

Renal Social Care 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.

- Support kidney patients and their families to access advice, services and financial help that can improve their wellbeing and quality of life.
- Assess patients' individual needs and work with health, social care and community teams to arrange the right support and services.
- Provide guidance on benefits, housing, debt support, home adaptations, grants and other practical help available in the local area.
- Visit patients at home, in hospital and in clinic settings to review needs, plan support and help them remain as independent as possible.
- Work closely with doctors, nurses and other professionals to ensure patients receive joined-up care and timely support.
- Keep accurate records, safeguard vulnerable adults and provide compassionate support to patients facing complex or difficult circumstances.

Job Description

Job title:	Renal Social care Coordinator
Grade:	4
Site:	The Royal Shrewsbury Hospital
Accountable to:	Renal Unit Manager
DBS required:	Yes – Enhanced

Main Duties

To signpost, advise and support renal patients about generic services they can access such as Housing, Debt Support, Department of Work and Pensions, Age Concern, tenancy support services, advocacy services, befriending services, support and social groups and benefits advice (this list is not exhaustive).

To liaise with:

- Hospital & community social work teams.
- Community occupational therapy teams.
- Outside Care agencies.
- Safeguarding team.

To accept referrals for renal inpatients and outpatients within Shropshire and Mid Wales for assessment and review.

To assess the individual needs of each patient and in collaboration with other professionals, arrange assessment of individual need and implement and monitor the agreed support plan as appropriate.

The post holder promotes enablement, the use of assistive technology and equipment and home adaptations to maximise independent living and choice, ensuring individual renal patient involvement at all times.

Training will be offered in the form of in house training or attendance at external courses for skills and personal development as individual's needs are identified.

Key Responsibilities

- To undertake direct welfare advice and casework through referral from Renal Consultants, nursing teams and directly from patients within Renal Services. To undertake home visits where necessary.
- To provide regular advice and guidance to medical and nursing staff in Welfare rights work. To provide education to new staff.
- To support and mentor co-worker in the team.
- Refer patients to Shropshire council for disability grants and home adaptations. To complete initial assessment, refer to occupational Therapy for further assessment. Compile report and send to council for application for disability grant and follow process through to endpoint.
- To maintain appropriate records of all assessments and work undertaken on the renal database (Clinical Vision)
- Ensure Patients consultant and nursing team are kept up to date with any patient reviews.
- Refer patients for energy grants via Marches Energy Company & other outside agencies regarding insulation of property, installation of updated heating systems at no cost to patient.
- To establish and maintain good working relationships with Statutory benefits & other local authority departments and appropriate voluntary agencies which can be utilised by other team members. Eg Age concern, Thrive etc
- To identify and agree with the Unit manager and team colleagues areas of need in the Welfare rights field within Renal care. To make proposals on ways of meeting those needs within a local work programme.
- To participate in regular meetings with other adult Social care Welfare rights staff and welfare rights officer to identify common areas of need and to propose joint initiatives as appropriate.
- To participate in formal and informal training. To present at regional and national meetings the work being done to support renal patients.

- To liaise with GP Community care Coordinators and attend monthly meetings to discuss issues.
- To develop training material for staff and in the development and production of easily understood information for people affected by Chronic kidney disease. To ensure such information is sensitive to the needs of people from minority ethnic groups and people with disabilities.
- To liaise and advise as appropriate those staff from other organisations who make referrals to the Renal Care coordinators, eg community care coordinators & Macmillan services.
- To liaise with Renal Supportive Care Sister with care planning for end of life patients and assistance with grants & financial support.
- To maintain a local library of relevant welfare rights material for patients & staff to access.
- To participate in regular discussions with the Unit managers concerning workload issues, future work programme, personal training and development needs to ensure that practice is high quality and up to date.
- To undertake such other duties as may be required in the future that are commensurate with the grade and responsibility of the job.
- To act in accordance with SATH trust policies and Shropshire Council code of conduct and welfare support.
- To participate in staff training and development within medical and nursing teams.
- To identify patients needing additional support of food parcels – refer to the Barbican centre & Shrewsbury and Telford food banks.
- To arrange clinics where patients and families can attend for a full assessment.
- To visit patients in their homes for full assessment and plan for referrals / improvements as required.
- To provide psychological support options o patients struggling with mental health issues, ie, buddy scheme, counselling services available.
- To manage own workload, arranging help and support for renal patients on an individual basis as necessary and responding to the needs and requests of the service user as appropriate.
- The post holder will work to safeguard vulnerable adults from all forms of abuse and exploitation and will adhere to the relevant policies.
- The post holder must have administrative and clerical skills and the use of computer systems is required.
- Provides advice & support to the families of terminally ill patients regarding benefits & help towards funeral costs if appropriate in a tactful manner.
- Deal with queries, both face to face and via the telephone, passing accurate information & messages to the relevant member of the team in an appropriate and timely manner where necessary.
- Portraying a positive professional image through telephone or personal contact with visitors, staff or patients. Dealing with agitated, dissatisfied or aggressive members of the public in an appropriate manner with support if necessary.

- Provide excellent customer service during all interactions with both internal and external contacts. Demonstrate the 'Trust Values' through displaying acceptable behaviours including being professional, friendly, helpful, respectful and courteous at all times.
- To maintain accurate records both manually and electronically with relevant, objective, detailed information and with accuracy in a timely manner and in accordance with SaTH policies and procedures.
- Ensure information is made available to the appropriate person, ensuring confidentiality and data protection guidelines are not breached. Ensure any concerns are escalated to renal nursing team.
- Work in a collaborative and co-operative manner with colleagues maintaining respect and confidentiality at all times.
- Deal with infrequent exposure to distressing circumstances / unpleasant working conditions.
- To Attend monthly Haemodialysis meetings, and monthly Renal Governance forums.
- To attend daily board round on Renal ward and review planned discharges, refer patients to complex discharge team, Occupational therapy and mental health services as required to prevent failed discharges.
- The post holder may be required, from time to time, to undertake other duties, not specifically mentioned in this Job Description.

Performance & Customer Focus

The post holder will :

- Adopt a customer focused approach when delivering their service, ensuring engagement with service users and maintenance of an appropriate personal profile.
- Act as an advocate for their service and work collaboratively with colleagues across the whole of Renal Services to meet the needs of dialysis patients.
- Meet individual, service and personal development targets agreed through annual appraisal & review. To learn from experience and be committed to continuous improvement of this service to renal patients.
- Work with colleagues to meet the team's key performance indicators, support a culture of team working and ensure the team functions successfully in support of SaTH's corporate and service objectives.
- Communicates & exchanges factual information with patients & relevant bodies using tact and empathy.

- Show an awareness & understanding of patients with physical and / or mental disabilities.

Freedom to Act

- Works autonomously under own initiative.
- Identifies and monitors risks in delivering service change, reports on and escalate as appropriate.
- The post holder must be able to represent the Trust when dealing with external suppliers, partners, other healthcare providers, commissioners and patient groups.

Person Specification

	Essential	Desirable
Qualifications	• English & Maths GCSE level or equivalent. • Professional knowledge acquired through vocational qualification level 3, City and Guilds. • Evidence of short courses and inservice training • Level 2 safeguarding course	
Experience	• Previous NHS Experience • Customer Care experience • Experience in mental health services. • Demonstrate experience of working within a health and	

	social care environment. • Comprehensive awareness of safeguarding Children and Vulnerable Adults.	
Knowledge and skills	• IT skills in the use of Microsoft products and clinical IT systems (Word, Excel, Outlook, Powerpoint, Renal database, etc) • Exercise judgement and initiative in highly sensitive situations. • Articulate and well developed communication (both written and verbal) • Able to prioritise and meet deadlines effectively • Demonstrate knowledge of information governance, need for confidentiality in accordance with data protection act and trust guidelines. • Able to develop effective and appropriate relationships with patients, their families, carers and colleagues. • Willingness to identify own training and development needs and undertake further training as necessary • Ability to work effectively within a team • Ability to maintain emotional resilience	• Example • Example • Example

	and composure when undertaking the role. • Involved in care planning and support packages for terminally ill patients & their families. • Dealing with patients with challenging behaviour •	
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Other	• Able to connect & demonstrate trust values. • Able to meet travel requirements of the post and work across site to support renal patient in RSH, PRH & Ludlow renal units. • Must have access to own vehicle and driving licence as this post will work across site and involve home visits • Flexibility to meet the needs of the service • Reviewing inpatients on the ward or outpatients in a clinic or home setting	
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General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are

employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of

Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of

work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

