

# PALS OFFICER

## Candidate Pack



## Our Trust

At The Shrewsbury and Telford Hospital (SaTH), our vision is to provide excellent care for the communities we serve. Working together across our teams, we provide district general hospital services for around half a million people in Shropshire, Telford & Wrekin, and mid-Wales.

Our main service locations are The Royal Shrewsbury Hospital and The Princess Royal Hospital, Telford, which together provide 99% of our activity. Alongside these, we also provide community and outreach services across the local area.

As one of Shropshire's biggest employers with around 7,000 staff, we offer a wide range of opportunities to build a rewarding career across both clinical and non-clinical roles. Our people are dedicated and passionate, working together to deliver the best patient care. No matter your role, you'll be joining a supportive team environment where you'll be able to make a real difference for our patients.

We are committed to supporting you at every stage of your career with us, whether you're starting something new or looking to take the next step into leadership. With strong partnerships and our newly awarded university hospital status, you'll have access to excellent education, mentoring and experience to help you thrive.

## Our Vision

"To provide excellent care for the communities we serve"

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

## Our Values



# 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 is the first point of contact for patients, families and the public who need advice or want to share concerns about their care.
- It involves listening to people, helping them understand their options, and working with staff to look into issues and find fair solutions.
- The job includes keeping accurate records, spotting patterns in feedback, and helping the Trust learn from concerns so services can improve.
- It also involves supporting staff through training, helping with reports and audits, and making sure people know how to raise concerns.
- The role requires calm communication, good judgement and the ability to handle sensitive or emotional situations.

## Job Description

<b>Job title:</b>	PALS Officer
<b>Grade:</b>	4
<b>Site:</b>	The Princess Royal Hospital, Telford and The Royal Shrewsbury Hospital
<b>Accountable to:</b>	Head of PALS and Complaints
<b>DBS required:</b>	None

## JOB PURPOSE

To provide an accessible and responsive Patient Advise and Liaison service for patients, relatives, carers and members of the public. To act as the first point of contact for members of the public who wish to raise concerns/complaints or provide feedback about the care or facilities provided by the Trust through a variety of media.

## Main Duties and Responsibilities

- Act as the first point of contact for patients, relatives, carers and members of the public who request advice or wish to raise concerns about their care or the facilities provided by the Trust; contact may be in person, by telephone, e-mail or written correspondence.
- Where necessary, advise and support individuals to access alternative sources of information, including advocacy services, other healthcare organisations, or voluntary sector services suited to their needs
- Make objective analysis and assessment of concerns that may be

complex and/or sensitive, make judgements and through liaison with staff undertake the appropriate level of investigation and facilitate negotiations with all concerned to find solutions

- Communicate the outcome of any investigation to individuals in response to concerns or feedback raised, either verbally or in writing
- Keep accurate and contemporaneous records of all concerns/complaints or feedback including outcomes and actions and input data onto the PALS database
- With the Head of PALS and Complaints, work collaboratively with the Divisions to monitor the progress of action plans as a result of concerns and patient feedback and ensure that lessons are learned
- Work closely with the Head of PALS and Complaints, and Divisions developing a culture which views complaints/concerns and patient feedback as opportunities for learning and ensure services are adequately supported and empowered to deal with complaints quickly, effectively and objectively at local level
- Have input in the governance agenda by highlighting patient safety issues raised through concerns, complaints and patient feedback to the Head of PALS & Complaints
- Assist the Head of PALS and Complaints analysing trends and themes arising from concerns/complaints or feedback and assist in the production of reports to Care Groups and departments
- Assist the Head of PALS and Complaints in undertaking surveys, audits and other projects relevant to the department
- Ensure that members of the public know how to raise concerns and complaints and that any barriers preventing this are addressed
- Provide assistance to the Head of PALS & Complaints collating and presenting data in preparation for external audits
- To organise and maintain an efficient and up to-date filing system
- To maintain stock control of departmental stationery and other supplies
- To archive relevant files and other documentation and keep accurate records of their location
- To contribute to Trust-wide training on customer services and frontline resolution of concerns and complaints, in order to ensure that staff are supported and enabled to meet patients' needs in practice
- The post-holder is required to provide cover for the Assistant Complaints

Case Managers when needed

- Responsible for maintaining own professional development and to be aware of current practices and developments within the Trust and the NHS in order to fulfil the role effectively
- Role model the Trust's values and behaviours

## Limits of authority

- The post holder is not directly supervised although advice is readily available from the Lead Complaints Case Manager or Head of PALS & Complaints
- Judgment is required involving complaints/concerns of mixed complexity that will require consideration of the options available.

## Systems and Equipment

- To use normal office equipment
- To be competent in the use of a range of electronic information systems and tools

## Physical, Mental and Emotional Demands of the Post

- To interpret a range of information of mixed complexity during the handling of formal complaints and concerns
- To undertake presentations to groups of staff during training sessions as required
- To handle some emotive and challenging situations relating to patients, service users and staff, using influential negotiating skills to achieve desired outcomes.
- To cope with frequent interruptions during periods of concentration.

## Working Conditions

- To work in normal office conditions, including regular VDU work
- To travel regularly between all Trust sites.

## Review

This job description is an outline of the principal areas of responsibility and may be subject to periodic change. The job title is not restrictive and the job holder may at any time be required to undertake other duties within their competence beyond the confines of this job description.

The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development of the job holder. All changes will be discussed with the post holder.

Your attention is drawn to the confidential nature of information handled within the NHS. The unauthorised use or disclosure of patient or other personal information is a dismissible offence and could result in a prosecution for an offence or action for civil damages under the Data Protection Act 1998.

## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"><li>• Educated to Diploma level or equivalent experience</li><li>• ECDL or equivalent IT and keyboard skills</li></ul>	<ul style="list-style-type: none"><li>• Counselling qualification</li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>• Knowledge of the NHS complaints regulations</li><li>• Previous experience of working in PALS or a customer care setting</li><li>• Experience of working in the NHS with knowledge and understanding of current healthcare and patient safety issues</li></ul>	

	<ul style="list-style-type: none"> <li>• Experience of using word, excel, databases and PowerPoint</li> </ul>	
<p><b>Knowledge and skills</b></p>	<ul style="list-style-type: none"> <li>• Ability to assimilate a range of complex information and make judgments</li> <li>• Excellent interpersonal and communication skills; able to communicate sensitive, complex information relating to patients with empathy and where there are barriers to understanding</li> <li>• Negotiating and influencing skills and ability to deal confidently with conflict situations</li> <li>• Ability to deal with conflicting demands ensuring that key priorities and deadlines are met through effective time management</li> <li>• Ability to prioritise own workload</li> <li>• Well-developed IT skills including the use of databases</li> <li>• High level of accuracy and attention to detail</li> <li>• Commitment to a culture of continuous improvement</li> <li>• A passion for improving the patient experience</li> </ul>	

## 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.

