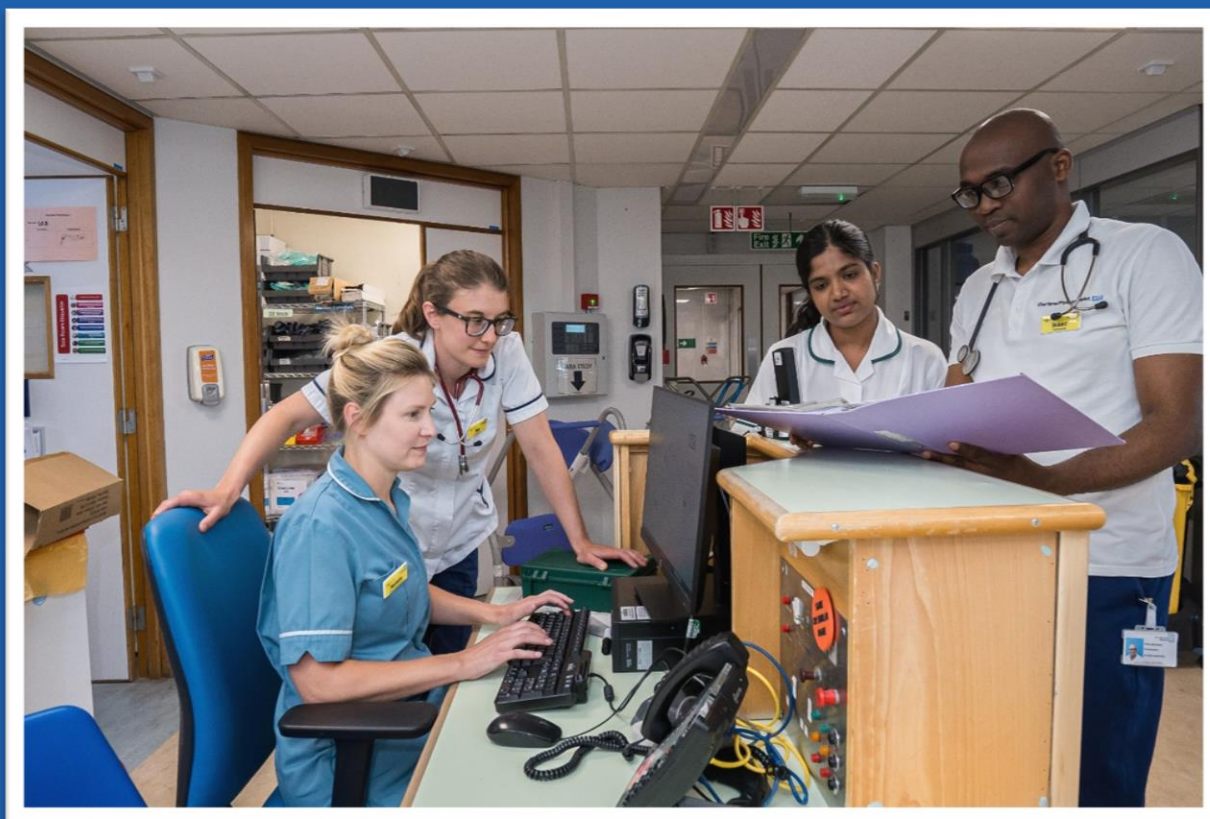


HIGHLY SPECIALIST PHYSIOTHERAPIST

Candidate Pack



Colleague Benefits

General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pays 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 assessing and treating patients with complex needs in an inpatient setting, using advanced physiotherapy skills.
- It includes planning and managing your own workload while supporting and guiding junior staff and students.
- You will work closely with the wider healthcare team to make sure patients receive safe, high-quality care and are discharged in a timely way.
- The job also includes taking part in research, audits and service improvement work to help develop the physiotherapy service.
- Strong communication skills are needed to explain difficult information to patients, families and colleagues.
- You will also help with the day-to-day running of the service and may need to work flexibly across different sites.

Job Description

| | |
|------------------------|---|
| Job title: | Highly Specialist Medical Physiotherapist |
| Grade: | 7 |
| Site: | The Princess Royal Hospital, Telford |
| Accountable to: | Therapy Operational Manager & Professional Head |
| DBS required: | Enhanced |

Overview

- To assess, diagnose / interpret and manage own highly specialist caseload of complex patients as an autonomous physiotherapist in accordance with Professional Code of Conduct and Health and Care Professions Council Regulations, within an inpatient setting.
- To develop, through experience and postgraduate training, the highly specialist knowledge and clinical skills required for working within an inpatient setting.
- The post holder will work in close cooperation with colleagues within all Care Groups to deliver a cohesive service that is led by users, ensuring high quality of patient care and optimal patient flow and safe timely discharge.
- To have highly effective communication skills and demonstrate these on a continual basis with patients, carers, colleagues and the wider Multi-disciplinary Team. (MDT)
- To undertake research and audit projects as a regular part of the role.

- The post holder may be required to work flexibly, as part of the cover arrangements within their competence across all centres / locations within Therapy Care Group as required. Notification of
- Flexible working may be communicated at short notice.
- To always use the Trust values as a framework for own behaviours and encourage others to do likewise, ensuring the values underpin all that is done by the Therapy teams.
- To collaborate with the Team Manager and band 7 physiotherapists in the operational management of the physiotherapy inpatient service. To develop and maintain an efficient and effective service for inpatients referred to the inpatient physiotherapy service. To deputise in the Team Managers Absence

Main Responsibilities

Clinical

- The post holder will be a highly specialised autonomous practitioner and perform advanced assessment of patient with diverse presentations. To use highly specialist clinical reasoning to diagnose / interpret and then develop, deliver and adapt individualized treatment plans for patients within a specialist clinical area.
- To ensure that contemporaneous treatment records and activity data are maintained in accordance with Trust and Professional standards and where appropriate other members of the team.
- To be responsible for organizing and planning own caseload and where appropriate other members of the team. To ensure the needs of the service are met, readjusting plans as situations and priorities change.
- To maintain a professional portfolio for continuing professional development to demonstrate highly specialist clinical competencies and compliance with Trust policies and Professional code of conducts.
- To create an environment that supports lifelong learning through the provision of highly specialist pre and post registration training. To include all professions, patients and carers.
- To provide induction, supervision, assessment and training to students on clinical placement, liaising with the student coordinator as appropriate and providing evaluation and feedback to the Higher Education Institutes (HEI) as appropriate.
- To maintain competence to demonstrate the safe use of equipment to patients and carers as appropriate to role.
- To regularly undertake research and audit activity as part of role. To critically evaluate current research and apply where appropriate to practice.
- To demonstrate a knowledge and understanding of current research, national guidelines and legislation and ensure this knowledge is disseminated to the Centre Manager and Professional Head and the wider MDT.

Specific Clinical Elements of the Post

- The post holder will assess and treat their own highly specialist caseload of patients and will be responsible for the supervision of less experienced Physiotherapy staff as well as unqualified support staff and student Physiotherapists.
- The post holder will offer highly specialist assessment of the patient and will plan and deliver individualised packages of care for complex inpatients.
- The post holder will provide clinical leadership in the Physiotherapy management of medical and respiratory patients as a resource for multidisciplinary colleagues and other therapists working in the department, Trust wide and beyond, supporting and developing more junior colleagues and unqualified staff.
- The post holder will refer onwards to other disciplines and agencies as appropriate including Extended Scope Practitioners, General Practitioners and Consultants as well as other specialisms within the Trust and beyond
- The post holder will screen onward referrals from less senior colleagues ensuring they are appropriate.
- The post holder will devise and deliver on-going development and maintain opportunities for Allied Health Professionals and medical colleagues.
- The post holder will in partnership with their peers develop and maintain a robust clinical supervision and appraisal programme, ensuring both development of more junior colleagues and the efficiency of the inpatient therapy service.

Management / Leadership

- To manage own caseload and time effectively and efficiently responding appropriately to frequent changing demands, and unexpected urgent priority changes.
- To adhere to Trust and Professional policies and procedures regarding own highly specialist role and contribute to their on-going development and review.
- To ensure all aspects of Clinical Governance are dealt with effectively and efficiently e.g. Datix reports are completed when required, patient complaints are processed in a timely manner, and all mandatory training is completed when required.
- Proposing changes for own service area where appropriate and liaise with other disciplines when these protocols and guidelines impact on other clinical areas and professional
- To work collaboratively with the Therapy Operational Manager and Quality Improvement Lead to evaluate activity, outcomes and effectiveness to ensure the service delivery is of highest standard possible.
- To work with the Centre Manager and Quality Improvement Lead to deliver service improvement.

Decisions, Judgements and Freedom to Act

- The post holder will use analysis and judgement and make independent complex decisions during the assessment process to arrive at a diagnosis and then plan a program of treatment.
- To be professionally accountable for own and team`s actions and aware of professional boundaries.
- To report to Therapy Operational Manager and participate in annual appraisal
- To participate in supervision in accordance with Care Group / Trust Policy and undertake appraisals.
- To advise Therapy Centre, Trust and external colleagues on clinical and service issues, assisting them in complex decision making regarding clinical and operational decisions.

Communication and Relationships

- To communicate highly complex information to users of the service and their careers, regarding their condition and treatment options using advanced communication skills to convey contentious or sensitive information where there are barriers to understanding. To support wider MDT and Therapy teams to communicate effectively when appropriate.
- To be an advocate for all the therapy professions within the Centre and maintain an appropriate network of external contacts.
- To develop and maintain effective communication, feedback and engagement with customers of the service, including Consultants, GP`s, patients and carers. The focus will also include promotional work with referring agents, other Trust services, Community / Primary Care, Social Care, Voluntary and Private sectors.
- To work with the Team Manager and TQIL to manage any complaints regarding the service ensuring they are dealt with in a prompt and professional manner.
- To develop and maintain adequate IT skills to support communication requirements.

Systems and Equipment

- To use appropriate equipment within the remit of the post, including IT equipment and clinical equipment.
- To be responsible for the safe and competent use of all equipment used by all staff by ensuring all staff attain and maintain the required competency levels through attending induction and on-going Annual equipment training sessions.
- To keep up to date with new developments in equipment and technology to maintain own and the team competency levels in order to advise others, e.g. regarding procurement
- To use correct procedures regarding the safe and competent prescription, issue, use and retrieval of Therapy equipment

Working Conditions and Physical, Mental and Emotional Demands

- To perform tasks involving the handling of patients or loads on a frequent, sometimes unavoidable and repetitive basis as applicable to the role. (refer to clinical section)
- The work load is frequently very complex and challenging and is usually delivered under significant time constraints.
- The post holder will be imparting unwelcome or sensitive news on a frequent basis, regarding treatment outcomes, rehabilitation prospects or condition deterioration.
- To develop and maintain an ability to cope with and prioritise many unexpected work demands and deadlines.
- To develop own competencies in handling the complexity of issues relating to the management of people and frequently be required to deal with distressed or unpredictable behaviour from patients, their carers and staff members, for example, when dealing with complaint and patient / carers.
- To maintain intense concentration for prolonged periods
- The post holder will frequently encounter unpleasant working conditions

Person Specification

| | Essential | Desirable |
|-----------------------|--|-----------|
| Qualifications | <ul style="list-style-type: none"> • Degree in Physiotherapy • Registered with Health Care Professions Council • Evidence of highly specialist clinical training in relevant areas to enable clinical leadership • MSc or evidence of study at MSc level | |
| Experience | <ul style="list-style-type: none"> • Evidence of extensive experience in | |

| | | |
|-----------------------------|--|---|
| | <p>relevant area of clinical practice</p> <ul style="list-style-type: none"> • Evidence of teaching / presentation experience • Experience in audit and research • Evidence of CPD maintained in a Portfolio including attendance at recent post graduate courses relevant to the clinical field, commensurate with post and management aspects of role • Significant understanding of current NHS strategy and plans • Significant understanding of Clinical Governance • Relevant evidence-based practice. • Highly specialist level of knowledge and advanced clinical reasoning skills to support expert clinical practice • Literature Searching / Audit and research | |
| Knowledge and skills | <ul style="list-style-type: none"> • Excellent written and verbal communication skills, including presentation skills • Experience of communicating | <ul style="list-style-type: none"> • Example • Example • Example |

| | | |
|--|--|--|
| | <p>difficult and/ or complex messages to service users and team members</p> <ul style="list-style-type: none"> • Proven team leadership ability • Ability to motivate and inspire patients and colleagues • Highly specialist analytical and problem-solving skills • Organisation, planning, prioritisation and decision making Competent in Excel / Powerpoint 2 skills • Ability to work under pressure and meet deadlines • Ability to cope with working in a stressful environment. • Clinical supervision, teaching, mentorship and appraisal skills • Ability to use own initiative appropriately Empathy and understanding • Relevant IT Skills | |
|--|--|--|

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.

