

SISTER/ CHARGE NURSE

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. Our goal is to make the application process more accessible and inclusive for everyone.

- You will help care for patients and make sure they get the right treatment.
- You will support and guide other staff, helping them do their jobs well.
- You will help manage the ward or department when the manager is away.
- You will make sure the team works well together and uses time and resources wisely.
- You will talk with patients, families, and staff to make sure everyone understands what's happening.
- You will help train new staff and make sure care is always safe and up to date.

Job Description

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

Purpose of the post:

- To function as a competent clinical practitioner within their designated clinical area.
- To deliver direct patient care whilst, co-ordinating and overseeing nursing/theatre practice.
- To be responsible for ensuring the delivery of clinical activities during their span of duty.
- To ensure that there is efficient and effective utilisation of resources to deliver optimum quality care to their client group.
- To deputise for the ward/ department manager in his / her absence, driving forward evidence-based practice and taking responsibility for the supervision of staff and the policies and practices that operate within their clinical area.
- To work flexibly to meet the needs of the service.
- To participate in the on-call rota if post within theatres

Management and Leadership

1. 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.
2. 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.
3. To organise their team on a daily basis deploying staff appropriately according to their skills and experience.
4. 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.
5. In conjunction with the ward manager receive the calls, where applicable, from the care co-ordinator centre and liaise with appropriate staff to coordinate admissions into the ward /department.
6. To deputise for ward/ department manager as necessary.
7. In conjunction with the ward manager take responsibility for implementing and reviewing clinical practices to ensure that they are cost effective.
8. To contribute towards the new ways of working which support Divisional and corporate objectives and improvement programmes.
9. To be an authorised signatory for stock orders, staff time sheets and expenses.
10. To support the Ward/ department in promoting new ways of working which support and contribute towards Divisional and corporate objectives and improvement programmes .
11. 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.
12. 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.
13. 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.
14. 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.
15. To act as a role model for other junior staff.
16. 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.

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

Patient Care

1. 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.
2. 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.
3. To deliver all aspect of care relative to their patient group.
4. To assist the implementation and delivery of the Essence of Care standards.
5. 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.
6. 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.
7. 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

1. 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.
2. 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.

3. To actively support staff working with highly distressing / highly emotional levels of illness.
4. 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.
5. To undertake basic ward-based training for junior staff in relation to communication strategies.
6. 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.
7. In conjunction with the Ward/ department Manager develop appropriate written and verbal patient information processes and systems.
8. Will actively contribute towards Ward / departmental meetings.
9. To ensure that information / decisions are cascaded appropriately to junior staff using tools forums and communication strategies as identified by the ward/ department manager.
10. 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

1. To take every reasonable opportunity for maintaining, developing and acquiring competencies and skills for self-development.
2. 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.
3. To participate in the supervision, training and effective mentorship of junior staff, student nurses and Health Care Assistants.
4. 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.
5. 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.
6. To support the Ward/ Department Manager in ensuring that all team members attend Mandatory training sessions.

Research and Audit

1. Together with the Ward/Department Manager develop standards of care and participate in ongoing research, audit and projects.
2. To promote and disseminate relevant research findings to support clinical practice and education within the department.

3. 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

1. To ensure that all local and national HR policies, procedures and guidelines are adhered to and report any failure to do so appropriately.
2. 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.
3. Assists the Ward/ Department Manager in planning off duty rotas to ensure appropriate staffing levels and skill mix to meet patient needs.
4. To work with the Ward/ Department Manager on the appointment of nursing staff for their designated clinical area.

Use of information

1. To ensure that staff maintain and update PAS to support patient care.
2. 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	RGN, Paediatric specialties RSCN, Operating Theatres RGN or Registered ODP Evidence of Continuing Professional development/ qualification relevant to area of speciality ** SEE BELOW **	
Experience	Recent experience in the relevant speciality or equivalent with appropriate experience having been acquired to be able to demonstrate: ○ High level clinical skills and knowledge ○ Evidence of successfully coordinating, managing and leading the team on a day-to-day basis ○ Teaching ability ○ Experience in undertaking preceptor/mentor role	Involvement in Nursing audit and research An awareness and understanding of policy and practice relevant to speciality
Knowledge and skills	Ability to work and communicate effectively within a multi-disciplinary team setting Evidence of Excellent communication Skills including verbal, non-verbal and written communication Excellent interpersonal skills with professional credibility Positive attitude to change with a proven ability to assist senior staff in implementation of change and practice development Microsoft Office PC and Sema Pas experience	

	Awareness of professional and personal limitations Ability to act as a positive role model to other members of the team Strong Team Worker Participate in the On Call rota (Theatres)	
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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.

