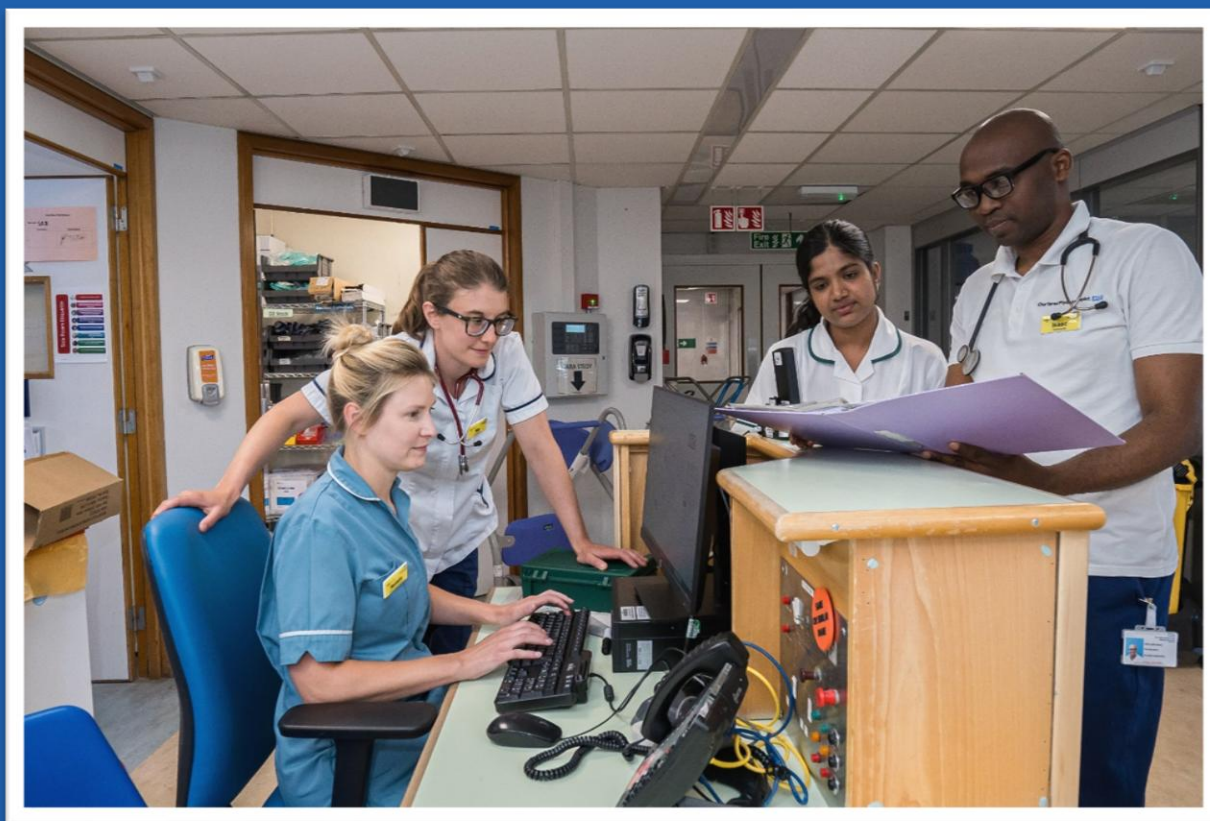


Healthcare Assistant

Candidate Pack



Colleague Benefits

General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

Financial

- Access to various local and national discounts via various external websites
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men's Health forms and MOT
- Discounts with local gyms



Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level – from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction – between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

C.A.R.E. Meaning and Practice

Compassion - Demonstrate genuine kindness, empathy and humanity in every interaction. Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

Acknowledge - Actively listen and be fully present. Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

Respect - Treat everyone with dignity, honesty and fairness at all times. Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

Empower - Enable people to be active participants in their care and work. Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included. Poppy's Promise is more than a framework – it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

In daily practice, you can:

- Take a moment before entering a patient's space – centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions – consider how your approach made the patient or family feel

All staff within the Trust are expected to:

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.

- You will work as part of the Dermatology team, supporting nurses to provide safe, kind and high-quality care to patients.
- You will support outpatient clinics by chaperoning patients, taking basic observations and helping patients with their comfort, toileting and hydration needs.
- Once trained, you will help with wound care and dressings, carry out simple tests and report any concerns or changes in a patient's condition to a registered nurse.
- You will help patients during their visit by answering questions, explaining delays and making sure they feel comfortable, respected and supported.
- You will help keep the department safe and well organised by checking and ordering stock, looking after equipment, preparing paperwork and keeping clinical areas clean and tidy.
- You will also help with everyday administration, including answering telephone messages, passing information to the right team member, booking patients into clinics and arranging patient transport when needed.

Job Description

Job title:	Healthcare Assistant - Dermatology
Grade:	3
Site:	The Royal Shrewsbury Hospital
Accountable to:	Dermatology Nurse
DBS required:	Yes – Enhanced

Main Duties

To work as a member of the Care Team and supporting registered nurses and senior band 3 HCA's in delivering identified, direct care to patients. The Health Care Assistant will support the efficient and safe running of the Dermatology Department by sharing responsibility for routine needs of the Department.

The post-holder will undertake a range of clinical activities under the indirect supervision of registered nursing colleagues. These include: supporting Dermatology Outpatient clinic lists and the day to day running of clinics; this includes chaperoning, patient observations, assisting with simple dressings, assisting with toileting and hydration needs for those patients' requiring assistance. Monitoring and maintaining

general and specialist stock levels as well as departmental equipment. It will also require an element of administrative work keeping our departmental paperwork, patient information leaflets and surgical paperwork stocked. We have a dedicated patient telephone answering machine which will require the post holder to retrieve the messages and action appropriately.

The clinical work of the post-holder will be supported within a framework of professional guidelines. The post-holder will be required to provide high quality clinical /nursing care to patients as identified by senior staff, they are also needed to assess individual patient care needs and concerns, and to discuss these with medical or registered nurse colleagues. Maintain accurate records of the patient's care in line with Trust, professional and departmental guidelines.

A degree of initiative will be required from the post-holder. However, the post-holder will report to and will be supported by registered nurse colleagues who remain accountable for patient care

Patient Care

- The post-holder will have daily contact with many outpatients for whom they have a duty of care
- Chaperone the Doctor/ Nurses during routine clinics
- The post-holder will, once trained and assessed as competent, be required at times to take down, clean and redress surgical and non-surgical wounds, including leg ulcer dressing and wound pressure dressing, identifying the appropriate dressing and following aseptic wound dressing assessment.
- The post-holder will be required to measure patients' observations, including weight, pulse, respirations, Blood glucose monitoring and blood pressure and to carry out pregnancy and other routine urine tests.
- The post holder will be required to communicate with individual and groups of outpatients to advise them of matters arising during a clinic session, for example, waiting times.
- The post holder will be responsible in retrieving patient messages and emails and handing them to the appropriate clinician to deal with and to directly feedback to the patient as advised.
- The post holder will be required to help with assisting those patients on transport onto stretcher in accordance with manual handling techniques.
- The post holder will be required to keep those patients awaiting collection by transport, comfortable and hydrated with toilet breaks as required.
- The post holder will be required to book the patient into clinics in the absence of the ward clerk.
- The post holder will be required to book transport for those patients requiring hospital transport in the absence of the ward clerk.

Additional duties

- The post-holder will share with registered nurse colleagues' responsibility for the security of specialist equipment in the department, cameras, liquid nitrogen dispenser
- The post-holder will share with HCA colleagues responsibility for ordering routine and specialist consumable stock to appropriate levels and putting the stock away.
- The post-holder will share responsibility for monitoring levels and ordering specialist and other consumable stock via the Oracle System
- The post-holder will be responsible for monitoring and restocking levels of dressings, skincare samples etc
- The post-holder will contribute to departmental Clinical Governance Meetings
- The post-holder will be responsible for maintaining and submitting departmental records of standards of cleaning, including Legionella/Pseudomonas preventive flushing
- The post-holder will help maintain a clean, safe environment, taking responsibility for tidying and cleaning at the start and end of clinics.
- The post-holder will be required to support medical and nursing colleagues in smooth running of Dermatology Outpatient lists

Information and Communication

- The post-holder will be required to communicate in a manner that is perceived as kind, constructive and helpful by patients, relatives, carers and all colleagues.
- Clinics are often very busy and delays occur. The post-holder may be required to inform patients about delays to their appointment time and may be required to explain and help solve problems arising.
- The post-holder will be required to communicate with colleagues about issues affecting smooth management of Dermatology Outpatient and Minor Procedure lists.
- Excellent verbal and non-verbal communication skills will be required of the post-holder
- Answer telephone courteously, relay messages accurately and promptly, answer general enquiries by visitors.
- Verbally update the Registered Nurse regarding patient's condition.
- Be aware of and support individual, religious, cultural and psychological needs.
- The post-holder will also support registered nursing colleagues through written communication of patient concerns and requests
- The post-holder once trained will be competent in basic computer programmes to include Word, EPR, Indigo Review, Clinical Portal, Oracle

Education

- To participate in initial training programmes, keeping up to date with changing practice, and in consultation with the senior staff, make full use of further relevant training opportunities and education for professional self-development. Taking responsibility for developing own skills, knowledge and competencies, ensuring personal compliance with Trust Mandatory training.
- Attend Corporate Induction and annual Statutory training updates as instructed
- Fire Safety Instruction
- Safe Handling Training
- Cardio-pulmonary resuscitation (CPR) Training
- Infection Control Training

Person Specification

	Essential	Desirable
Qualifications	Level 2 Diploma in Clinical Healthcare Support or NVQ Level 3 in Care or demonstrate a commitment to work towards the Diploma qualification Maths at GCSE Level Grade 9 – 4 or equivalent qualifications (Level 2 or above) English Maths at GCSE Level Grade 9 – 4 or equivalent qualifications (Level 2 or above).	
Experience	Experience of care either formal or informal e.g. in a care setting or for a family member/friend. Can demonstrate they are compassionate and proud to care.	Previous hospital experience o Can demonstrate commitment to extending their skill set or learning

	Previous Health Care experience	
Knowledge and skills	Evidence of effective verbal- face to face / telephone, written communications and listening skills. Evidence of the ability to work with others as part of a team to achieve a common goal. Evidence of or willingness to undertake training in Information Governance Evidence of basic computer skills and competence (Word, Indigo Review, SEMA, Excel) Is aware that everyone has different feelings and values and is aware of the need to respect and acknowledge those of other people at all times. Evidence of or willingness to undertake training in Conflict Resolution and Equality and Diversity Is aware of their own values, attitudes and cultural assumptions and does not allow them to have an adverse impact on other people. Understands that they will be required to take part in assessed learning opportunities	Understanding of the principles and values underpinning good care practice

	Is aware that they will be required to adapt to change to continually meet the needs of the patients they support o Is aware of the need to show initiative Ability to work well independently under the indirect supervision of others Is aware of clinical limitations and is prepared to seek early advice from professionally registered colleagues with concerns around clinical safety Attention to detail Ability to work under pressures of time and workload Is aware of their own values and is able to demonstrate alignment to the values of the Trust Awareness and understanding of the need to meet the Trust standards of conduct Behaves with compassion, respect and professionally towards patients, their families, companions and carers, and towards colleagues.	
Other	Has the ability to work a flexible shift pattern as	

	required by the department Example	
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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 & 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.

