

HEALTHCARE ASSISTANT

Candidate Pack



Our Trust

At The Shrewsbury and Telford Hospital (SaTH), our vision is to provide excellent care for the communities we serve. Working together across our teams, we provide district general hospital services for around half a million people in Shropshire, Telford & Wrekin, and mid-Wales.

Our main service locations are The Royal Shrewsbury Hospital and The Princess Royal Hospital, Telford, which together provide 99% of our activity. Alongside these, we also provide community and outreach services across the local area.

As one of Shropshire's biggest employers with around 7,000 staff, we offer a wide range of opportunities to build a rewarding career across both clinical and non-clinical roles. Our people are dedicated and passionate, working together to deliver the best patient care. No matter your role, you'll be joining a supportive team environment where you'll be able to make a real difference for our patients.

We are committed to supporting you at every stage of your career with us, whether you're starting something new or looking to take the next step into leadership. With strong partnerships and our newly awarded university hospital status, you'll have access to excellent education, mentoring and experience to help you thrive.

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



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. Our goal is to make the application process more accessible and inclusive for everyone.

- This role supports ward teams by helping patients with everyday care such as washing, eating, drinking and using the toilet.
- You will check and record basic health observations and report any concerns to a nurse.
- You will help keep patients safe and comfortable by moving them correctly, keeping the ward tidy and preparing equipment.
- You will also support nurses with simple administrative tasks like updating records and answering the phone.
- You will follow training, work within Trust policies and communicate kindly with patients, families and staff.
- You will manage your own tasks during each shift and help create a calm, clean and supportive environment

Job Description

Job title:	Healthcare Assistant
Grade:	2
Site:	The Royal Shrewsbury Hospital
Accountable to:	Ward Manager
DBS required:	Enhanced

MAIN DUTIES

To work on an ad hoc and flexible basis to support ward/department teams throughout the Trust delivering care

PATIENT CARE

- Provide support to patients to maintain their hygiene needs. This may include actions such as:
 - Bathing/washing
 - Care of mouth, hair, nails and eye
- Provide support to maintain their elimination needs. This may include actions such as:
 - Encouraging continence
 - Emptying urinary catheter bags
 - Mobilising to toilet or use of commode or bedpan
 - Maintaining hygiene needs after episodes of incontinence

- Assist in the delivery of pressure area care. This may include actions such as:
 - Repositioning of patients as directed
 - Maintenance of good levels of skin hygiene
 - Reporting the observed condition of a patient's skin

- Assist in the maintenance of patients nutritional and hydration needs. This may include actions such as:
 - Assisting patients in the selection of appropriate food and drink
 - Serving meals and drinks
 - Report any observed swallowing difficulties to the Registered nurses
 - Measure and record intake and output accurately

- Accurately undertake and record patient observations (at a frequency determined by the Registered nurses), reporting any abnormalities immediately to a registered nurse. This may include actions such as:
 - Recording, Temperature, Pulse, Blood Pressure and Respiratory Rate
 - Peak Flow
 - Oxygen saturation level
 - Hourly urine output
 - Patient at Risk/Early warning score
 - Weight

- Escort patients to and from other wards and departments under the direct instruction of the Registered nurses.
- To move patients safely using techniques 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:
 - Assemble nursing documentation
 - Advise Admissions/Bed Bureau of patients' arrival
 - Record patients' biographical data in manual/computerised records
 - Collate patient documentation on discharge or transfer
 - Answer the telephone courteously, relay messages accurately and promptly, answer general enquiries by visitors
- To ensure that patient's valuables and possessions are cared for as per available policy

MANAGEMENT

- To effectively manage own workload when caring for a group of patients and reporting to a Registered nurse when expected roles have not been fulfilled. • To ensure that any observed incident, complaint or other undue occurrence is reported in accordance with Trust policy.
- Participate in the maintenance of an effective and safe environment on the ward/department. This will include actions such as:

- Maintain general tidiness and cleanliness of the ward
- Maintain, monitor and control stock and equipment within 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

EDUCATION, DEVELOPMENT AND SUPERVISION

- To participate in annual appraisal and identify own learning needs
- Attends annual statutory training sessions
- Be aware of and adhere to work in accordance with the Trust policies and procedures and relevant national legislation

PROFESSIONAL CONDUCT

- To adhere at all times to uniform policy
- To conduct oneself in a manner perceived by others as constructive
- To address personal concerns constructively through appropriate channels

COMMUNICATION AND RELATIONSHIPS

- To communicate in a manner that is perceived as being constructive and helpful by patients, relatives, carers and staff
- Be aware of and support individual, religious, cultural, psychological and special needs
- Provide information about services available to patients within the ward

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> GCSE Maths and English grades 3-1 (D-G) or Functional Skills Level 1 	<ul style="list-style-type: none"> GCSE in Maths and English grades 9-4 (AC) or Functional Skills Level 1 or higher NVQ 2/3 in Health related subject <p><i>**If you cannot provide one of the above options you will be required to sit a short numeracy and literacy assessment online**</i></p>
Experience	<ul style="list-style-type: none"> Can demonstrate an understanding of what is required within the role of a Healthcare Assistant in the care setting Can describe the Trust Values and demonstrate how they put these into practice within their caring role 	<ul style="list-style-type: none"> Previous hospital experience
Knowledge and skills	<ul style="list-style-type: none"> Evidence of effective verbal and written communication skills Evidence of the ability to work with a variety of teams, in a number of different acute settings, on a daily basis, to achieve a common goal 	
Other	<ul style="list-style-type: none"> Is aware everyone has different feelings and values and is aware of the need to respect and acknowledge those of other people at all times. Is aware of their own values, attitudes and cultural assumptions and does not allow them to have an 	

	<p>adverse impact on other people.</p> <ul style="list-style-type: none"> • Is aware of their own values and is able to demonstrate alignment to the values of the Trust. • Understands they will be required to actively seek and take part in learning opportunities. • Is aware they will be required to adapt to change to continually meet the needs of the wards where temporary staff are required, and the patients they support. • Is aware of the need to show initiative. • Ability to work well independently under the supervision of others • Attention to detail • Has a “can do” attitude and demonstrates a willingness to “go the extra mile” • Ability to work under pressure and at times in emotionally demanding situations 	
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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 and 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; and

- co-operate with the Trust 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 the Trust. 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; and
- 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; and
- 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; and
- 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.

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

Disclosure of Information - 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 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, to protect yourself and the Trust 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 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 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 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.

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 is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is 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.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH

continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

