



NEONATAL OUTREACH AND TRANSITIONAL CARE LEAD

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

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

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, 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

Option to buy and sell additional annual leave

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

- Blue Light Card
- Health Service
- Discounts NHS

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	Neonatal Outreach and Transitional Care Lead
Band	7
Directorate	Women's and Children's
Accountable to	Neonatal Matron
DBS Required?	Yes – Enhanced

1. Job Purpose

The postholder will have a key leadership and management role at a senior level of nursing, providing specialist skills and knowledge to support the organisation in high quality care delivery to neonatal babies that are cared for under the neonatal outreach or transitional care remit, this covers the care of babies both in the acute and community setting. This role is a clinical role and will have an emphasis on family focused care delivery, seeing the family as a unit, assessing and searching for health needs to optimise health outcomes and reduce health inequalities whilst also providing line management responsibility for professionals delivering care across the transitional care and outreach provision.

2. Main Duties and Responsibilities

2.1 Be the role model as the team leader for advice, expertise and support and in the absence other senior nursing staff

2.2 Demonstrate effective time management and leadership skills

2.3 Utilisation of effective resource management, including pay and non pay costs working with the neonatal matron and the ward manager as necessary

- 2.4 Work closely with neonatal and maternity teams to identify key stakeholders, build strong effective working relationships which enhance the patient experience, quality improvement and patient safety
- 2.5 Ensure the service for which you are responsible has adequate policies and procedures to able and facilitate high quality care that is safe
- 2.6 Ensure that quality of care is assessed and audited which includes lived patient experience and nursing and midwifery standards in accordance with the NMC code of conduct
- 2.7 Ensure all health and safety requirement are complied with and all incidents are reported to the senior team and utilising the trust incident management system, demonstrating openness and transparency
- 2.8 Active leadership in robust recruitment and selection of staff and appraisal processes supporting staff to thrive to their full potential
- 2.9 Contribute to and lead on policy and guideline development, including inputting for business
- 3.0 Visible and accessible presence in the community and acute settings for patients, relatives and staff
- 3.1 Act as a resource of specialist knowledge and expertise to ensure high quality delivery of patient care
- 3.2 Leading by example and taking responsibility for your own professional development
- 3.3 Provide leadership that promotes patient focused care
- 3.4 Role model standards of care and expected behaviours through participation in direct patient car
- 3.5 Ensure professional registration and mandatory education and training is maintained for your own learning and that of your team
- 3.6 Maintain personal standards of conduct and behaviour, which are consistent with the trust and nursing and midwifery council (NMC) standards and requirements
- 3.7 Work with the maternity team to oversee the collaborative management of transitional care

4 People Management

- 4.0 Develop a strategy for effective communication for working with patients, relatives and (MDT), internal and externally
- 4.1 In collaboration with the education team identify educational needs and training to meet the service and patient needs through appraisal and personal development plans
- 4.2 Support the implementation of human resource policies within the service and develop a positive performance culture that celebrates successes and takes appropriate steps to manage poor performance in line with trust policy
- 4.3 Challenge behaviours which fall below trust expectations, additionally create and empower a culture of psychological safety

5 Policies and strategy

- 5.1 Contribute business planning where necessary and appropriate
- 5.2 Participate in the development of trust policies and standards and to be responsible for ensuring these are adhered to in line with trust policy
- 5.3 Be responsible for implement and overseeing service improvement in response to audit, patient feedback, peer review, inspection and data analysis
- 5.4 Conduct regular audits
- 5.5 Ensure environmental and infection prevention standards are upheld and action when standards fall below expectations
- 5.6 Experience or ability to review current pathways/processes and improve them for a better patient experience

6 Organisation and Delivery of Care

- 6.1 Ensure nursing documentation is to standards, in line with policies and procedures and justifiable in relation to legislation and NMC standards
- 6.2 Ensure appropriate health and safety risk assessment are conducted, utilising key contacts and key policies, reporting and escalating appropriately
- 6.3 Ensure care that is provided is based on evidence-based practice and in line with guidance and protocols
- 6.4 Ensure as an individual and a team that care provided is holistic and is based using multi- disciplinary input, recognising the skills and contribution of service users and other professionals to maximise the patient experience
- 6.5 Review and professionally challenge where necessary clinical effectiveness and innovative practice in the provision of care
- 6.6 Ensure that all of the team and self-responsibility to enact appropriate measures in terms of child protection and safeguarding of adults where necessary, seeking opportunities for preventative signposting and referral to ensure families and children reach their maximum potential, including timely referral into social care when child protection measures are required.
- 6.7 Engage with your team members to identify risk, solutions, opportunities for improvement, escalating and acting as an advocate for your staff and population of the families you serve
- 6.8 Be prepared to form strong working relationships within the neonatal network and neonatal network colleagues
- 6.9 Act as a resource of expert clinical knowledge to ensure care delivered to families is preventative, timely, responsive and proportionate to requirements to prevent adverse outcomes.

7 Professional

7.1 Be accountable for your own actions and always act in accordance with your NMC standards and code of conduct.

7.2 Maintain your own professional development, asking for support and help when you identify a gap or need in your professional development, taking self responsibility for maintaining your own statutory and mandatory training and ensuring oversight of your teams compliance and appropriate actions for next steps

7.3 Demonstrate and promote excellent interpersonal skills, being a professional role model, being able to write high quality professional reports and present them in differing forums

7.4 Support and promote the rights of the service users and babies with your care, recognising patient and family centred care, that is tailored to their needs. Ensuring care is inclusive and supports equality and diversity

7.5 Use a range of IT software systems, basic computer skills and packages and supports the implementation of new and changing software, whilst recognising own developmental needs

7.6 Understands Clinical Governance framework and actively participates in the governance functions of the trust and statutory duties

7.7 Be visible and accessible, presence in the community and acute settings for patients, relative and staff, being part of complaints and patient feedback where necessary

7.8 Ability to apply national and mandated policy and guidance to local service provision

7.9 Can assess performance of delivery and work with others to provide assurance and improve practice

8 Education and training

8.1 Take responsibility for own professional development

8.2 Lead by example and act as a positive role model for all staff

8.3 Provide leadership that promotes patient focused care

8.4 Provide clinical leadership and line management of staff ensuring the delivery of gold standard professional care and standards through your support of staff development, management of performance, objectives and appraisal/review, supporting staff with their own training needs and career aspirations

8.5 Role model standards of care and expected behaviour through indirect and direct patient and staff communication that reflects the trust values and upholds the reputation of your profession

8.6 Ensure that professional registration and mandatory education and training is maintained by all members of the team and accurate records are available

8.7 Experience of caring for the critically unwell neonate and willingness to keep skill set up to remain competent.



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Registered Childrens/Adult or Midwife • Qualified in specialty/equivalent course • Degree in relevant field • Leadership training/qualification • Mentorship/assessment/ training qualification • Safeguarding children training 	<ul style="list-style-type: none"> • Community/public health qualification • UNICEF BFI accredited training • Early help/ health needs training

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Proven experience in neonatal care with experience at a band 6 level or equivalent in responsibility/job role • Experience providing care across acute and community services • Experience of managing and leading a team • Evidence of personal and professional development • Evidence of teaching others and presenting • Conducting audit/research and part of implementation of change 	<ul style="list-style-type: none"> • Transitional care experience • Implemented a new service • Participation in governance agenda at senior level • Family integrated care experience • Managed complex discharges • Experience of redesigning new/ changing pathways

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Leadership skills which have a positive impact on others • Clear effective communication verbal and non verbal • Created/reviewed/inputted in policy relevant to area • Inspiring and passionate role Model, acting as an advocate for neonatal care • Can work across professional boundaries to achieve change and improved quality of care • Experience of service improvement and change • Can have professionally challenging conversations respectfully • Demonstrates self awareness and insight into impacts of own behaviours on others • Able to apply health policy and national mandates to local service delivery and practice • Attention to detail, accuracy in delivery when presenting reports • Can build strong professional working relationships with relevant key stakeholders 	<ul style="list-style-type: none"> •

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; 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 AND CYBER SECURITY

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.

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

- you are familiar with and adhere to the Trust's 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.

NO SMOKING POLICY

The Trust is a no smoking/e-cigarette/vaping organisation except for designated external areas, in accordance with Trust Policy.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

Getting to The Royal Shrewsbury Hospital

The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

Getting to The Princess Royal Hospital