Executive on-call rota.

# Infection Prevention and Control

- Provide assurance to the Boards of both organisations that Infection Prevention and Control policies are fit for purpose and ensure effective systems for the prevention and control of infection are embedded across the organisation and audited.
- Ensure that the protection of patients from infection receives the highest priority across the Group and both organisations, including in corporate decision-making.
- Lead the development and oversee the implementation of both organisations annual prevention and control of infection annual programme.
- Develop links throughout the Group to ensure that control of infection requirements are embedded into estates, facilities management and other support departments and contracted services.
- Ensure the Group and both organisations meet standards required by external regulation and that each Trust is ready to address new legislative and advisory requirements as they emerge.

# Strategic and Operational Responsibilities

- Develop imaginative strategies to enable the Group to make optimal use of its nursing, midwifery and AHP staff to deliver high quality clinical care within a framework of operational efficiency and target delivery.
- Work with other members of the Group Leadership Team in developing an annual capacity plan to deliver agreed activity within financial and access targets and to a standard which is safe and which provides good patient experience.
- Contribute actively to reducing expenditure, increasing productivity and maximising productivity and maximising income by ensuring the Group's Nursing, Midwifery and AHP resources are deployed efficiently and effectively.
- Ensure activity and service objectives are effectively met in compliance with the Group's Standing Orders and SFIs, scheme of delegated authority and legislation and play an active role in the overall management of the Group.
- Lead on the development of partnership working across patient pathways with other NHS organisations and health and care system partners.
- Collaborate, consult and co-produce with colleagues in neighbouring teams, providers and systems, people using services, our communities, and our workforce. Strengthening relationships and developing collaborative behaviours which are key to the integrated care environment.
- Work with the Communications Team to market the Group's services and support the business planning process.
- Develop excellent relationships with the local community and key stakeholders, including the local ICS, universities, interest groups, other health organisations, CQC, NHSE and patient groups.
- Develop and maintain effective cross-disciplinary communications with other senior leaders.
- Challenge conventional approaches demonstrating a commitment to creating a 'learning organisation' to deliver continuous improvement.
- With senior colleagues develop an environment where the Nursing, Midwifery and AHP voice can flourish.

# Workforce, Education, Training and Research

- Provide leadership to workforce planning for registered and unregistered Nursing, Midwifery and AHP staffing, with creative recruitment initiatives, including ethical overseas recruitment programmes. Where appropriate working with external bodies.
- Provide leadership to develop and implement Nursing, Midwifery and AHP workforce modernisation, supporting and encouraging innovation in practice and the way services are delivered.
- Develop and maintain relationships with higher education, and other relevant educational institutions, to ensure the commissioning of appropriate training and development for Nursing, Midwifery and AHP staff. Influence thinking about the future of professional education and training in the new NHS.
- To support the delivery of the Education and Learning Plan, actively promote participation by Nursing, Midwifery and AHP staff in research.
- Promote and develop opportunities for non-medical research and clinical academic careers.
- Collaborate with academic partners, as appropriate, to foster high-quality education, research, training and innovation throughout both organisations.
- Support engagement with both organisations' Continuous Quality Improvement methodology and programme.

# Culture, Inclusion, Equality and Diversity

- Ensure operational delivery is inclusive and addresses health inequalities, mitigating against cultural hesitations and digital exclusion, and accelerating preventive programmes that proactively engage those at greatest risk of poor access and outcomes.
- Lead on developing a fair and inclusive values-based culture that ensures equity for our staff and service users and that challenges poor behaviours.
- Be a visible champion of the Group's inclusion strategy, promoting a culturally intelligent leadership style.
- Actively ensure that the organisation is meeting its statutory responsibilities in respect of equality and diversity.



# Functions Managed

The Group Chief Nurse has responsibility for the following functions:

- Nursing/Midwifery/AHP leadership and standards of care and role development
- Nursing/Midwifery/AHP workforce and education
- Infection Prevention and Control
- Safeguarding
- Quality Impact Assessments
- Patient and public involvement
- Patient experience
- Chaplaincy and bereavement service
- Tissue viability
- CQC relationship management
- Facilities\*

(\*professional line of responsibility)

This job description should be regarded only as a guide to the duties required and is not definitive or restrictive in any way. It may be reviewed in the light of changing circumstances following consultation with the postholder. The job description does not form part of the contract of employment.

The postholder will be fully compliant with the 'Fit and Proper Persons' requirements and will undertake the relevant DBS check.



A close-up photograph of a woman with blonde hair, wearing blue medical scrubs. She is smiling and looking slightly to the right. The background is a blurred indoor setting, possibly a hospital or clinic.

# Person Specification

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

The postholder will be fully compliant with the 'Fit and Proper Persons' requirements and will undertake the relevant DBS check.

# Qualifications

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"><li>• Educated to degree level or equivalent experience</li><li>• Registered Nurse</li><li>• Evidence of recent management and leadership development</li><li>• Evidence of continuous professional and personal development</li></ul>	<ul style="list-style-type: none"><li>• Masters level or equivalent professional qualification</li></ul>

# Experience

ESSENTIAL
<ul style="list-style-type: none"><li>• Significant experience at Deputy or Director of Nursing/Chief Nurse level in an NHS acute/community trust or other large complex multi-professional organisation</li><li>• In-depth understanding of the complexity in providing secondary healthcare</li><li>• In-depth understanding of providing community healthcare</li><li>• Demonstrable track record of achievement in quality and patients safety arena and patient experience</li><li>• Experience of leading major service and/or transformational change</li><li>• Experience of leading across organisational and professional boundaries</li><li>• Experience of effective partnerships and working with internal and external stakeholders</li><li>• Experience in the management of large budgets</li><li>• Experience of working with patients and the public to enhance and develop patient pathways</li></ul>

# Leadership and Management Style

ESSENTIAL
<ul style="list-style-type: none"><li>• Dynamic, passionate, open, participative and supportive leadership style.</li><li>• Team builder, able to delegate.</li><li>• Able to make decisions and take charge of events through a performance management approach.</li><li>• Excellent interpersonal skills.</li><li>• Strong influencing skills with the ability to shape development across the health and social care system.</li><li>• Experienced coach and mentor</li><li>• Consistently model the values and leadership behaviours of the Trusts</li></ul>

# Knowledge, Skills and Aptitudes

## ESSENTIAL

- Thorough understanding of all current issues relating to professional Nursing, Midwifery, AHP practice and health service management
- Knowledge of the local health community and the health challenges for our populations
- Evidence of successfully leading and developing a geographically dispersed large team where outcomes are improved and sustained

# Other

## ESSENTIAL

- Ability to flex style and approach
- Able to succeed in highly pressured environment
- Able to travel/work around large county



# General Conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trusts' core values. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

## Health and Safety

As an employee of the Trusts, 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; and
- co-operate with the Trusts in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health and safety.

## Infection Prevention and Control (IPC)

The prevention and management of acquired infection is a key priority for both Trusts. As an employee, you have a responsibility to:

- ensure that your work methods are compliant with the Trusts' 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 colleagues
- 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 the appropriate Trusts' mechanisms (e.g. incident reporting policy).



# Information Governance and Cyber Security

Both Trusts are 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 Trusts' Information Governance policies and standards.

- **Confidentiality and Security** - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trusts you will come into contact with confidential information and data relating to the work of the Trusts, their patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may encounter which identifies patients, employees or other personnel, or business information of the Trusts. 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** - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trusts' 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, to protect yourself and the Trusts' from any possible 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 Trusts' recording, monitoring, validation and improvement schemes and processes.

# Professional Standards and Performance Review

As an employee of the Trusts you have a responsibility to:

- participate in continuous personal development including, 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; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates.

# Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trusts to identify and report abuse. As an employee of the Trusts, 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.



## Social Responsibility

Both Trusts are 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 Trusts, 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

Both Trusts are committed to creating a culture that puts continuous improvement at the forefront of our work. Our aim is to empower colleagues at all levels to have the confidence, capability, passion and knowledge to test changes and make improvements in the Trusts and the communities we serve.

## Equality, Diversity and Inclusion

We are dedicated to fostering an inclusive environment where everyone feels valued and respected. Both Trusts are an equal opportunities employer, actively working to build diverse teams and embed best practices in Equality, Diversity and Inclusion. We will not discriminate against any applicant or employee based on race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status, disability, sexual orientation, or any other protected characteristic. We are committed to ensuring that selection for training, development, and promotion is based solely on an individual's ability to meet the requirements of the job. As a member of our team, you are personally responsible for upholding these principles. This includes ensuring you do not discriminate, harass, or bully, or contribute to such behaviour by others. You are also expected to actively support and co-operate with all measures introduced to promote equality of opportunity and an inclusive workplace.

# Pandemic and Major Incident

In the event of a pandemic or major incident, the post holder may be asked to undertake other duties not necessarily commensurate to the banding of this role. This could include duties in any part of the hospital. Prior to undertaking any duties, the member of staff will be asked to have full training and induction. No member of staff will be asked to undertake duties for which they are not competent, or where they feel unsafe in their environment, or could put patients or themselves at risk.

## Smoking Policy

Both Trusts are no smoking/e-cigarette/vaping organisations except for designated external areas, in accordance with the Trusts' policies.

## Miscellaneous

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trusts and their services as well as the personal development.





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