

JOB TITLE HEALTHCARE ASSISTANT – WARD 23 ONCOLOGY & HAEMATOLOGY

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.

- The role supports Registered Nurses by helping to provide basic care for patients across the Trust.
- It involves helping patients with washing, eating, drinking, moving safely and staying comfortable.
- You will check and record simple health observations and report any concerns to a Registered Nurse.
- You will help keep the ward clean, tidy and well organised, and support with basic admin tasks.
- You will communicate kindly with patients, families and staff, respecting people's individual needs.
- You will work flexibly, follow guidance from Registered Nurses and take part in training to build your skills.

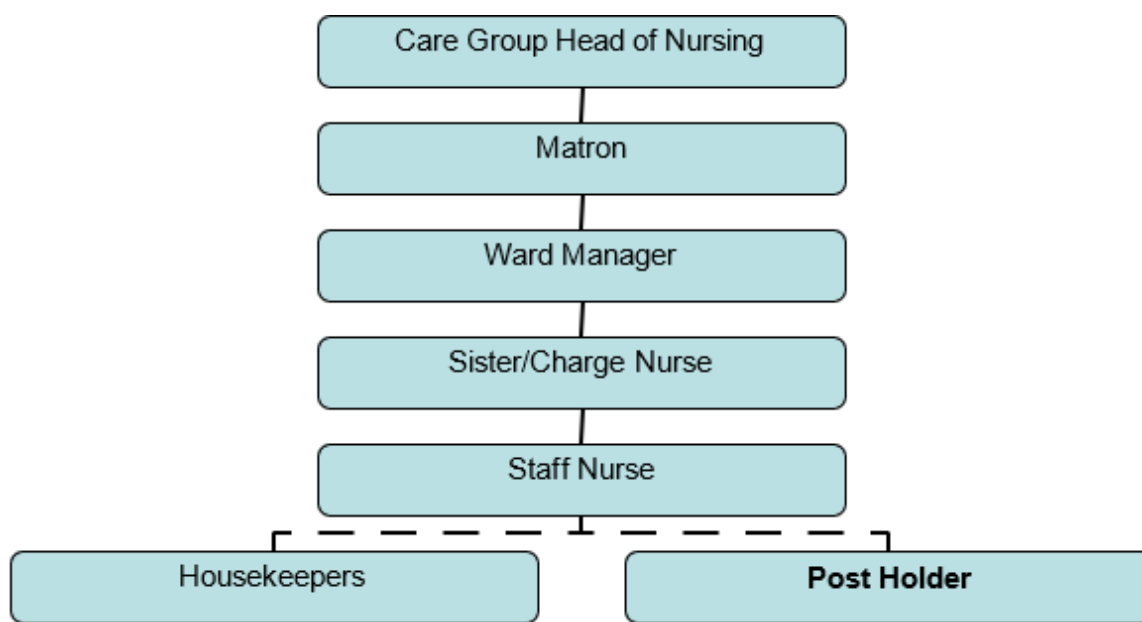
Job Description

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

JOB OVERVIEW

The post holder will provide essential clinical support to Registered Nurses (RN) in the delivery of all aspects of fundamental health and social care to patients, within defined levels of competence and practice. At all times the postholder will be under the direction and supervision of RN's, The postholder will primarily work within their own team, but may be required to work anywhere within the Trust in which they are employed.

Organisational Chart



Main Duties and Responsibilities

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 eyes
 - Documenting factually care that has been delivered
- Provide support to patients to maintain their elimination needs while respecting and maintaining their privacy and dignity at all times. This may include actions such as:
 - Encouraging continence

- Emptying urinary catheter bags
 - Stoma Care
 - Mobilising to toilet or use of commode or bedpan
 - Maintaining hygiene needs after episodes of incontinence.
 - Assist people to maintain confidence and a positive self-esteem
- Assist in the delivery of pressure area care while respecting and
 - maintaining their privacy and dignity of patients at all times. 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 enabling people to maintain their maximum level of independence, choice and control having an awareness of how religious beliefs and practices may influence patient preference. 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.
 - Feed patients with identified swallowing difficulties
 - Measure and record intake and output accurately
 - Administer nasogastric feeds – after tube has been passed and checked by the RN
 - Administer PEG tube feeds after patency has been checked by the RN
 - Undertake phlebotomy services
 - Aspirate NGT as directed by the RN
 - Monitor bowel habits according to Bristol stool chart
- Undertake and record accurately patient observations – either manually or electronically (at a frequency determined by RN's or the Vitalpak system), reporting any abnormalities immediately to a RN. This may include recording:
 - Temperature, pulse, blood pressure and respiratory rate
 - Expiratory Peak flow recordings
 - Oxygen saturation levels
 - Consciousness levels (Glasgow Coma Score), AVPU
 - Hourly urine output
 - Patient at Risk/Early warning scores

- Weight/height
 - Undertake ECGs recordings as directed
 - Removal of certain invasive items related to patient care following the instruction of a RN (urethral catheters, IV cannula and nasogastric tubes)
- To communicate in a manner that is perceived as being constructive and helpful by patients, relatives, carers and staff.
 - 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.
 - Complete relevant patient documentation on SEMA, Vitalpac or other IT interfaces
- Support patient communication and encourage active participation of patient/relative, engaging with family members and carers as care partners using aids as appropriate for patients with specific
 - communication difficulties.
 - Be aware of and support individual, religious, cultural, psychological and spiritual needs
 - Support patients who are distressed; be aware of the special needs of people with mental illness or learning difficulties. Refer any such distress to a RN.
 - Provide information about services available to patients within the ward.
 - Introduce new/Agency staff to the layout of the ward; demonstrate procedures and use of equipment
 - as directed by RN's.
 - Participate in the maintenance of an effective and safe environment on the ward. 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
 - Carry out other clinical duties as requested by RN's. This will include actions such as:

- Maintain established oxygen therapy (to include oral care)
- Perform Last Offices
- Apply simple dressing (as defined by Ward Manager)
- Observe that I.V. therapy continues at the rate set by RN's
- Assist with nursing procedures and clinical procedures as appropriate
- Handle specimens safely
- All escorting of patients undertaken following direct instruction of RN's
- h. Insertion
- of indwelling urethral catheters once competence is demonstrated

Management

To effectively manage own workload when caring for a group of patients, ensuring that you treat each person as an individual by offering a personalised service reporting to a RN when expected roles have not been fulfilled

- Demonstrate (to junior HCA's) essential aspects of care pertinent to patient need
- To ensure cost effective personal clinical practice is maintained
- Ensure you support people so that they feel able to complain without fear of retribution. Any observed incident, complaint or other undue occurrence is reported in accordance with Trust policy.

Education, Development and Supervision

1. To discuss and plan personal training with Ward Sister or Manager through the appraisal process.
2. Ensure personal knowledge of strategies, initiatives, policy development and guidelines is maintained by participation in at least half of the bi-monthly unit meetings, reading of the memos folders,
3. newsletters, notice boards and e-mail systems and any other developed communication strategies.

Human Resources

1. Be aware of and adhere to local and national HR policies, procedures and guidelines.
2. Attend statutory training sessions as required, including the mandatory training day, resuscitation training updates and others that are deemed mandatory by the Trust or Clinical Nurse Manager.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> GCSE in Maths and English grade 9-4 (A – C) OR Functional Skills Level 1 or higher. 	<ul style="list-style-type: none"> NVQ2/3 in Health related subject
Experience	<ul style="list-style-type: none"> Can demonstrate an understanding, through personal statement and interview, of what is required within the role of a Health Care Assistant in the care setting. Accountability for own actions Experience of care either formal or informal e.g., in a care setting or for a family member/ friend. 	<ul style="list-style-type: none"> Can describe the Trust Values and demonstrate how they put these in to practice within their caring role
Knowledge and skills	<ul style="list-style-type: none"> Can describe the Trust Values and demonstrate how they put these in to practice within their caring role 	<ul style="list-style-type: none"> Nursing skills, caring ability. Previous experience of working with the public Experience and training in phlebotomy
Other	<ul style="list-style-type: none"> Calm and professional manner. Adaptable Caring attitude. Awareness and understanding of the need to meet the Trust standards of conduct, dress code and appearance for the role 	

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.

