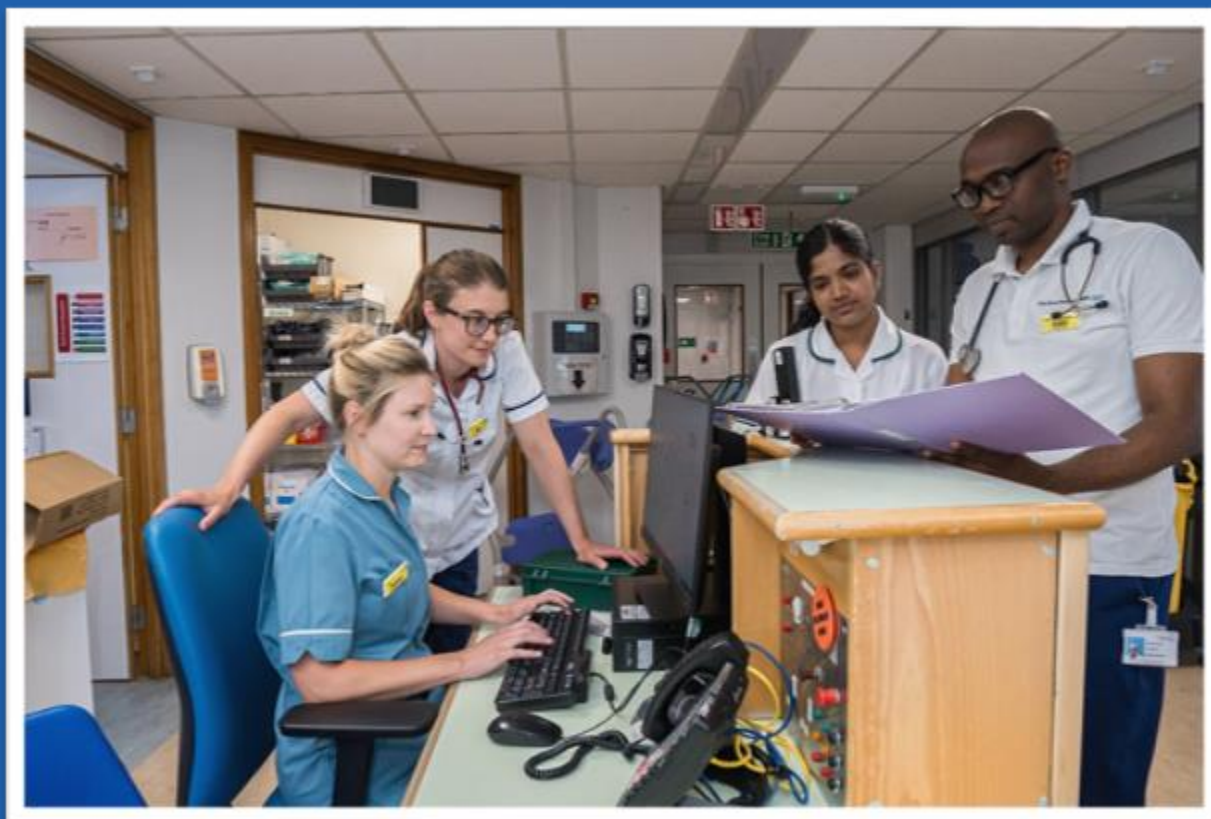


# Practice Education Facilitator - Critical Care

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 improve patient care in the Intensive Care Units by supporting and training nursing staff.
- It involves leading by example, helping nurses learn new skills, and making sure care is safe and high quality.
- The person in this role works closely with managers and senior nurses to make nursing practices better and more consistent.
- They help staff understand their responsibilities and support them in doing their jobs well.
- They also help run the units during shifts, including weekends, and guide staff in caring for very ill patients.
- The role includes updating care guidelines, supporting education and training, and helping the team work well together.

## Job Description

|                        |  |
|------------------------|--|
| <b>Job title:</b>      | Practice Education Facilitator - Critical Care   |
| <b>Grade:</b>          | 6  |
| <b>Site:</b>           | The Princess Royal Hospital, Telford with cross site working The Royal Shrewsbury Hospital |
| <b>Accountable to:</b> | Head of Nursing – Scheduled Care   |
| <b>DBS required:</b>   | Yes – Enhanced   |

## Job purpose

- This is a pivotal role in delivering Critical Care Services throughout the Trust in improving patient care by providing professional development support to clinical staff in both Intensive care units.
- The post holder will act as a professional role model providing strong leadership within the critical care environment raising awareness and facilitating ownership of nursing practice development through the provision and delivery of high-quality patient care.
- They will support the ward managers and band 6's to standardise nursing practice and identify opportunities for improvement.
- They will work with the band 7 nurses to ensure staff achieve the required clinical competencies by the development and implementation of a variety of educational packages in response to service and individual need.

- The post holder will effectively motivate staff ensuring they have a clear understanding of their duties and responsibilities and of the standards expected of them during their span of duty and in a given timeframe.
- This will include managing direct and indirect patient care working flexibly alongside staff, as well as deputising in delegated ITU nurse roles including taking charge of the units for shift periods as required over a seven-day week.
- In addition, he / she will work alongside the critical care team in updating and developing critical care practice and guidelines, education, and training within the units through promoting a professional quality learning environment.

## **Main duties and responsibilities**

### **Patient Care**

- In collaboration with the Matron and ward managers for Intensive Care, promote and support the development of clinical practice within the service.
- To act as a professional role model, utilising appropriate skills and demonstrating clinical competence and a knowledge base to enhance nursing skills and practice.
- Demonstrate a high level of interpersonal communication skills
- To work with the band 7 nurses in promoting and encouraging a multi-disciplinary and patient inclusive approach to care and treatment, empowering patients to be involved in their treatment plans.
- Provide support and advice to patients and their families during their stay in intensive care.
- To be actively involved in promoting and ensuring the service is patient focused and reflect changing local and national needs.
- To develop planned programmes of care ensuring physical, social, psychological, and spiritual needs of patients are met.
- To be responsible for the effective and timely assessment of care required by patients, in conjunction with other nursing and specialist staff, and with the co-operation of the patient, their relatives/carers
- To contribute to the delivery of safe, effective patient care at all times ensuring the on-going evaluation of the effectiveness of the care in accordance to benchmarking standards and clinical indicators. Professionally contribute to the monitoring of standards of care within defined policies, procedures, and protocols of the ITU to ensure adherence to, and delivery of, a high-quality service.
- To demonstrate professional leadership in contributing to the evaluation of current practice, developing innovative new ideas to improve effectiveness and efficiency of care, and participating in collaboratively setting and measuring standards of care delivered.

- Take responsibility for developing protocols and guidelines and patient information specific to the Head and Neck Cancer Service and ensure they reflect evidence-based practice.
- Maintain own patient records to ensure that relevant information is documented.
- Ensure care is taken to safeguard patients at all times and that systems are in place to identify clinical risk, and for incident reporting.

## Professional development and education

- Practice in accordance with the NMC
- Contribute and participate in individual personal appraisal to ensure personal, departmental, and corporate objectives are met and to also participate in the annual IPR process for junior members of the team ensuring that all agreed objectives are completed.
- To act as a role model in clinical practice.
- Supervise and evaluate the ongoing development of junior members of the team in conjunction with ward managers and Matron.
- Maintain personal, professional development and clinical competency ensuring that the necessary skills and competences to perform the tasks involved in the care of critically ill patients are maintained.
- To ensure that patient records and all clinical documentation is accurate, maintained to the highest possible standard and in accordance with Trust and NMC requirements. That staff understand the relevancy of this and the need to maintain patient confidentiality at all times.
- Work with the senior nurses to ensure the effective mentorship, supervision, and clinical education of pre and post registration students and staff within the team.
- Maintains an awareness of advances within critical care and nursing practice development thus ensuring the delivery of evidence-based care to the highest standard.
- To be actively involved in the development of an educational strategy for the intensive care unit and involvement in educational audits.
- Be responsible for ensuring the clinical area is conducive to learning.
- Promote collaborative relationships with Higher Education Institutes.
- To ensure that all staff act in accordance with policies governing the ordering, storing, preparation and administration of medicines/drugs and to escalate any issues or discrepancies and take corrective action as required.
- To interpret and present clinical information to patients and their relatives, demonstrating effective interpersonal and communication skills to ensure that they receive sufficient verbal and written information.
- To ensure that information / decisions are cascaded appropriately to junior staff using tools and communication strategies as identified by the ward manager.

## Managerial

- Organise time effectively to ensure effective management of workload, prioritising work as necessary.
- To establish and maintain effective communication with all members of the multi-disciplinary team, along with other wards/departments within the Trust.
- To promote good working relationships within the critical care environment.
- To actively participate in nursing and management meetings as necessary.
- To be able to work within set time frames working to priorities and deadlines.
- To be involved in the recruitment, selection, and retention of staff for the critical care units.
- Promote and demonstrate efficient use and management of resources to ensure cost effectiveness and value for money.
- To be conversant with clinical IT packages, ensuring that required data is entered as necessary and documentation of intervention is maintained at a high standard and in line with NMC and Trust policies.
- To respond constructively to patients / relatives' comments / complaints, initiating any required investigation and documentation.

## Governance, audit and research

- Work with a high degree of autonomy in delivering a service within the boundaries of the nursing professional body.
- Support the ward managers with the Service Delivery Governance Framework by ensuring any areas of clinical risk are reported appropriately.
- To represent the Critical Care Unit as a Practice development nurse within the wider clinical governance framework throughout the Trust and implementing changes to nursing practice as appropriate PD Nurse
- Utilise and develop audit tools in order to evaluate care given to patients / relatives.

## Human resources

- Ensure that all HR policies and guidelines are adhered to by self and other members of the critical care team and take appropriate action responding to any non-compliance appropriately.
- The postholder will be expected to line manage junior members of staff within the critical care team

## Use of information

- To be conversant in the use of electronic communication systems, personal computer systems, normal office equipment and Trust PAS system.

## Person Specification

|                       | <b>Essential</b>   | <b>Desirable</b>   |
|-----------------------|--|--|
| <b>Qualifications</b> | <ul style="list-style-type: none"> <li>• RGN (active NMC registration)</li> <li>• ITU - Critical Care Course</li> <li>• Mentorship in Clinical Practice (active) / relevant teaching qualification.</li> <li>• Evidence of Continuing Professional development relevant to nursing / area of speciality.</li> <li>• ILS / ALS Qualified</li> </ul>                 | <ul style="list-style-type: none"> <li>• Post Grad Certificate in teaching</li> <li>• Management course</li> </ul> |
| <b>Experience</b>     | <ul style="list-style-type: none"> <li>• Extensive recent experience in critical care.</li> <li>• High level clinical skills and knowledge</li> <li>• Teaching ability / experience in undertaking preceptor/mentor role.</li> <li>• Knowledge of roles and responsibilities of the post Ability to demonstrate a desire / contribution to developments</li> </ul> | <ul style="list-style-type: none"> <li>• Involvement / evidence in Nursing audit and Research.</li> </ul>          |

|                                    |  |  |
|------------------------------------|--|--|
|                                    | <p>within current post / area of work</p> <ul style="list-style-type: none"> <li>• Evidence of successfully supporting, managing, and leading the team on a day-to-day basis</li> <li>• An awareness and understanding of policy and practice relevant to Critical Care Nursing.</li> <li>• Ability to identify and assess potential risks involved in work activities and processes for self and others</li> </ul>                      |  |
| <p><b>Knowledge and skills</b></p> | <ul style="list-style-type: none"> <li>• Ability to work and communicate effectively within a multidisciplinary team setting.</li> <li>• Evidence of excellent communication skills including verbal, non-verbal and written.</li> <li>• Excellent interpersonal skills with professional credibility</li> <li>• Positive attitude to change with a proven ability to assist senior staff in the implementation of change and</li> </ul> |  |

|                     |   |  |
|---------------------|---|--|
|                     | <p>practice development.</p> <ul style="list-style-type: none"> <li>• Be familiar with computers and Microsoft / Trust software</li> <li>• Ability to work within set time frames, working to priorities and deadlines</li> </ul>   |  |
| <p><b>Other</b></p> | <ul style="list-style-type: none"> <li>• Awareness of professional and personal limitations<br/>Ability to self-reflect</li> <li>• Ability to act as a positive role model to other members of the team.</li> <li>• Ability to provide clear feedback to improve performance</li> <li>• Demonstrate a positive attitude to change</li> <li>• The post holder needs to work their contractual per week flexibly to support service delivery &amp; training needs.</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.

