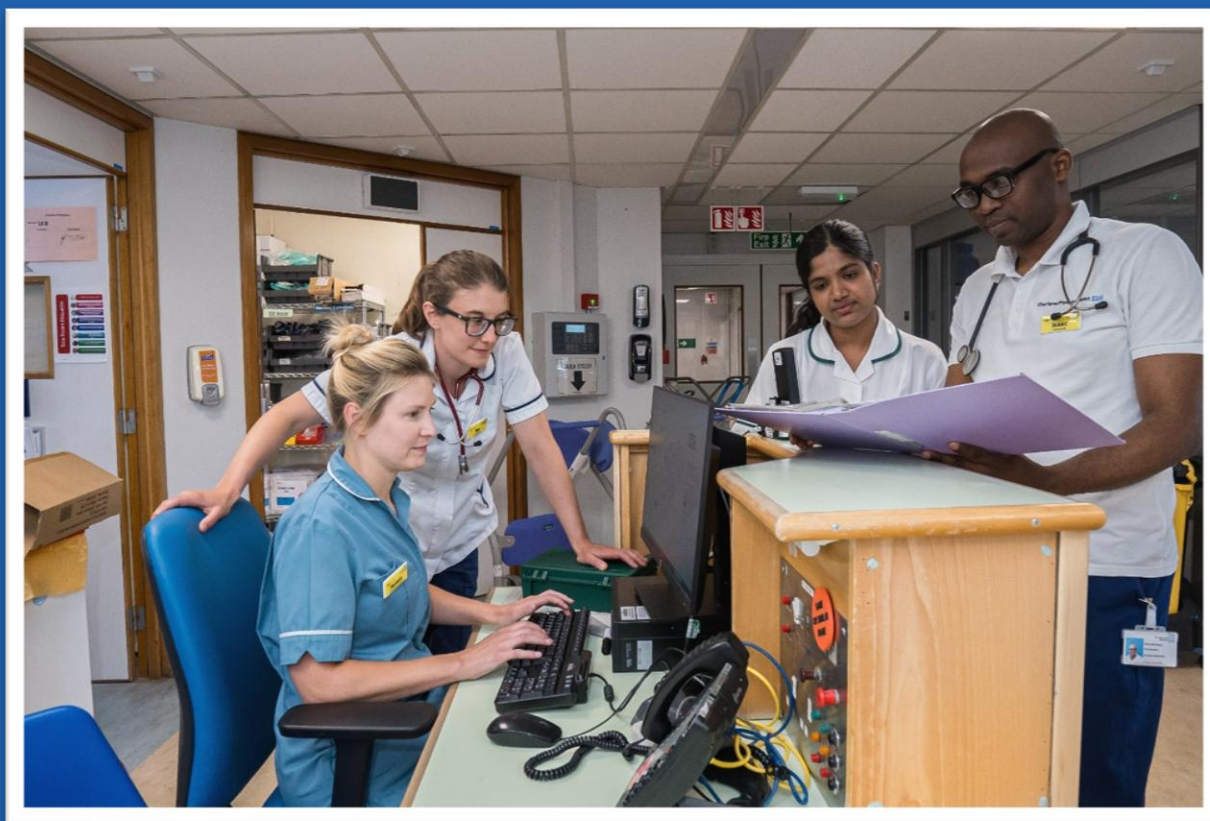


TRIAGE/DELIVERY SUITE CO-ORDINATOR

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 involves leading shifts in the Delivery Suite and Triage areas, managing staff, workload, and patient flow.
- You will provide expert clinical advice and support to midwives and the wider team, ensuring safe and high-quality care.
- You are expected to stay calm under pressure, prioritising tasks during busy and unpredictable situations.
- You will act as a role model, teaching and training colleagues and students, and supporting their professional growth.
- You will take responsibility for staffing, resources, and equipment, making sure services run smoothly and safely.
- You will contribute to improving care standards, supporting audits, research, and new ways of working in line with Trust policies.

Job Description

Job title:	Triage/Delivery Suite Co-Ordinator
Grade:	Band 7
Site:	The Princess Royal Hospital
Accountable to:	Delivery Suite Manager
DBS required:	Enhanced

JOB OVERVIEW

This is a rotational post, the post-holder carries shift leader responsibilities during the span of duty within the Delivery Suite and Triage areas, including workload, skill

mixes, staffing levels, bed availability. This may be subject to short notice change due to unpredictable workload. To co-ordinate and manage the activities of midwives and other members of the multidisciplinary team providing leadership, support and expert clinical advice. The post-holder will provide leadership, specialist advice on a range of complex activities and support to colleagues whilst complying with all Trust Policies, National Guidelines and NMC Guidance documents. The post-holder will have regular exposure to unpredictable high levels of clinical activity and must have the ability to prioritise workload despite competing demands and constantly changing service requirements, where it is essential to remain calm under pressure. Teaching and training will form an important part of the role within the multidisciplinary team.

The post-holder will at all times ensure that they are updated with ALL patient progress within the Delivery Suite and/or Triage areas.

MAIN DUTIES & RESPONSIBILITIES:

Professional

- Liaise Closely with DOM and other Senior Managers
- To promote a culture of normality in childbirth whilst being able to identify and enable others to identify deviations from the normal and ensure appropriate action is taken.
- To use their clinical expertise to interpret and act on clinical findings and results, including when to refer to other professionals
- To communicate effectively with members of the obstetric team in order to keep them up to date and well informed of the clinical condition of women present or expected on Delivery Suite and/or Triage areas.
- To maintain a high standard of midwifery care through assessing, planning, implementation and evaluating the needs of all women to ensure safe effective highquality care.
- To work closely with the Safeguarding team, recognising the importance of the wider remit of safeguarding both adults and children who may be at risk of harm.
- Act independently as a practising midwife in accordance with the NMC Code (2015).
- Provide professional leadership and expert advice to midwives. This often involves highly complex facts/situations and may involve conflict of opinion of senior personnel.
- Participate in the development of midwifery practice and research in line with the Trust's strategy and in collaboration with the Divisional Management Team.
- Act as a clinical assessor/supervisor/preceptor to student and qualified staff.
- Be fully conversant with the arrangement of activating all emergency procedures.
- Contribute to effective communication networks particularly where there may be barriers to understanding.
- Provide highly specialised advice, which directly contributes to client care.
- Liaise with relevant parties in relation to client care needs.
- Demonstrate courtesy and diplomacy in dealing with professional colleagues and members of the public. Persuasive, motivational negotiating skills are required.
- Take an active role in the 'skill drills' training programmes.
- Responsible for data entry of patient details/information on hospital computer system (which may be generated by colleagues) and hold 'super users' status to correct errors on the system.
- Undertake cannulation, intravenous drugs and administration, venepuncture, perineal suturing, care of women with epidurals in situ; be proficient at cardiotocography interpretation and able to act appropriately on the findings.

Management

- Ensure Delivery Suite and/or Triage has appropriately skilled and qualified workforce to meet its fluctuating needs and to be proactive in deployment of staff to enable optimum care and maintain high standards as per escalation policy.
- Co-ordinate and be accountable and responsible for the area when allocated and requested by the Matron.
- Provide effective and proactive management within sphere responsibility.
- Will be up to date to undertake lead roles within Triage or the Delivery Suite, e.g.
 - obstetric emergencies, high dependency care, water births, clinical risk as and when required by the Delivery Suite Manager
- Will undertake a leadership role implementing and supporting the BSOTs model of Triage care.
- Be aware of the revenue spend on maternity service make optimum use of same and contribute to cost improvement programmes by supporting the Delivery Suite manager in managing the budget.
- Participate in ensuring Nursing & Midwifery Quality Assurance Framework is adhered to and ensure all Trust KPI'S and Metric's achieved.
- Regularly handle patient valuables in accordance with Trust Policy.
- Investigate accidents/incidents/complaints and take corrective actions within sphere of responsibility in line with Trust policies.
- Manage a team of midwives as delegated by the Clinical Midwifery Manager.
- Implement policies within maternity and propose changes accordingly. This may include being involved in working parties.
- Act up on Delivery Suite for Clinical Midwifery Manager.
- Act as the lead midwife in the absence of the Maternity Midwifery Managers.
- Undertake individual performance reviews.
- Is responsible for ensuring that monthly rosters adhere to policy and deliver the staffing plan within Trust KPIs in the absence of the Maternity Midwifery Manager.
- Responsible for monitoring sickness absence, as delegated by Midwifery Manager.
- To organise and supervise MDT team, endeavoring to achieve a high level of morale by effective organisation and leadership and through appropriate allocation of workload according to experience.
- Foster a proactive approach to handling conflict, grievance and complaints; will anticipate and manage complaints as they arise and take action to avoid reoccurrence.
- Will take the lead in projects as discussed and agreed with the senior clinical midwife.
- Ensure systems are implemented for the checking and maintenance of all equipment including emergency equipment to ensure checked daily,

ensuring in good working order, reports defects and ensures repairs are carried out

- promptly or the equipment is replaced.
- Participate in the quality assurance programme within sphere of responsibility.
- Monitor record keeping and take corrective action.
- Ensure the provision of a quality service by monitoring the standards of all services, midwifery, domestic catering, portering, pharmacy, laundry, works and implementing necessary changes based on audit findings.
- Have due regard to the workload and pressure on colleagues and deploy staff appropriately.
- Maintain a flexible attitude to work anywhere requested within sphere of responsibility.
- Maintain effective Risk Management in all aspects of the service.
- Be accountable for continuously improving the quality for the service and safeguarding high standards of care by creating an environment in which excellence in clinical practice will flourish.
- Promote and implement new evidence based practice within the clinical environment according to Trust's policies, guidelines and standards.
- Participate in Research and Development, Audits and Clinical trials.
- Participate in the Recruitment and Selection process.
- To provide clinical leadership to qualified/unqualified staff including motivation and supervision where appropriate.
- Be aware that although the post requires frequent concentration over long periods, there is occasional exposure to traumatic circumstances for example catastrophic haemorrhage, intra-uterine death, Child Protection Issues, fetal abnormalities, adult/neonatal resuscitation, thus colleague support is paramount.

Person Specification

	Essential	Desirable
Qualifications	• Registered midwife (Diploma/Degree) • Evidence of CPD • Well documented and up to date CPD portfolio • Evidence of Professional Updating • Post registration experience • Advanced Neonatal Resuscitation or be willing to work towards/relevant clinical experience. • Recent evidence of neonatal life support • Teaching/mentorship qualifications	• MOET Course • NLS Course • Diploma/Degree in Health-Related subjects or Certificate in Management
Experience	• Extensive experience as a Band 6 • Be able to deal with complex facts and situations requiring analysis, interpretation and comparison of a range of options. • Knowledge and experience of immediate resuscitation of mother/baby • Provide highly specialised advice to both junior midwives and obstetric colleagues. • Has awareness of PREP, midwifery legislation and midwifery educational training programmes. • Management Training • High level of interpersonal skills (E) • Excellent presentation, teaching, verbal and written skills • Knowledge and ability to recognise abnormalities	• Experience of Co-ordinating Delivery Suite • Experience of Co-ordinating Triage • Knowledge and ability to organise and prioritise workload within shift and allocate patients to appropriately skilled team member. • Knowledge/experience of change management • Knowledge of audit/research/quality and safety

	occurring at any time and refer appropriately to senior medical staff (E) • Knowledge and ability to deal appropriately with medical obstetric emergencies in the absence of medical staff. • Expert knowledge and ability to differentiate between normal/abnormal labour. • Specialist knowledge across a range of procedures pertaining to Triage, Delivery suite and maternity services. • Knowledge of safeguarding, domestic abuse, substance misuse and working with women with special needs. • Knowledge of statutory midwifery supervision. • Extensive knowledge of all areas of maternity services developed through continuing. • professional development. • Knowledge of budgetary and resource management. • Up to date knowledge of current maternity issues/literature.	
Knowledge and skills	• Full range of highly developed high and low risk antenatal, Triage, intrapartum and postnatal clinical skills • Ability to liaise with other units for in- utero transfers. • Ability to supervise juniors on a day-to- day basis. • Ability to respond to complaints and fire bleep. • Ability to provide a high standard of care within all	• Dealing with complaints from women • Well-developed IT skills and presentation skills

	given situations and monitor practice. • Need highly developed physical skills with a high degree of precision including suturing, delivery theatre techniques including operative and Anaesthetic. • Ability to perform; venepuncture, IV therapies, cannulation, perineal suturing. • Ability to cope with complex obstetric and medical situations, conveying news regarding pregnancy loss, foetal abnormality, and child protection on a regular basis. • Ability to provide clinical expertise. • Displays ability of leadership qualities • Ability to prioritise delegate workload and demonstrate decision making skills. • Innovative approach to practice • Constant application of analytical skills to practice. • Be responsible for the safe use of specialist equipment and provide specialist training in areas such as high dependency care, theatres, care of high-risk pregnancies and neonates. • Dealing with adverse outcomes from mother/baby, unexpected situations, maternity deaths, stillbirth/neonatal death. • Ability to deal with severely challenging behaviour and give distressing news to patients and their families.	
--	---	--

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.

