

SISTER/CHARGE NURSE

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

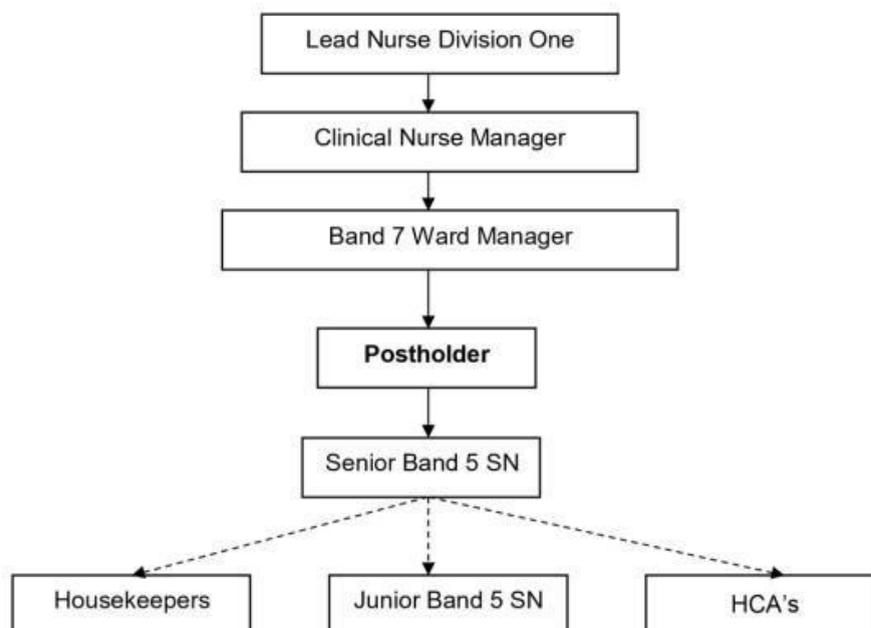
This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read. Our goal is to make the application process more accessible and inclusive for everyone.

- This role involves caring for patients and making sure they get the best treatment possible.
- You will help lead a team of nurses and make sure everyone knows what they need to do.
- You will support the ward or department manager and take charge when they are away.
- You will help plan and organise staff, beds, and resources to keep things running smoothly.
- You will work with other health professionals to make sure patients have a good experience.
- You will also help train new staff and make sure everyone follows the right rules and procedures.

Job Description

Job title:	Sister/Charge Nurse
Grade:	Band 6
Site:	The Royal Shrewsbury Hospital
Accountable to:	Ward/Department Manager
DBS required:	Yes, Enhanced DBS

Organisation Position



MANAGEMENT AND LEADERSHIP

- In conjunction with the ward/ department manager be responsible for the day to day supervision of their ward/ department/team, effectively motivating, and directing staff to ensure that time and resources are managed through effective teamwork.
- To ensure that staff have a clear understanding of their duties and responsibilities and of the standards of performance and conduct expected of them during their span of duty.
- To organise their team on a daily basis deploying staff appropriately according to their skills and experience.
- To ensure that maximum usage of available bed base is always maintained by utilising agreed operational strategies to facilitate appropriate admissions, and timely discharge to meet the delivery of the EDD process and Nurse led discharge.
- In conjunction with the ward manager receive the calls, where applicable, from the care coordinator centre and liaise with appropriate staff to co-ordinate admissions into the ward /department.
- To deputise forward/ department manager as necessary.
- In conjunction with the ward manager take responsibility for implementing and reviewing clinical practices to ensure that they are cost effective.
- To contribute towards the new ways of working which support Divisional and corporate objectives and improvement programmes.
- To be an authorised signatory for stock orders, staff time sheets and expenses.
- To support the Ward/ department in promoting new ways of working which support and contribute towards Divisional and corporate objectives and improvement programmes.
- To work with all members of the multi professional team to develop services to ensure the effective provision of all aspects of clinical care are maintained at a high standard.
- To contribute to and influence the total patient experience and journey through collaborative working and effective communications with all members of the multi- disciplinary team throughout the hospital.
- To assist in the formulation, and review of clinical policies and procedures in their own ward/ department. To ensure trust wide agreed policies within area of responsibility are adhered to.
- In the absence of the ward/ department manager be a point of contact by ensuring that they are a visible, accessible, and assertive figure to whom patients, relatives and staff can turn for assistance, advice, and support.
- To act as a role model for other junior staff.
- To support the ward/ department manager to assist PALS staff in helping to resolve the concerns of patients and their families as

quickly as possible.

- To ensure that high standards of cleanliness, tidiness and décor are maintained in their designated area. To ensure PEAT standards are adhered to.
- To work with external agencies in particular Social Services, and community nursing and domiciliary therapy services.
- To support the ward/ department managers in the process of change demonstrating professionalism and integrity
- To contribute towards the development, production, and implementation of the wards/ department's objectives, in line with agreed service and financial objectives.

PATIENT CARE

- To practise clinically, co-ordinating and supervising nursing / theatre practice. Ensuring that all patients have their needs assessed, that programmes of care are developed to meet these needs and are delivered in accordance with agreed policies and procedures.
- To be a competent practitioner, leading innovation and demonstrating clinical expertise. The postholder act as a resource and advisor in their area of expertise to colleagues in other wards and departments throughout the Trust
- To deliver all aspect of care relative to their patient group.
- To assist the implementation and delivery of the Essence of Care standards
- To ensure the use of approved manual handling techniques in delivery patient care using procedures taught by the manual handling team, including the safe use of mechanical and non-mechanical manual handling aids.
- To monitor and assist in the review of clinical standards and practice within their clinical area, with particular attention paid to the drive for evidence-based practice.
- To be aware of the nursing performance indicators and support the Ward/ Department Manager in implementing the action plans to address areas for improvement.

COMMUNICATION AND RELATIONSHIPS

- To ensure that all team members report changes in patient progress effectively, both verbally and in written form. Ensure that accurate, legible, and holistic nursing records according to NMC /or HPC guidelines and unit guidance are maintained.
- Where appropriate interpret and present clinical information to patients and their relatives, demonstrating highest levels of interpersonal and communication skills ensure that patients and their carers have sufficient relevant verbal and written information during

the patient's stay.

- To actively support staff working with highly distressing / highly emotional levels of illness.
- To respond appropriately to ineffective communication techniques and styles used by staff, . Supporting the Ward/ department Manager on first line performance management action in the event of continued issues. To undertake basic ward based training for junior staff in relation to communication strategies.
- To demonstrate sensitivity in dealing with complex and confidential information from patients, families, and colleagues, giving advice and support when necessary. Respond appropriately to the information given.
- In conjunction with the Ward/ department Manager develop appropriate written and verbal patient information processes and systems
- Will actively contribute towards Ward / departmental meetings.
- To ensure that information / decisions are cascaded appropriately to junior staff using tools forums and communication strategies as identified by the ward/ department manager.
- In conjunction with the ward/ department Manager maintain collaborative working relationships and effective communications between all members of the multidisciplinary team, resolving conflict and working within the team to ensure a high standard of co-ordinated patient care.

EDUCATION, PROFESSIONAL DEVELOPMENT AND TRAINING

- To take every reasonable opportunity for maintaining, developing and acquiring competencies and skills for self-development.
- To support the implementation of an effective appraisal system, ensuring that all staff has set objectives that identify and support individual development and training needs.
- To participate in the supervision, training and effective mentorship of junior staff, student nurses and Health Care Assistants.
- In conjunction with the Ward/ department manager identify the training and educational needs for all staff, contributing to the development and provision of the yearly training plan and educational training programmes and opportunities.
- To participate in informal and formal training sessions for their staff, delivering orientation programmes for new staff and provide relevant feedback to all members of the team.
- To support the Ward/ Department Manager in ensuring that all team members attend Mandatory training sessions.

RESEARCH AND AUDIT

- Together with the Ward/Department Manager develop standards of care and participate in ongoing research, audit, and projects.
- To promote and disseminate relevant research findings to support clinical practice and education within the department.
- To participate in developing systems for assessing the users views on the quality of services provided and for involving patient's relatives and their representatives in the planning and development of services.

HUMAN RESOURCES

- To ensure that all local and national HR policies, procedures, and guidelines are adhered to and report any failure to do so appropriately.
- To assist the Ward/ Department Manager in the management of staff within their ward / department including specific induction, recruitment and selection, deployment, training, performance management, sickness/ absence and appraisals.
- Assists the Ward/ Department Manager in planning off duty rotas to ensure appropriate staffing levels and skill mix to meet patient needs.
- To work with the Ward/ Department Manager on the appointment of nursing staff for their designated clinical area.

USE OF INFORMATION

- To ensure that staff maintain and update PAS to support patient care.
- To be conversant in the use of electronic communication systems, personal computer systems, normal office equipment and Trust PAS system.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • RGN, Paediatric specialties RSCN, Operating Theatres RGN or Registered ODP • Evidence of Continuing Professional development / qualification relevant to area of speciality. (SEE BELOW) 	
Experience	<p>Relevant post registration with recent experience in the relevant speciality or equivalent with appropriate experience having been acquired to be able to demonstrate:-</p> <ul style="list-style-type: none"> • High level clinical skills and knowledge. • Evidence of successfully co-ordinating, managing and leading the team on a day to day basis. • Evidence of teaching qualification • Evidence in undertaking preceptor / mentorship role. Involvement in Nursing audit and Research. 	

	An awareness and understanding of policy and practice relevant to speciality.	
Knowledge and skills	<ul style="list-style-type: none"> • Ability to work and communicate effectively within a multidisciplinary team setting. • Evidence of excellent communication skills including verbal, non Verbal and written. • Excellent interpersonal skills with professional credibility • Positive attitude to change with a proven ability to assist senior staff in the implementation of change and practice development. • Microsoft office PC and Sema Pas skills 	
Other	<ul style="list-style-type: none"> • Awareness of professional and personal limitations. • Ability to act as a positive role model to other members of the team. • Strong team worker 	

	<ul style="list-style-type: none"> • Flexible and Adaptable in approach • Participate in On Call rota for Theatre posts only. • Ability to travel to both Trust sides to attend relevant meetings etc. Ability to work across site to support sessional activity (Endoscopy only). 	
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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 and 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; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

Infection prevention and control (IPC)

The prevention and management of acquired infection is a key priority for the Trust. 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; and
- 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 colleagues; and
- 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; and
- 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.

Confidentiality and Security - Your attention is drawn to the confidential 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 - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. 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, to protect yourself and the Trust from any possible 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 continuous personal development including, 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; and

- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

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.

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 is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is 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.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH

continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

