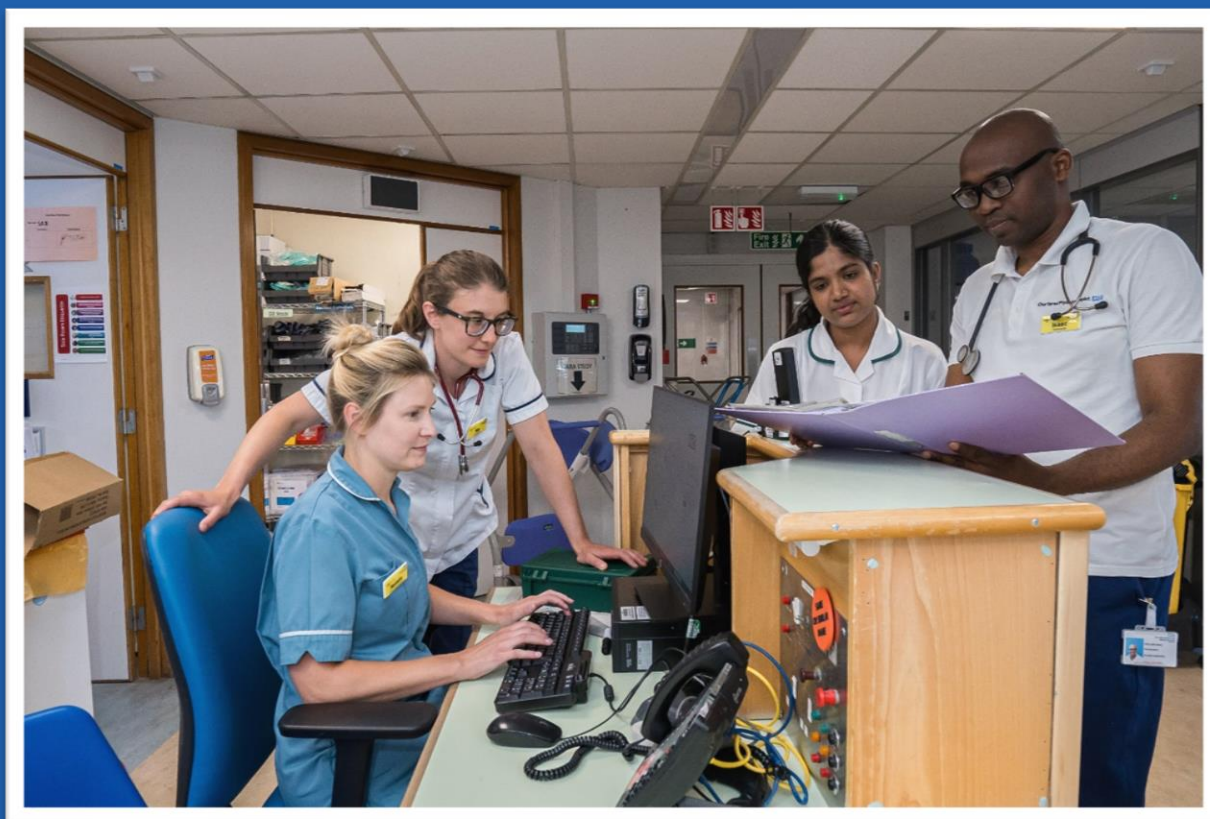


SENIOR HEARING THERAPIST

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.

- This role leads the hearing therapy service and supports adults who have hearing loss or tinnitus.
- It involves assessing people with complex needs and creating personalised plans to help them communicate better.
- The job includes running clinics, giving advice, teaching skills like lipreading, and supporting people who are distressed.
- It also involves working with many other services and groups to make sure support is joined up across the area.
- The postholder will guide other staff, help develop the service, and make sure information and training about hearing loss is kept up to date.

Job Description

| | |
|------------------------|--|
| Job title: | Senior Hearing Therapist |
| Grade: | Band 6 |
| Site: | Royal Shrewsbury Hospital Main Base and other clinical sites |
| Accountable to: | Head of Service |
| DBS required: | Enhanced |

1. Job Purpose

The Postholder:

- They will be the clinical lead for comprehensive hearing therapy services within Shropshire Audiology. They will work autonomously and take responsibility for a broad range of work, the great majority of which are complex and non-routine.
- They will be the main source of professional guidance and advice on the development of aural rehabilitation for adults with hearing difficulties.
- The postholder also contributes to local advisory groups on the needs of hearing impaired people and contributes to the successful networking of statutory and local support groups across Shropshire. They will be responsible for multi-agency partnership between audiology departments, the Sensory Resource Service, Sensory Inclusion Service and Social Services to provide a more comprehensive and flexible service to meet the needs of people with a hearing loss and tinnitus.

- The postholder is capable of formulating highly individualised treatment plans and providing ongoing care, advice and support to the full range of patients presenting to the service.
- Responsible for Co-ordination of regional Lipreading Service
- Responsible for supporting deaf awareness in the trust and providing advice
- The postholder will work as an autonomous clinical practitioner responsible to the Head of Audiology.

2. Main Duties and Responsibilities

a. Clinical

The post holder must be able to perform the following functions without supervision, providing and receiving complex or sensitive or contentious information to patients and carers who may have additional disabilities and / or challenging behaviour, or have English as a second language.

Significant barriers to communication and acceptance of diagnosis and prognosis may also exist. This involves empathetic, persuasive, motivational, negotiation, training and re-assurance skills to impart complex information frequently involving the discussion of sensitive information. The post holder must adhere to professional and departmental standards and procedures:

- To carry out weekly hearing therapy and tinnitus clinics and liaise with other professional staff and colleagues on the appropriate management of patients.
- To undertake a comprehensive assessment of patients including those with a complex presentation, using investigative and analytic skills to formulate individualised management and treatment plans using clinical reasoning, and utilising a wide range of treatment skills to deliver a specialised rehabilitative programme of care.
- To use counselling skills, as a consequence of patients' frequent emotional distress, to enable patients, their families and / or carers, to participate in individual management programmes.
- To apply a high level of understanding of the effects of disability and provide advice on lifestyle changes and management advice for such changes.
- To develop, implement, manage and evaluate programmes designed to maximise patients' communication abilities by delivering individual and group communication training courses, including lipreading tuition, auditory training, hearing tactics training, assertiveness training.
- To assess, determine and provide treatment, and evaluate the outcomes for patients with tinnitus, hyperacusis and other related audiological disorders to improve the patient's management of their condition by providing individual and group interventions following National Guidelines, if available, and Departmental protocols.

- To take responsibility as lead specialist for treatment of patients diagnosed with Auditory Processing Disorder and for patients with severe to profound hearing loss.
- To use own judgement to decide if patients require assessment and treatment at home because of their rehabilitation needs and provide a domiciliary service according to Trust Policy and Departmental protocols
- To use own judgement to provide appropriate and timely discharge and / or onward referral on completion of management programmes
- To provide information and advice on the range of assistive listening devices for use within the home or the workplace. Refer patients to appropriate agencies for provision of equipment as required e.g. Social Services or Employment Services.
- Provision and development of information to patients on all aspects of hearing loss and associated conditions to increase the patient's knowledge and understanding. To ensure that leaflets and information for Audiology staff is kept up to date and training provided as appropriate.
- To inform and evaluate the suitability of patients to be referred for Cros-aids, bone-conduction hearing aids and cochlear implants. To be the Cochlear Implant Champion for rehabilitation.
- To supervise the lipreading co-ordinator to provide courses in lipreading
- To provide management and clinical supervision to other Hearing Therapists and/or Hearing Therapy students and Audiology Students and other relevant staff.
- To maintain patients' records and statistical data on auditbase and carry out relevant paperwork in support of clinical practice in a timely manner.
- To ensure that professional colleagues within Shropshire have appropriate hearing-impaired awareness training offered to them.
- To liaise with outside agencies involved in the provision of services to deaf and hard of hearing people, including the Co-ordinator of the Community Resource, Social Services, Education, employment agencies, lipreading tutors, hard of hearing groups and voluntary bodies.

The postholder is expected to have knowledge of test results regarding audiograms, tympanometry, ERA's, scans and other relevant diagnostic testing in order to fully explain results to patients.

b. Systems and equipment

Requirements: good computer keyboard skills (expected to use computers for more than 4 hours each day) Use of computer including auditbase software, word processing, PowerPoint and excel spreadsheets, hospital PMS.

Knowledge of environmental equipment i.e. amplifying phones, loops, vibrating alarm clock, streamers. Required to maintain and keep the equipment up to date.

Knowledge and handling of hearing aids, white noise generators and ear moulds.

The post holder is responsible for accurate keeping of patient records and information, inputting clinical data and reports into the Audiology department's computer database.

The post holder is required to use a wide range of computerised patient management systems. The postholder will be expected to be able to carry out front-line troubleshooting and referral to others with greater specialist knowledge when appropriate.

c. Communication and Relationship Skills

- To communicate effectively and work collaboratively with medical, nursing and other colleagues to ensure delivery of a co-ordinated multi-disciplinary service.
- To establish robust communication networks with clients, carers, and other health workers and agencies. The nature of the Hearing Therapy role is such that complex technical and scientific information must be explained, and care plans devised based on that information.
- The nature of the Hearing Therapy role is such that complex technical and scientific information must be explained, and care plans devised based on that information.
- The postholder is expected to attend national and regional meetings relating to rehabilitation issues to maintain relationships with other therapists and keep knowledge base up to date. To attend and participate at appropriate meetings e.g. social services. To liaise with outside agencies involved in the provision of services to deaf and hard of hearing people, including Community Resource, Social Services, Education, employment agencies, lipreading tutors, hard of hearing groups, Tinnitus Support Groups and voluntary bodies.
- To provide a teaching and training service to professionals in interested groups e.g. deaf awareness, communication skills, tinnitus relaxation
- The post holder is expected to participate in training and supervision of junior members of staff, Audiology Assistants and visiting trainee Under Graduates, Graduates and Post Graduates. Provide mentoring, advice and guidance to other members of staff for the purpose of clinical governance and development of staff. Participate in regular supervisory sessions with members of the hearing therapy team and provide supervision and training for students.
- To raise awareness of the needs of deaf and hearing impaired people and provide information concerning aural rehabilitation to professional groups, hard of hearing groups and the public.

d. Analytical and Judgement Skills

- The postholder has a high level of autonomy in the role of Senior Hearing Therapist in liaison with the Head of Service and Adult services Manager.

- The postholder plans and prioritises their own duties, clinics, meetings and training session.
- Required to make frequent comments on changes in procedure in relation to rehabilitation issues.
- Has responsibility for clinical supervision of other staff and mentoring of audiology staff.
- Has responsibility for identifying service development needs within Hearing Therapy, Tinnitus Service and contribute to Aural Rehabilitation service development.
- The postholder is involved in policy decisions affecting the running and quality of the hearing therapy and tinnitus service and helps to facilitate the tinnitus clinical interest group and balance interest group.
- Reporting of findings to a wide range of colleagues, both within the NHS and to external statutory and non-statutory bodies this is often done on a daily basis. Reports are expected to contain recommended courses of action where appropriate.
- To participate actively in the monitoring, evaluation, audit and research of the service.
- The post holder will be responsible for highlighting the need for improvement changes in line with local and national service development.
- e. Planning and Organisational Skills
- The post holder is expected to apply high levels of concentration for multiple periods, each not exceeding one hour each day. Unpredictable work patterns can be expected within the department's clinical framework.

Management Responsibility

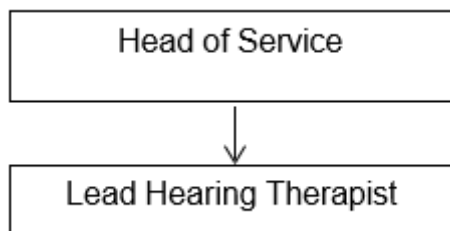
- To co-ordinate the day-to-day activities and provide effective guidance, supervision for hearing Therapy and Tinnitus and appraisal of Hearing Therapy staff
- To monitor Hearing Therapy and Tinnitus waiting lists and allocate staff where necessary.
- To be responsible for and monitor the Hearing Therapy and Lipreading budget in conjunction with the Head of Service.
- To develop, liaise and advise with the adult services manager, Head of Service and colleagues in the development of new services, techniques, protocols and service specifications.
- To liaise and participate in recruitment retention and selection of Hearing Therapy staff and relevant staff members.
- To contribute to the Audiology annual report and future service developments.
- To participate and contribute to service development through senior management meetings. The postholder is expected to communicate service-related issues to senior managers and staff – this required negotiation skills and presentation skills.
- To participate and contribute to service development in aural rehabilitation through senior management team in conjunction with the Head of Audiology Services

Administrative Responsibilities

- Manage own caseload and waiting times to maintain equitable access to services
- Develop and maintain a professional relationship with statutory and non-statutory bodies such as Social Services, Sensory Resource Service, Education and Employment services, charitable bodies, patient organisations etc to ensure patients' needs are met
- Work to agreed standards of practice and service as defined by the Head of Audiology and participate in audit to ensure the maintenance of standards of practice and service
- Recognise, make recommendations, and implement changing practice in policies, protocols and procedures in line with departmental requirements
- Evaluate and use research in the delivery of clinical service as part of an evidence-based approach to healthcare
- Monitor quality of publicity and administration of the lipreading service.
- Keep up to date with developments in equipment, organisations and ensure information resources are updated.
- Chair, attend and participate at appropriate meetings e.g. Hearing Professional meeting.
- To ensure that up to date written and electronic records and activity data are maintained in accordance with professional and Trust standards and provide reports as appropriate.
- Educational responsibilities/Research and Development
- To liaise with the co-ordinator of the sensory resource service and participate in any training programmes of peer-support volunteers where necessary.
- To contribute to the induction, training of students and other staff, both within and external to the Trust.
- To support the rehabilitation officers within social services through professional advice.
- To provide a teaching and training service to professionals in interested groups e.g. deaf awareness, communication skills.
- To raise awareness of the needs of deaf and hearing-impaired people and provide information concerning aural rehabilitation to professional groups, hard of hearing groups and the public.
- Participate in regular supervisory sessions with members of the hearing therapy team and provide supervision and training for students.
- Provide mentoring, advice and guidance to other members of staff for the purpose of clinical governance and development of staff
- To actively maintain CPD and ensure that the department's practice is to the highest standard, safe and up to date. Maintain registration through the conduct and documentation of CPD. To demonstrate on-going personal development through participation in internal and external development opportunities, recording learning outcomes in portfolio.
- To apply specialist skills and knowledge to establish professional competence and fitness to practice as a Lead Hearing Therapist.

- To undertake research and/or audit projects relevant to the audiology Services.
- To comment on service development in staff meetings and audit sessions, treatment/ intervention types and equipment procurement for the department. Work to agreed standards of practice and service and participate in audit to ensure the maintenance of standards of practice and service. To apply specialist skills and knowledge to establish professional competence and fitness to practice as a Hearing Therapist.
- Accept clinical responsibility for a designated caseload of patients and organise this caseload effectively and efficiently having regard for clinical priorities and departmental resources.
- Facilitate and be responsible for service development and resource allocations at main base or a community setting, through effective communication and liaison with local managers to effectively manage clinical caseloads.
- Use reflective practice techniques and undergo Clinical Supervision and Appraisal to develop own work performance. Evaluate and use research in the delivery of clinical service as part of an evidence-based approach to healthcare
- Keep up to date with developments in equipment, organisations and ensure information packs are updated.
- Physical, Mental and Emotional demands of this post.
- The post holder is expected to have a high degree of manual dexterity and hand-eye coordination for safe clinical practice. Other requirements are: good computer keyboard skills (expected to use computers for more than 4 hours each day).
- To have the ability to travel.
- To be able to lift and move heavy pieces of equipment daily (not more than 20Kg each item or total load). Loads in excess of 20Kg will be moved with appropriate use of lifting and handling equipment. The post holder is also expected to move patients in wheelchairs.
- The postholder may find himself or herself exposed to unpleasant body odours, fluids and secretions, such as ear infections.
- It is essential that the post holder understands how people can react differently to health care settings and how best to handle them.
- The postholder requires excellent time management skills for meeting a wide variety of demands on time from clinical needs, training meetings. It requires prolonged concentration for meeting the needs of complex and often emotional patients and for meetings often involving sensitive issues. The unpredictable pattern of work and demands on time require a high level of mental effort.
- Hearing Therapy and tinnitus work frequently involves dealing with a highly emotional and vulnerable group of patients which requires the postholder to be emotional resilient.

Organisational Chart



Person Specification

| | Essential | Desirable |
|-----------------------|---|--|
| Qualifications | <ul style="list-style-type: none"> • Hearing Therapy Qualification Certificate or Diploma level and/or BSc. • Holds professional registration for AHCS or HPC • Leadership Qualification | <ul style="list-style-type: none"> • MSc in Audiology/ M level credits Aural Rehabilitation /Tinnitus/ Specialist areas/Higher Training Scheme module • Evidence of attendance at the European Tinnitus course/Tinnitus UK tinnitus adviser course/Tinnitus UK conference • Teaching and Learning qualification • Dementia Training • Sight Loss training • Computer qualification • CBT/Counselling/Acceptance Therapy • Lipreading Teaching Qualification • British Sign Language Qualification • Good Clinical Practice (GCP) |

| | | |
|-----------------------------|---|--|
| Experience | <ul style="list-style-type: none"> • Experience with a broad variety of complex, non-routine patients associated to the postholders speciality • Experience of working with statutory bodies and voluntary groups within the field of hearing impairment • Experience with a wide range of assistive devices • Experience with computers and related equipment • To have demonstrable experience in all areas of rehabilitative audiology. | <ul style="list-style-type: none"> • Experience of Auditbase administration • Mentoring, Supervising and training students / junior staff • Experience of service development, audit and research |
| Knowledge and skills | <ul style="list-style-type: none"> • Good knowledge and experience of working with individuals with a hearing loss & associated disorders • Good communication skills – clear lip patterns and good interpersonal skills • Good active listening skills • Excellent interpersonal skills: Friendly, courteous, confident and diplomatic • Excellent written communication skills • Ability to work in a team and communicate with other professionals • Skills in planning and prioritising own diary and workload and the ability to identify and manage competing demands • Keyboard skills and data entry • Ability to work independently and within a multidisciplinary team • Divergent thinker who can also pay attention to detail • Ability to work calmly and methodically when under pressure from a busy caseload | <ul style="list-style-type: none"> • Ability to pass on skills & knowledge to others (especially trainees) both informally & formally • Presentation skills • Leadership experience • Experience in mental health awareness • CBT skills and experience/ Counselling skills • Developing peer support groups e.g. tinnitus, relaxation |

| | | |
|---------------------|---|--|
| | <ul style="list-style-type: none"> • Ability to plan and priorities own workload to deadlines • Project Planning • Motivated, enthusiastic and confident • Committed to personal development • Adaptable and able to work under pressure without loss of performance • Mature approach to work • Dependable and reliable • Able to adopt flexible approach to suit needs of individual patients • Able to accept constructive criticism and assertive enough to express own needs • Knowledge of health and safety requirements in Audiology and risk assessments | |
| <p>Other</p> | <ul style="list-style-type: none"> • Ability to carry equipment to the job • Ability to stoop, bend and work occasionally • Will travel for courses, meetings and undertake further training & qualifications • Commitment to role and flexibility • Excellent manual dexterity and co-ordination to accurately manipulate equipment and small devices to include hearing aids and accessories • The postholder is expected to deal with body fluids on a regular basis such as ear discharge and cerumen and follow the necessary infection control procedures when exposed | |

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.

