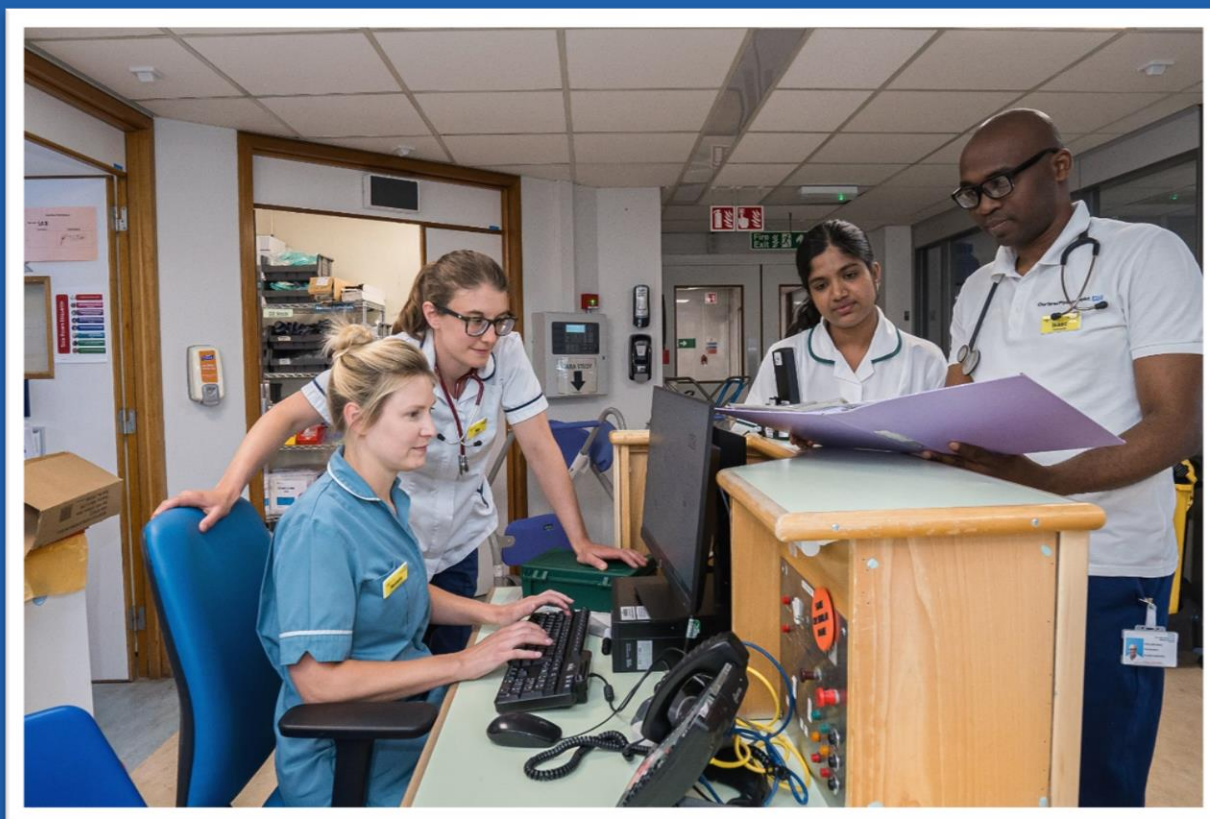


# Learning from Deaths Clinical Specialist

Candidate Pack



# Colleague Benefits

## General

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

## Financial

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

## Learning and Development

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

## Wellbeing

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



# Poppy's Promise

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

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

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

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

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

## C.A.R.E. Meaning and Practice

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

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

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

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

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

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

### **In daily practice, you can:**

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

### **All staff within the Trust are expected to:**

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

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

That is Poppy's Promise.

## Job Summary

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

- This role helps the Trust learn from patient deaths to improve care and keep patients safe.
- You will work with many teams to review cases, find lessons, and support changes in practice.
- The job includes organising reviews, keeping accurate records, and supporting meetings and reports.
- You will share learning across the Trust so staff can improve care and prevent harm.
- The role also involves giving advice, supporting training, and helping staff follow national standards.
- You will help create an open and honest culture where learning is shared and used to improve patient outcomes.

## Job Description

<b>Job title:</b>	Learning from Deaths Clinical Specialist
<b>Grade:</b>	6
<b>Site:</b>	The Royal Shrewsbury Hospital with cross site travel to The Princess Royal Hospital, Telford
<b>Accountable to:</b>	Learning from Deaths Manager
<b>DBS required:</b>	Yes

## Overview

The Learning from Deaths Clinical Specialist is a member of the Corporate Learning from Deaths team and will work collaboratively across disciplines and with a wide variety of internal and external stakeholders. The post holder will provide leadership on all aspects of Learning from Deaths within the Trust as delegated by the Learning from Deaths Manager and will facilitate learning and improvements in clinical practice and safety to reduce risk and avoidable harm and death. The role will incorporate the promotion of a positive learning environment where changes are established and embedded to improve patient safety, experience and outcomes. An open learning culture will be fostered which will ensure that learning is identified, and as well as learning from excellent practice. The post holder will play a key role in the dissemination of learning as well as the provision of intelligence to support relevant quality improvement initiatives.

The post holder will support the Learning from Deaths Manager and wider Learning from Deaths team to ensure that the Learning from Deaths work is maintained and developed according to local and national requirements. The post holder will be required to support compliance with national requirements and standards within the national Learning from Deaths guidance as well as those set by Commissioners, Care Quality Commission, and other regulators. The post holder will be required to ensure appropriate triangulation of cases for example, between HMC referrals, formal complaints, and investigations or reviews being undertaken within the Patient Safety Incident Response Framework (PSIRF). The post holder will be responsible for ensuring any lessons to be learned as a consequence of the Learning from Deaths processes, are identified and shared with the relevant key stakeholders including the contribution to and attendance at various governance forums across the Trust.

The post holder will provide advice and guidance on Trust wide policies relevant to Learning from Deaths. The post holder will develop and deliver training relevant to the Learning from Deaths agenda and will support the development and review of relevant Trust policies and procedures. The post holder will assist in the processes that ensure that the department and the Trust achieves statutory standards such as the Care Quality Commission and other regulatory requirements.

## **Mian duties and responsibilities**

- The post holder will work under the direction of the Learning from Deaths Manager or nominated deputy and will deputise for them when required to do so taking the lead on delegated areas of responsibility.
- Working with and under the delegation of the Learning from Deaths Manager, the post holder will: Be a registered general nurse, or registered midwife, AHP, HCPC registered Paramedic or equivalent registered clinician (e.g. NMC registered nurse) with a wide general knowledge base of all the clinical specialties provided by the Trust. This will enable the post holder participation in the Trusts Learning from Deaths programme of work whilst developing the clinical review aspects of the role.
- Provide specialist advice and support to the Divisions and others on all issues relating to Learning from Deaths.
- Coordinate and support the weekly Trust Mortality Review Meeting and manage the pre and post meeting preparation and actions.
- Support and facilitate the completion of Structured Judgement Reviews (SJRs) within the Trust in line with timeframes and protocols as set out in relevant Trust policies and procedures or best practice.
- Maintain the completion of numerous complex databases used within the Learning from Deaths programme of work, ensuring accuracy and strict attention to detail is maintained at all times.
- Maintain confidentiality and discretion in carrying out all the duties of the post.
- Use own initiative, sound judgment and experience to support appropriate decisions in accordance with the vision and values of the Trust.

- Ensure the Trust's Policy and Procedure for Learning from Deaths is implemented across the Trust.
- Liaise with appropriate Quality Governance teams and senior managers and or Executive Directors to ensure a coordinated approach to Learning from Deaths is achieved.
- Work with the other members of the Learning from Deaths team as well as other stakeholders (as appropriate) to support the production of reports including the quarterly Learning from Deaths report for the Board of Directors, as well as other ad hoc reports as required.
- Use all appropriate tools and techniques to facilitate the review of deaths in accordance with any local and national standard for Learning from Deaths.
- Provide analysis of themes and trends identified through the Learning from Deaths processes, ensuring areas of concern are escalated according to Trust policies.
- Support the dissemination of lessons learned to all key stakeholders and ensure learning identified is available to inform wider quality improvement initiatives across the Trust.
- Provide, seek, or facilitate the provision of specialist advice in relation to Learning from Deaths processes.
- Support with events, training, and education, across the hospital to ensure the Learning from Deaths processes are implemented appropriately.
- Maintain a high standard of appropriate documentation including the maintenance of a significant number of databases which can be complex in nature.
- Support the Divisional Quality Governance teams to report, monitor and record action plans on the Datix Incident Management System to ensure accurate and timely review of SJRs which meet the criteria for escalation through the Trust incident management process.
- Maintain an up-to-date working knowledge of best practice, relevant legislation, and regulatory guidance relating to the Learning from Deaths agenda. Disseminate any relevant changes to practice or procedure as appropriate.
- Ensure all communication with relevant stakeholders is open and honest and that reviews undertaken within the learning from death processes are transparent and independent.
- Participate in personal professional development programmes, taking every opportunity to develop new knowledge and acquire new skills to ensure that personal knowledge, awareness and attitude to Learning from Deaths and the wider quality governance agenda is continually updated and reflects leading edge, evidence-based practice.
- In collaboration with the Learning from Deaths Manager and wider Learning from Deaths team support the development of clinical and organisational audit within the service area to continually evaluate the effectiveness of the services provided against established research.
- Work with colleagues to ensure that all Trust policies are appropriately disseminated, ensuring a robust system for the review, dissemination and

archiving of relevant learning from death policies, providing leadership and guidance on the development of new policies as required.

- Ensure that a range of papers, reports and other relevant documentation are produced within agreed timescales. This will include but not be limited to those relating to the Quarterly Trust Learning from Deaths group meetings and the weekly Mortality Review.
- Support and actively engage with the provision of information in relation to Learning from Deaths for CQC and other regulatory activity.
- Understand the Trust's plans to achieve and monitor the right NHS IG culture, across the Organisation and with its business partners and to take visible steps to support and participate in that plan.
- To ensure that staff understand the importance of effective information governance via direct work with relevant stakeholders and by the development and delivery of appropriate education and training
- To understand the Trust's policies on the use of information and the management of information risk.
- Support the development and maintenance of communication strategies relevant to the Learning from Deaths agenda including Trust webpages.
- Use negotiation skills to communicate sensitive, contentious information to groups of staff where there are barriers to understanding or an unwillingness to cooperate.
- Challenge in a positive manner current working practices when appropriate and promote a culture of continuous improvement.
- Acknowledge any limitations of competence and seek instruction in the area concerned.

## Key relationships:

To include (but not exhaustive list)

**Internal:** Executive Directors, Non-Executive Directors, Divisional Managers, Lead Clinicians, Deputy Directors, Heads of Department, Senior Managers, Senior Clinicians, Medical Examiners, Medical Examiner

Officers, Bereavement Officers, Divisional Governance Leads and Support Teams, Quality Governance teams, Legal teams, PALS and Complaints team, Specialist clinical teams, Medicine Safety Officer, all staff across the organisation.

**External:** Other healthcare providers, partners within the Shropshire, Telford and Wrekin Integrated Care Board, WMAS, Medical Examiners and Medical Examiner Officers, Commissioners, LeDeR and other regulatory bodies.

## **Professional/Clinical:**

- Practice as a professional nurse or allied health professional at all times, with confidence, authority and expertise
- To maintain own professional skills as appropriate to the role.
- To identify service development priorities, to meet the nursing and corporate professional agenda.
- To assist in the development and implementation of relevant clinical guidelines and policies.
- To work within Data Protection and Caldecott requirements for information sharing
- To develop effective communications systems with all stakeholders to feedback areas of concern, good practice and further development
- Maintain professional registration and practice through the revalidation process, monitored through the Trusts appraisal.
- Maintain professional portfolio to demonstrate competency in line with Trust competency framework.
- Maintain personal standards of conduct and behaviour consistent with Trust and NMC guidelines.
- Demonstrate the ability to coordinate, monitor, and assess own workload.
- Ensure appropriate use of resources in order to meet service needs.
- Participate in the implementation and delivery of the Learning from Deaths standards.
- Recognises, understands and accepts the requirement to act as an advocate for patients, carers, service and organisation.

## **Administrative/Managerial**

- To deputise for the Learning from Deaths Manager as required.
- To work with the clinical teams where appropriate to support compliance to care pathways and clinical standards.
- To contribute to the achievement of Trust quality targets and identify service development priorities.
- To utilise electronic systems including but not limited to: Internal SJR review tool, online mortality screening, Careflow and Clinical Portal.

## **Human Resources Management**

- To deputise for the Learning from Deaths Manager as required.
- To work with the clinical teams where appropriate to support compliance to care pathways and clinical standards.
- To contribute to the achievement of Trust quality targets and identify service development priorities.
- To utilise electronic systems including but not limited to: Internal SJR review tool, online mortality screening, Careflow and Clinical Portal.

## **Knowledge and Skills**

- Possess expert clinical knowledge and skills appropriate to area of responsibility.
- Utilise own clinical expertise and knowledge to create an environment conducive to meeting the educational and developmental needs of all clinical and medical staff in specific areas of activity.
- Demonstrate knowledge of staff and resource management.
- Use professional judgment and initiative to promote safe and high quality practice and respond appropriately to arising situations involving more senior colleagues appropriately.

## **Communication and Working Relationships**

- Will role model a collaborative and influencing style of working, negotiating with others to achieve the best outcomes, and embedding this approach across the Trust.

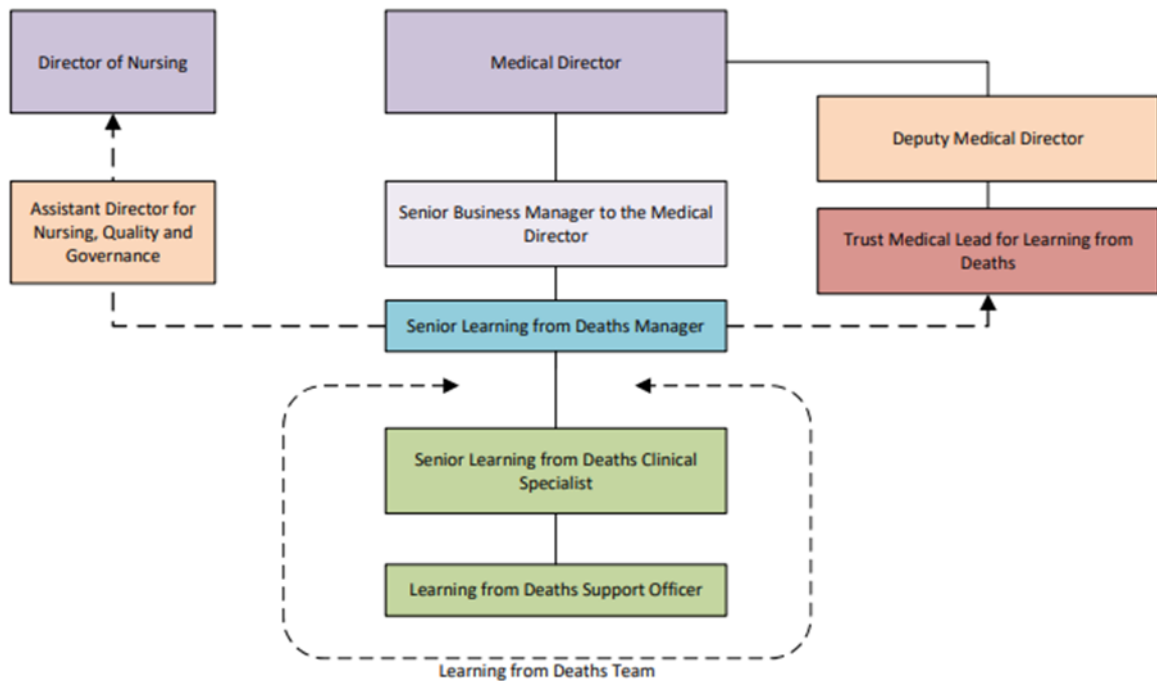
## **Effort and Environment**

- Ability to work under pressure, manage competing priorities and meet deadlines
- Ability to work unsupervised and as a member of a multi-disciplinary team
- Manage and participate in distressing situations on occasion.
- Ability to write reports and concentrate for long periods of time, preparing reports.
- Ability to deal with queries from external bodies and trust staff.
- Physical effort moving and handling of medical case records.

## **Additional Requirements**

- To provide cover for colleagues as directed by your manager

## Organisational Chart



## Person Specification

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent experience.</li> <li>• BSc (Hons) or demonstrate equivalent experience</li> <li>• NMC Registered General Nurse or Midwife AHP, HCPC registered Paramedic or equivalent registered clinician (e.g. NMC registered nurse)</li> <li>• Evidence of continuing</li> </ul>	<ul style="list-style-type: none"> <li>• Management / Leadership qualification</li> <li>• Improvement Methodology training</li> <li>• Experience of using the Structured Judgment Review methodology to conduct reviews</li> </ul>

	professional development.	
<b>Experience and Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of NHS Policy and initiatives in relation to Learning from Deaths.</li> <li>• Knowledge of the National Quality Board Learning from Deaths Guidance.</li> <li>• Evidence of previous role where attention to detail was key.</li> <li>• Significant experience of writing high quality, comprehensive and concise reports</li> <li>• Significant experience of producing high quality, comprehensive and concise reports.</li> <li>• Evidence of achievement of challenging deadlines whilst maintaining quality and professional standards.</li> <li>• Experience of working in a complex changing environment and the ability to prioritise.</li> <li>• Previous experience dealing with incidents and complaints.</li> <li>• Experience of analysing, interpreting and acting on complex data to support the quality agenda</li> <li>• Knowledge of NHS policy and initiatives in relation to Learning from Deaths</li> <li>•</li> </ul>	

<p><b>Skills</b></p>	<ul style="list-style-type: none"> <li>• Excellent written skills to produce formal, informal, and technical documents/material to meet delivery needs.</li> <li>• Ability to analyse complex problems and to develop and successfully implement practical and workable solutions to address them.</li> <li>• Evidence of good understanding of information analysis, techniques and tools and the ability to present concepts clearly.</li> <li>• Excellent planning and organisational skills.</li> <li>• To provide and receive highly complex, sensitive or contentious information when reviewing incidents.</li> <li>• Strong emotional intelligence and resilience</li> <li>• Excellent interpersonal, communication and good listening skills.</li> <li>• Ability to work independently as well as part of a team.</li> <li>• The ability to establish effective working relationships and credibility with</li> </ul>	

	<p>senior managers and professionals.</p> <ul style="list-style-type: none"> <li>• The ability to work under pressure, prioritise workload and meet tight timescales.</li> <li>• Strong sense of commitment to openness, honesty, and integrity.</li> </ul>	
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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.

