Moving to
EXCELLENCE

NHS
The Shrewsbury and Telford Hospital
NHS Trust

NURSING ASSOCIATE

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.

- This role involves giving safe, kind, and effective care to people in different settings.
- You will check people's health, give medicines, and notice when their needs change.
- You will work closely with nurses and other staff, sharing information and helping to plan care.
- You will support and guide less experienced team members while keeping people's safety, dignity, and wellbeing at the centre of your work.
- You will act professionally, follow the Nursing and Midwifery Code, and keep learning to build your skills.

Job Description

Job title:	Nursing Associate
Grade:	Band 4
Site:	The Shrewsbury and Telford Hospital NHS Trust
Accountable to:	Ward / Department Manager
DBS required:	Enhanced

Role summary

- To provide holistic and person-centred care and support for people of all ages and in a variety of settings.

- To work independently under the leadership of registered nurses, working to their nationally recognised code of conduct and Standards of Proficiency for Nursing Associates.

- To work as part of the multidisciplinary team.

- To communicate effectively, with sensitivity and compassion, and to manage relationships with people, making reasonable adjustments where necessary.

- To work flexibly to meet the needs of the service.

Provide and monitor care

- Provide compassionate, safe, and effective care and support to people in a range of care settings.
- Ensure the privacy, dignity and safety of individuals is maintained at all times
- Monitor the condition and health needs of people within their care on a continual basis in partnership with the members of the MDT team families, and carers
- To complete nursing risk assessments using recognise risk assessment tools.
- Contribute to the planning of care delivery in association with the Registered Nurse.
- Contribute to on-going assessment recognising when it is necessary to refer to others for reassessment and action.
- Administer medication via oral, topical, and inhalation routes.
- Administer injections using subcutaneous, intra-dermal and intramuscular routes.
- Administer and monitor medications using enteral equipment.
- Administer enemas and suppositories in line with prescription.
- Demonstrate the ability to recognise changing priorities seeking advice and guidance from the Registered Nurse or other registered care professionals as appropriate.
- Communicate effectively with colleagues, providing clear verbal, digital or written information and instructions when sharing information, delegating, or handing over responsibility for care.
- To oversee the care delivered by Health Care Assistants, Trainee Nursing Associates and Nursing Students to the designated patients allocated to them.
- Recognise and report any situations, behaviours or errors that could result in poor care outcomes.
- Identify risks to safety or experience and take appropriate action, putting the best interests, needs and preferences of people first.

- Assist in the implementation of appropriate action to meet the specific physical, emotional, and psychological, social, cultural, and spiritual needs of individuals and carers.

- Demonstrate good understanding of principles of consent and ensure valid consent is obtained prior to undertaking nursing and care procedures.

- Support people to improve and maintain their mental, physical, behavioural health and wellbeing.

- Be actively involved in the prevention of and protection against disease and ill health.

Professional Accountability

- To be fully conversant with and work within the Nursing and Midwifery Code and Standards of Proficiency for Nursing Associates.

- Act in the best interests of the people they care for.

- Act professionally at all times and be responsible and accountable for their actions.

- Use knowledge and experience to make evidence-based decisions and solve problems.

- Recognise and work within the limits of their competence.

Education and Training

- Engage in reflective practice including management of self and reflection on own reactions, asking questions, and reflecting on answers given.

- Support the development of less experienced staff, Health Care Assistants, Trainee Nursing Associates, Nursing Students, and learners under the guidance of the Registered Nurse.

- Take personal responsibility for attending statutory / mandatory updates in accordance with organisational requirements.

- Act as an excellent role model by upholding and implementing good practice in the workplace.

- Recognising and either directly challenging or seeking support to challenge any poor practice observed.

- Identify and agree through performance review an individual professional development plan in consultation with line manager.

Decisions, judgements, and freedom to act

- Exercise personal responsibility and work independently within defined parameters of practice, taking the initiative in a variety of situations and performing a range of clinical and care skills consistent with the role, responsibilities, proficiencies and professional values of a Nursing Associate.

- To report on a day-to-day basis to the Registered Nurse in Charge.

- Take responsibility for a designated group of patients working under the leadership of a Registered Nurse.

Communication and relationships

- To liaise and communicate with staff, managers, patients, and service users at all levels.

- Develop effective channels and systems of communication and ensure colleagues and staff are kept informed in a timely and appropriate manner.

- Delegate appropriate tasks and activities to Health Care Assistants, Nursing students, Trainee Nursing Associates, and learners on their own designated patient group.
- To ensure that confidentiality is maintained at all times in conjunction with the Trust's Confidentiality Policy.

- Play an active role as members of interdisciplinary teams.

- Understand the roles of a range of professionals and carers from other organisations and settings who may be participating in the care of a person and their family.

Physical, mental, and emotional demands of the post

- To maintain a patient focus in all service activities.
- To work flexibly to meet critical short term and long-term deadlines.
- To act sensitively at all times in ensuring that concerns of staff, patients and relatives are dealt with sympathetically.
- Use frequent moderate effort when undertaking carrying out the manual handling of individuals and equipment in line with organisational guidelines.
- Use skills of manual dexterity and manipulation of clinical equipment.
- Use a combination of standing, walking bending and stretching throughout the shift.

Person Specification

	Essential	Desirable
Qualifications	• Registered Nursing Associate on the NMC register • Educated to a minimum level 5 Foundation degree level specific to nursing associate practice	
Experience	• Currently working in health care or within the last 12 months	• Acute /secondary care experience
Knowledge and skills	• Excellent interpersonal and communication skills	

	• IT skills appropriate to the role • Ability to work well in a team • Ability to work on own initiative • Ability to organise and prioritise own workload • Able to recognise own limitations in the context of the nursing associate role • Knowledge of when to seek advice and refer to a registered health or care professional • Ability to participate in reflective practice and clinical supervision activities	
Other	• Understanding of the scope of the role of the Nursing Associate in context of the team and the organisation, and how the role contributes to service development • Ability to travel between Trust sites	

General conditions

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

Health & Safety

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

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are

employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.

- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

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

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of

Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
    - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
    - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won’t be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of

work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.