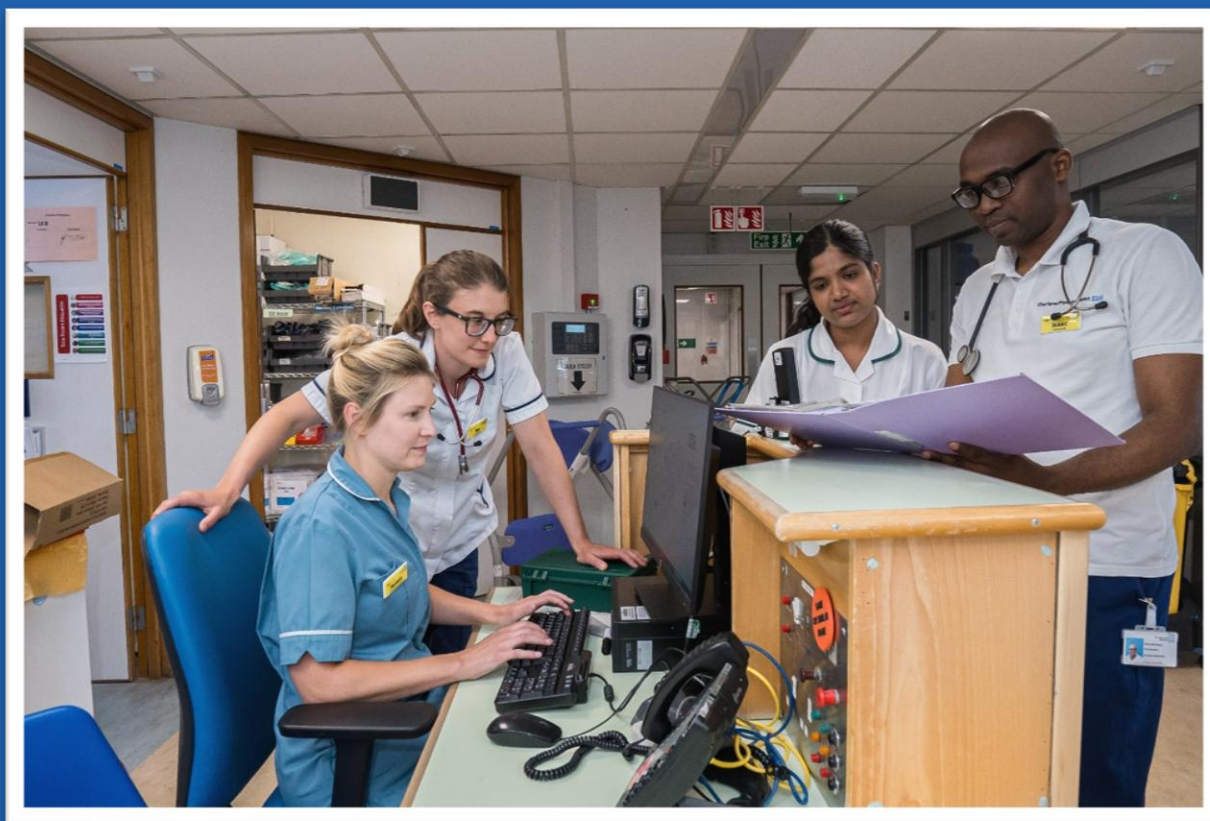


# OCCUPATIONAL THERAPIST

## 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.\*\**

- Assess patients' needs and create personalised treatment plans to support their recovery and wellbeing.
- Manage your own caseload while working closely with doctors, nurses and other healthcare professionals to provide high-quality care.
- Communicate clearly and sensitively with patients, families and carers, helping them understand their condition and treatment options.
- Support safe and timely discharge planning to ensure patients receive the right care in the right place.
- Maintain accurate records, follow professional standards and take part in training, service improvements and quality audits.
- Work flexibly across different hospital and community settings, including weekend and on-call services when required.

## Job Description

|                        |                              |
|------------------------|------------------------------|
| <b>Job title:</b>      | Occupational Therapist       |
| <b>Grade:</b>          | Band 5                       |
| <b>Site:</b>           | The Princess Royal Hospital  |
| <b>Accountable to:</b> | Head of Occupational Therapy |
| <b>DBS required:</b>   | Enhanced                     |

## POST PURPOSE

1. To assess, diagnose/interpret and manage own caseload of complex patients as an autonomous practitioner in accordance with Professional Code of Conduct and Health and Care Professions Council Regulations.
2. To work under the supervision and guidance of senior Therapists.
3. To work flexibly as part of the cover arrangements within the Therapy Centre as required. The postholder will only be asked to work within their competencies and should be aware that notification of the need to move to a different clinical area may be communicated with little notice to ensure the safety of the service.
4. The post will be rotational working across both hospital sites and some postholders will work in Community settings as part of their role.
5. The post holder will work in close co-operation with colleagues within all Care Groups to deliver a cohesive service that is led by user need

ensuring high quality of patient care, optimal patient flow and safe timely discharge.

6. To have highly effective communication skills and demonstrate these on a continual basis with patients, carers, colleagues and the wider Multi-disciplinary Team (MDT).
7. To undertake audit and research projects as appropriate to the role.
8. To use the Trust values at all times as a framework for own behaviour and encourage others to do likewise, ensuring the values underpin all that is done by the Therapy teams.

## CLINICAL

1. The post holder will work as an autonomous practitioner to perform assessment of patients with diverse presentations. To use clinical reasoning to diagnose/interpret and then develop, deliver and adapt individualised treatment plans for patients within a clinical area.
2. To accept clinical responsibility for a caseload of patients with support from senior staff and to organise this caseload efficiently and effectively
3. To work closely with all appropriate multidisciplinary (MDT) teams and agencies to maximise safe and timely patient flow
4. To assess patients understanding of treatment offered, gain consent and have the ability to work within a legal framework with patients who lack capacity as outlined in the Trust's Consent guidelines.
5. To participate as appropriate in the collective Therapy Centre out of hours / weekend and major incident response rota providing high quality patient care and specialist advice to medical and nursing staff.
6. To consult with the appropriate senior member of staff for advice regarding the management of complex patients or difficult issues
7. To ensure that contemporaneous treatment records and activity data are maintained in accordance with Trust and Professional standards.
8. To manage own caseload and time effectively and efficiently responding appropriately to frequent changing demands, and unexpected urgent priority changes
9. To maintain a professional portfolio for continuing professional development to demonstrate clinical competencies and compliance with Trust policies and Professional code of conduct.
10. To participate in the student educational programme as appropriate.
11. To participate in audit and collect outcome data activity as part of the Therapy Centre audit plan.
12. To adhere to Trust and Professional policies and procedures regarding own practise and contribute to their ongoing development and review
13. To ensure all aspects of clinical governance are dealt with effectively and efficiently e.g. Datix reports are completed when required, patient

complaints are processed in a timely manner and all mandatory training is completed when required.

14. To propose service improvement for own service area.
15. To work collaboratively with the Centre Management team to deliver service improvement.
16. To be an active member of the out of hours on call respiratory service following appropriate induction and competency review.
17. To work contracted hours across a seven-day working pattern.
18. To ensure data is captured within relevant systems

## **DECISIONS, JUDGEMENTS AND FREEDOM TO ACT**

1. The post holder will use analysis and judgement to assess, diagnose/interpret and implement treatment programs.
2. To access supervision / appraisal in line with the Trust / Therapy Centre structure and appraisal framework.
3. To delegate to and supervise the work of the Therapy Support workerS.
4. To work as an integral member of the MDT, determining a patient's readiness for discharge and future therapy management plan.
5. To be professionally accountable for own actions and be aware of professional boundaries.
6. To seek advice and support from senior staff and refer patients as necessary.

## **COMMUNICATIONS AND RELATIONSHIPS**

1. To communicate complex information to users of the service and their carers, regarding their condition and treatment options at times conveying contentious and sensitive information where there are barriers to understanding / communication.
2. To develop and maintain effective communication, feedback and engagement with colleagues including those within the wider healthcare economy.
3. To communicate effectively when on Board rounds and in MDT meetings ensuring the accuracy of information given and received.
4. To produce timely and accurate reports and including discharge summaries for GPs and referring agencies.
5. The postholder will communicate with members of the public through careers events and promotional activities presenting a professional image of the Therapy Centre and the Trust at all times.
6. To develop and maintain adequate IT skills to support communication requirements.

## **SYSTEMS AND EQUIPMENT**

1. To use appropriate equipment within the remit of the post adhering to agreed instructions and /or manufacturers guidelines.
2. To undertake annual Trust and professional statutory training to maintain competency in the safe use of all equipment and to keep records of attendance.
3. . To acquire the competencies to train / demonstrate the safe use of equipment to patients, carers and staff.
4. To acquire a robust understanding of the Trust Cardiac arrest and emergency procedures and to understand the Therapy role.
5. To keep up to date with new developments in equipment and technology in order to maintain own competence levels and advise others.
6. To demonstrate the safe use of equipment loaned to patients, ensuring documentation is complete and instructions given.

## **WORKING CONDITIONS, AND PHYSICAL, MENTAL AND EMOTIONAL DEMANDS**

1. To perform tasks involving the handling of patients or loads on a frequent and repetitive basis as applicable to the role.
2. The workload is frequently complex and challenging, and is usually delivered under significant time constraints.
3. The post holder will be imparting unwelcome or sensitive news on a frequent basis, regarding treatment outcomes, rehabilitation prospects or condition deterioration.
4. To develop and maintain an ability to cope with and prioritise many unexpected work demands and deadlines.
5. To develop competencies in handling complex issues relating to the management of people who are exhibiting distressed or unpredictable behaviour.
6. Frequent periods of concentration are required e.g. to record accurate patient information or to analyse patient data.
7. The post holder will frequently encounter unpleasant working conditions.

## Person Specification

|                             | Essential                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Desirable                                                                                                                                                                                                                               |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Qualifications</b>       | <ul style="list-style-type: none"> <li>• As required for entry into University for professional training</li> <li>• Degree or equivalent in Occupational Therapy</li> <li>• Registered with Health and Care Professions Council (HCPC)</li> </ul>                                                                                                                                                                                                                       | <ul style="list-style-type: none"> <li>• Broad range of student placements or postgraduate experience</li> <li>• Evidence of continuing professional development maintained in a Portfolio including evidence based practice</li> </ul> |
| <b>Knowledge and skills</b> | <ul style="list-style-type: none"> <li>• Good written and verbal</li> <li>• communication skills</li> <li>• Organisation, planning, prioritisation and decision making skills</li> <li>• Ability to work under pressure and meet deadlines</li> <li>• Ability to cope with working in a stressful environment, including emotional or aggressive patients and carers</li> <li>• Ability to use own initiative appropriately</li> <li>• Good listening skills</li> </ul> |                                                                                                                                                                                                                                         |

|              |                                                                                                                                                       |                                                                                                                              |
|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
|              | <ul style="list-style-type: none"> <li>• Relevant IT skills</li> </ul>                                                                                |                                                                                                                              |
| <b>Other</b> | <ul style="list-style-type: none"> <li>• Ability to meet the travel requirements of the post</li> <li>• Ability to work at all Trust sites</li> </ul> | <ul style="list-style-type: none"> <li>• Evidence of experience within the NHS at undergraduate or graduate level</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 Trust's 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.

