

TB CLINICAL SUPPORT WORKER

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.

- The role supports the TB nursing team by helping with both clinical and admin tasks.
- You will prepare and record test requests, collect results, and help patients get ready for treatment.
- You will talk with patients, families and staff in a respectful and clear way, making sure information is understood.
- You will help keep patients safe by noticing and reporting any problems in their environment.
- You will keep equipment and supplies stocked, support audits, and use computer systems to record patient information.
- You will work mainly on the RSH and PRH sites, with some visits to patients in the community when needed.

Job Description

Job title:	TB Clinical Support Worker
Grade:	Band 3
Site:	The Royal Shrewsbury Hospital and at The Princess Royal Hospital, Telford
Accountable to:	Lead TB CNS
DBS required:	Enhanced

JOB OVERVIEW

The Clinical Support Worker model has been at SaTH since 2009, the project supports the corporate trust objective: Improve patient safety and the patient experience through the continued improvement in the quality of our services.

The Clinical Support Worker model proposes that the way to achieve effective clinical care is to have one or more multidisciplinary teams working in the hospital, who between them have the full range of skills and competences to meet patient's immediate needs.

As part of this model, the post holder will be working under the guidance and direction of the TB Specialist nursing team. The post holder will be trained to undertake a wide variety of clinical and administration tasks.

The post holder will primarily work within the TB at the RSH and PRH sites. There may be a requirement to visit patients in their homes, place of work, school or prison.

The post holder will normally work under the direction of the TB Nurse Specialist on a day-to-day basis.

The post holder will:

- Be responsible for preparing and sending request/referrals for tests and documenting these activities in patient's records.
- Be responsible for obtaining results of investigations at the request of the TB team.
- Prepare patients for treatment, offering support to the patient and professional staff and assisting patients. For example, to assist with procedures by preparing equipment, gathering data, completing clinical questionnaires, and delivering urgent clinical supplies to the appropriate location if required.
- Develop and maintain effective communication systems as a key member of the team. Be always contactable and liaise with the other team members at pre-arranged times during the post holder's shift.
- Interact with patients and relatives and visitors / significant others with respect, considering individual needs. To support the patient's right to correct information, identifying communication barriers and dealing with these appropriately. This includes seeking advice or support from other members of the TB team.
- Contribute to the ongoing support of individual patients and staff by always promoting dignity, promoting equality and ensuring individualised care.
- Always maintain patient confidentiality.
- Identify any maintenance, health & safety and security issues that may affect patients within their environment, reporting to the nurse in charge any hazards which may endanger individuals and, where appropriate, personally acting.
- To make an individual judgement to prioritise and ensure messages are responded to appropriately, correctly, and safely.
- To undertake specific patient interventions as requested by the TB nurse Specialist or Respiratory team in line with extended role competencies, which support work undertaken in the department. Competence will have to be demonstrated in each task prior to it being undertaken.
- Replace equipment and consumable parts.
- Keeping track of stock and maintaining an adequate supply of correct parts.
- Administration of clinical audits. Participate in the collection of audit data for work undertaken by the team.
- Support patients who have questions, understanding who to direct those queries to.

- To provide clinical administrative support to the team. This may include actions such as:
 1. Collate nursing documentation
 2. Record biographical details of patients in manual / computerised records
 3. Answer telephone courteously, relay messages accurately and promptly, answer general enquiries by visitors
 4. To use general software such as Word and Excel with ease.
 5. To navigate specialised specialty-related software to download and records patient data.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • NVQ level 2 in care • Evidence of continuing professional development sufficient to demonstrate the ability and willingness to study at a level equivalent to NVQ Level 3 	<ul style="list-style-type: none"> • NVQ Level 3 in care
Experience	<ul style="list-style-type: none"> • Sufficient experience in an acute healthcare setting to demonstrate a good understanding of clinical care in such an environment • Previous experience of undertaking clinical skills as highlighted in job description. 	
Knowledge and skills	<ul style="list-style-type: none"> • Ability to work and communicate effectively within a multidisciplinary team setting within. • Evidence of excellent communication skills including verbal, non-verbal and written. • Excellent interpersonal skills • Time management skills with an ability to work in a calm and paced manner • Positive attitude to change 	<ul style="list-style-type: none"> • Evidence of understanding the importance of patient documentation and record keeping skills. • Sound IT skills
Other	<ul style="list-style-type: none"> • Awareness of personal limitations. • Keen and motivated worker • Strong Team player • Flexible and adaptable in approach • Ability to work flexibly to meet service needs 	<ul style="list-style-type: none"> • Able to relate well to peers and seniors, accepting and responding to constructive criticism

	<ul style="list-style-type: none"> • Ability to work at all Trust sites • Driving licence and access to car. 	
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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.



Proud to have signed
The Pregnancy
Loss Pledge

