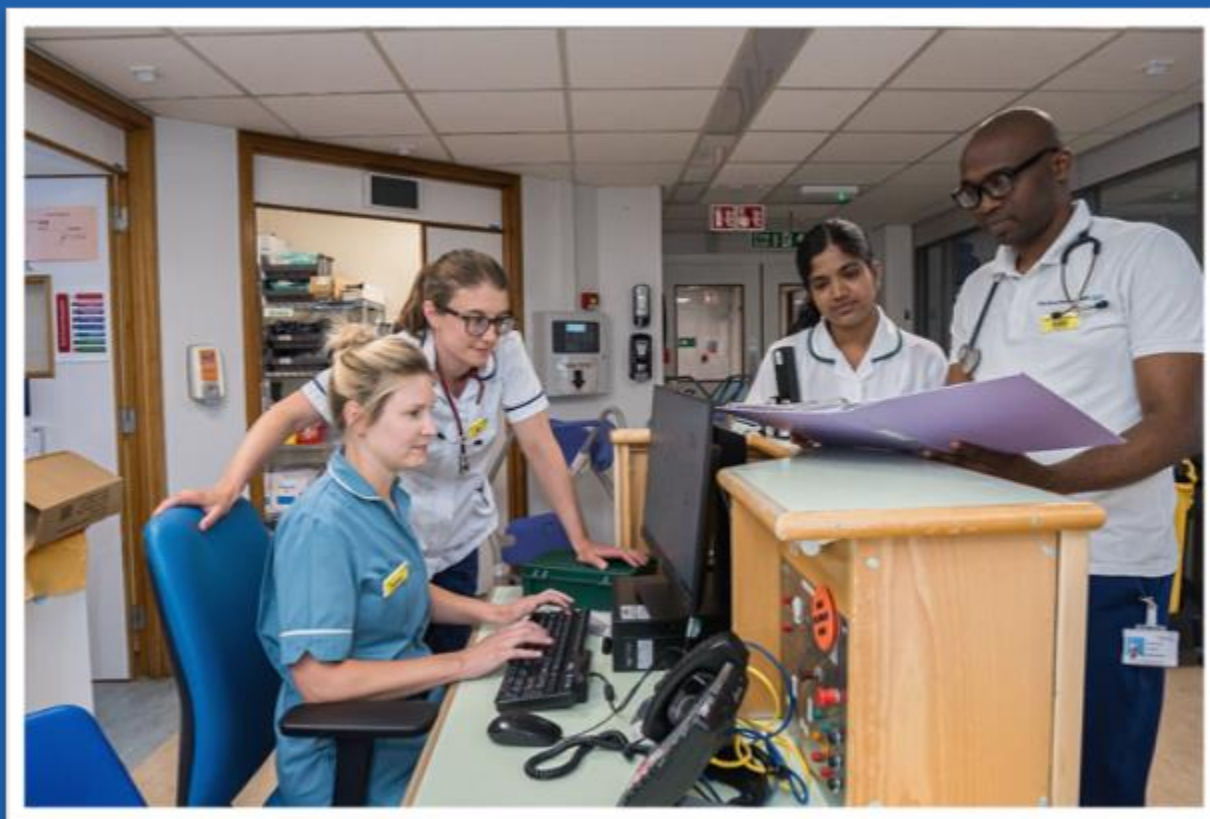


# OPHTHALMIC SISTER / CHARGE NURSE – URGENT EYE CARE CLINIC

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.\*\**

- Provide safe, high-quality care to patients attending the Urgent Eye Clinic and general eye outpatient services.
- Assess, treat and manage a range of eye conditions, and decide when patients can be discharged or need further care.
- Work closely with doctors and the wider team to ensure patients receive the right care at the right time.
- Support the day-to-day running of the clinic, including guiding and supervising junior staff when needed.
- Communicate clearly and kindly with patients and their families, offering advice and reassurance.
- Help maintain a safe, organised and efficient service, using resources responsibly and following best practice.

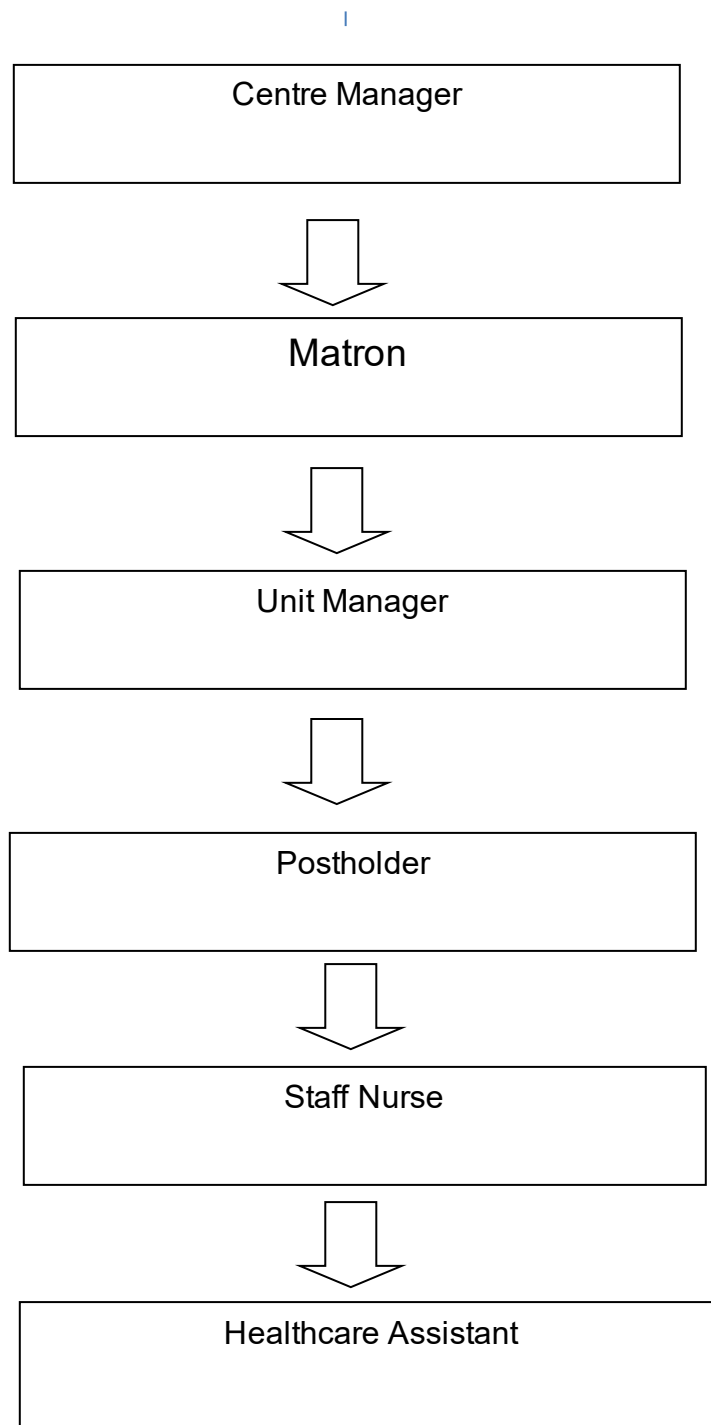
## Job Description

<b>Job title:</b>	Ophthalmic Sister / Charge Nurse
<b>Grade:</b>	6
<b>Site:</b>	The Royal Shrewsbury Hospital
<b>Accountable to:</b>	Unit Manager
<b>DBS required:</b>	Yes

## Purpose of Post

- To function as a competent clinical practitioner within Urgent Eye Clinic and General Ophthalmology Out-patients. Delivering direct patient care using advanced ophthalmic nursing skills
- To be competent to individually assess, treat, plan and discharge Patients that meet criteria for nurse led clinic under in-direct supervision from Ophthalmologist within UEC.
- To be responsible for the safe delivery of clinical care 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.
- Deputise for senior sisters in their absence driving forward evidence based practice and taking responsibility for the supervision of staff and policies and practices that operate within their clinical area.
- Demonstrate the ability to perform ophthalmic triage effectively
- Works in conjunction with the ophthalmology medical team on a daily basis.
- Works a flexible shift pattern 8-6 which includes weekends to meet the needs of the service

## Organisational position



## Clinical practice

- Be expected to provide clinical expertise and knowledge demonstrating a sound understanding of issues relating to identification, assessment, treatment and management of a client group. Specifically diagnose, treat, discharge or refer onwards an undifferentiated case load of ophthalmic patients. Ensure that care pathways are shared to meet patient's needs and are delivered in accordance with agreed policies and procedures. Responsible for the assessment, planning, delivery and evaluation of individualised patient care, working in partnership with patients, their carer's and the multi-disciplinary team to ensure patient's physical, spiritual and emotional needs are met.
- Once In- house training & competencies have been achieved demonstrate advanced ophthalmic skills to include:
  - Applanation tonometry
  - Foreign body removal
  - Chemical injury examination
  - Corneal abrasion examination
  - Epilation
- Formulate and deliver high quality care without direct supervision, seeking guidance on actions that are outside agreed defined standards.
- Co-ordinate the day to day management of the work area, i.e., Urgent eye clinic, delegating duties to junior nursing staff appropriately whilst maintaining overall responsibility for their span of duty
- Recognise changes in patient's conditions which require the intervention of others and ensure that timely referrals are made or escalation procedures enacted as appropriate.
- Ensure patient safety is maintained at all times. Record and report adverse and potentially adverse events. Sharing outcomes with the wider team.
- Record information about patients in a safe, accurate and consistent manner using appropriate tools and techniques, including electronic and written formats as close as possible to the point of care.
- To support the delivery of training to junior staff in all related ophthalmic activities.
- Undertakes and / or teaches clinical procedures that require dexterity accuracy including slit lamp examination.
- Administer medicines to patients in accordance with the nursing and midwifery council. Standards for medicines management and trust policy.

- Access and use patient clinical diagnostic information to make informed clinical decisions.
- Adhere to clinical protocols to support the delivery of safe and effective care.
- To ensure approved moving and handling techniques are used in the delivery of patient care including the safe use of mechanical and non-mechanical handling aids.
- Adhere to the organisation policy for handling, recording and safe keeping of patient's valuables and possessions.
- Support patients to adopt health promotion strategies that encourage them to live healthily, applying principles of self-care, utilising evidence based practice.
- To contribute in the review of clinical standards and practice.
- To be aware of the nursing performance indicators and support the department manager in action plans and areas for improvement.
- Support distressed patients / carers.

## Telephone triage

- Demonstrate advanced knowledge and ability to autonomously perform telephone triage appropriately using Department protocols directing patient on to correct care pathway.

## Professional

- Act at all times in a professional manner that promotes a positive image of the Trust and upholds its core values.
- Practice in accordance with the NMC code
- Ensure that high standards are maintained and act when standards are not.
- Clearly present the patients point of view to others including promoting and protecting the interests and dignity of patients.
- Act as advocate for all patients, ensuring that all barriers to the patient's opinion and wishes being heard are challenged.
- Maintain clear accurate and contemporaneous records in line with the current NMC guidelines and standards.

- Raise any concerns regarding standards and quality of care, patient safety or any lapses in professional conduct to the ward / department manager in line with local and NMC guidelines.

## Education

- Act as a positive role model to others that create a learning environment, supporting development of junior staff, student nurses and health care assistants, knowledge, skills and competence.
- Completion of relevant ophthalmic qualification
- To take every reasonable opportunity for maintaining, developing and acquiring approved competencies and skills for self-development.
- Act as preceptor, mentor or assessor to junior nurses, students and HCA as appropriate if suitably qualified to do so.
- Take responsibility for own continuous professional development and disseminate learning and information gained to other team members in order to share good practice.
- Take ownership of own annual appraisal, working with appraiser to ensure one is undertaken at least annually and take responsibility for learning and development activities as identified as result of appraisal and in your personnel development plan.
- Actively help other members of the team to identify and support their individual training and development.
- Help to ensure that all staff attend mandatory training sessions through e roster .
- Participate to create and maintain a positive learning environment and assist with orientation programme for new members of the team.
- Pro-actively use information technology resources to keep up to date with current practice.
- Maintain up to date training information technology skills and demonstrate a good working knowledge of confidentiality and data protection.

## Management and leadership

- To deputise for senior sisters in their absence as required. Responsible for the day to day supervision of team, effectively motivating and directing staff to

ensure that time and resources are managed through effective team work.

- Provide leadership to all staff that promotes a culture of positive and effective team work.
- To ensure that staff have a clear understanding of their duties and responsibilities and of standards of performance and conduct expected of them during a span of duty.
- When in charge of a span of duty deploy staff appropriately according to their competence, skills and experience.
- Work as an effective and responsible team member supporting others by demonstrating good practice and support the departmental manager in utilising mechanisms to develop and implement new ways of working.
- Prioritise own workload and ensure effective time management and act in manner that promotes quality care.
- Be responsible for patient care activities conducted by other members of staff under your supervision including HCA and student nurses.
- Participate in team activities that create opportunities to improve patient care working with departmental manager to effective change.
- Participate in reviewing clinical practices to ensure that they are cost effective.
- To work with all members of the multidisciplinary team to develop services to ensure the effective provision of all aspects of clinical care are maintained to a high standard.
- To contribute to and influence the total patient experience and journey through collaborative working and effective communications with all members of the multi-disciplinary team throughout the hospital
- In absence of the departmental manager/sister be a point of contact by ensuring that they are a visible, accessible to whom patients, relatives and staff can turn for assistance, advice and support.
- To act as a role model for other junior staff.
- To contribute with the management of poor staff performance and assist individuals to work towards agreed objectives.
- Assist in development of local policies, protocols and guidelines.
- In conjunction with senior staff and medical staff help review clinical procedures and policies.

- To support the department managers in the process of change demonstrating professionalism and integrity.
- To contribute towards the development, production and implementation of the department's objectives, in line with agreed service and financial objectives.

## Quality

- Ensure a welcoming, caring and safe environment is provided for the patient and their family/carers/visitors.
- Deliver care based on current evidence, best practice and validated research when available.
- Maintain own awareness of the local, national and professional quality issues relevant to the delivery of nursing services.
- Participate in the evaluation of care delivery through self and peer review, patient and carer feedback, audit and research, benchmarking and formal evaluation. Implement necessary changes to improve patients' care and experience.
- Engage with and contribute to patient and public involvement activities.
- Participate in activities to improve the quality, productivity and effectiveness of care, in response to local and national policies and initiatives, implementing improvements as required.
- Contribute to continuous improvement activities, making suggestions and recommendations for advancement of quality.
- Be aware of the role of the nurse in handling complaints in accordance with Trust policy.
- To support the department manager to assist PALS staff in helping to resolve the concerns of patients and their families as quickly as possible.

## Communication

- Communicate sensitively, confidentially and with empathy to meet the wide ranging physical and emotional needs of patients and their carer's and families.
- 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 guidelines and unit guidance are maintained.
- Using a range of communication tools, interpret and present clinical information to patients and their families/carers in ways that can be clearly

understood, recognising individual needs and overcoming any barriers to communication.

- Provide good counselling and advocacy skills to support staff, patients and carers.
- Develop and maintain communication with people about difficult matters or difficult situations.
- To respond appropriately to ineffective communication techniques and styles used by staff. Supporting the department Manager on first line performance management action in the event of continued issues.
- In conjunction with the department Manager develop appropriate written and verbal patient information processes and systems
- Provide accurate, timely and relevant patient progress and handover information using both written and electronic systems.
- Ensure effective communication is initiated and maintained between all members of the multi-disciplinary team, ensuring appropriate and timely referrals and liaison with relevant personnel.
- To ensure that information / decisions are cascaded appropriately to junior staff using tools forums and communication strategies as identified by the department manager
- In conjunction with the 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
- Attend and actively participate in departmental and Centre meetings.

## **Managing Resources**

- Ensure that all resources are used effectively, with the minimum of waste, making recommendations where it is evident that appropriate changes may improve efficiency.
- Ensure technical, clinical and non-clinical equipment is maintained, cleaned and stored correctly and that any faults and defects are reported promptly.
- Adhere to systems for the tracking and location of medical assets and ensure that any losses are reported in accordance with Trust policy.
- Contribute to the effective and economic use of resources e.g. local recycling schemes.

## **Research and Audit**

- Together with the Department Manager develop standards of care

and participate in on-going research, audit and projects.

- To promote and disseminate relevant research findings to support clinical practice and education within the department.
- To participate in developing systems for assessing the users views on the quality of services provided and for involving patients relatives and their representatives in the planning and development of services

## Managing Information

- Ensure accurate and timely data entry to contribute to the provision and analysis of information to improve patient care.
- Take personal responsibility for safeguarding and ensuring the quality of information including complying with the requirements of the Data Protection Act 1998.
- Create and use records, including electronic, in a manner that complies with legislation, professional standards and organisational policies for record keeping.
- Understand own and others responsibility to the individual organisation regarding the Freedom of Information Act.
- Facilitate patients' access to records, adhering to policy, legislation, best practice and professional guidance.

## Human Resources

- To ensure that all local and national HR policies, procedures and guidelines are adhered to and report any failure to do so appropriately.
- Assists the Department Manager in planning off duty rotas to ensure appropriate staffing levels and skill mix to meet patient needs.

## Risk Management

- Manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients.
- Undertake mandatory and statutory training.
- Report incidents, accidents and near misses using the Trust's incident reporting system and in accordance with Trust policy.
- The post holder will frequently be exposed to highly unpleasant working conditions involving exposure to uncontained body fluids, foul linen etc and should be conversant with infection control policies relating to such exposure.

- The post holder may on occasion be exposed to verbal or physical abuse and should be fully conversant with the Trust's policy for dealing with these situations.

## **Decisions, Judgement and Freedom to Act**

- Working within defined policies, procedures and professional standards. Working without direct supervision, seeking further advice for guidance on actions that are outside agreed defined standards.

## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• RGN</li> <li>• Evidence of Continuing Professional Development</li> </ul>	<ul style="list-style-type: none"> <li>• Post Registration Ophthalmic Nursing Qualification</li> </ul>
<b>Experience and knowledge</b>	<ul style="list-style-type: none"> <li>• Extensive post registration experience, including experience in the relevant speciality, demonstrating:               <ul style="list-style-type: none"> <li>• High level clinical skills and knowledge.</li> <li>• Evidence of successfully co-ordinating, managing and leading the team on a day to day basis.</li> <li>• Teaching ability</li> <li>• Experience in undertaking preceptor/mentor role.</li> <li>• An awareness and understanding of policy and practice relevant to speciality</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Involvement in Nursing audit and Research</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Ability to work and communicate effectively within a multidisciplinary team setting.</li> <li>• Evidence of excellent communication skills including verbal, non verbal and written.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills with professional credibility</li> <li>• Positive attitude to change with a proven ability to assist senior staff in the implementation of change and practice development.</li> <li>• Microsoft office PC and Sema Pas skills</li> <li>• Awareness of professional and personal limitations.</li> <li>• Ability to act as a positive role model to other members of the team.</li> <li>• Strong team worker</li> <li>• Flexible and Adaptable in approach</li> <li>• Motivated to develop themselves as a practitioner and the service as a whole</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Ability to travel to all 3 sites</li> <li>• Ability to work across site to support sessional activity</li> <li>• Work flexibly to respond to clinical activity</li> </ul>	

## 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.

