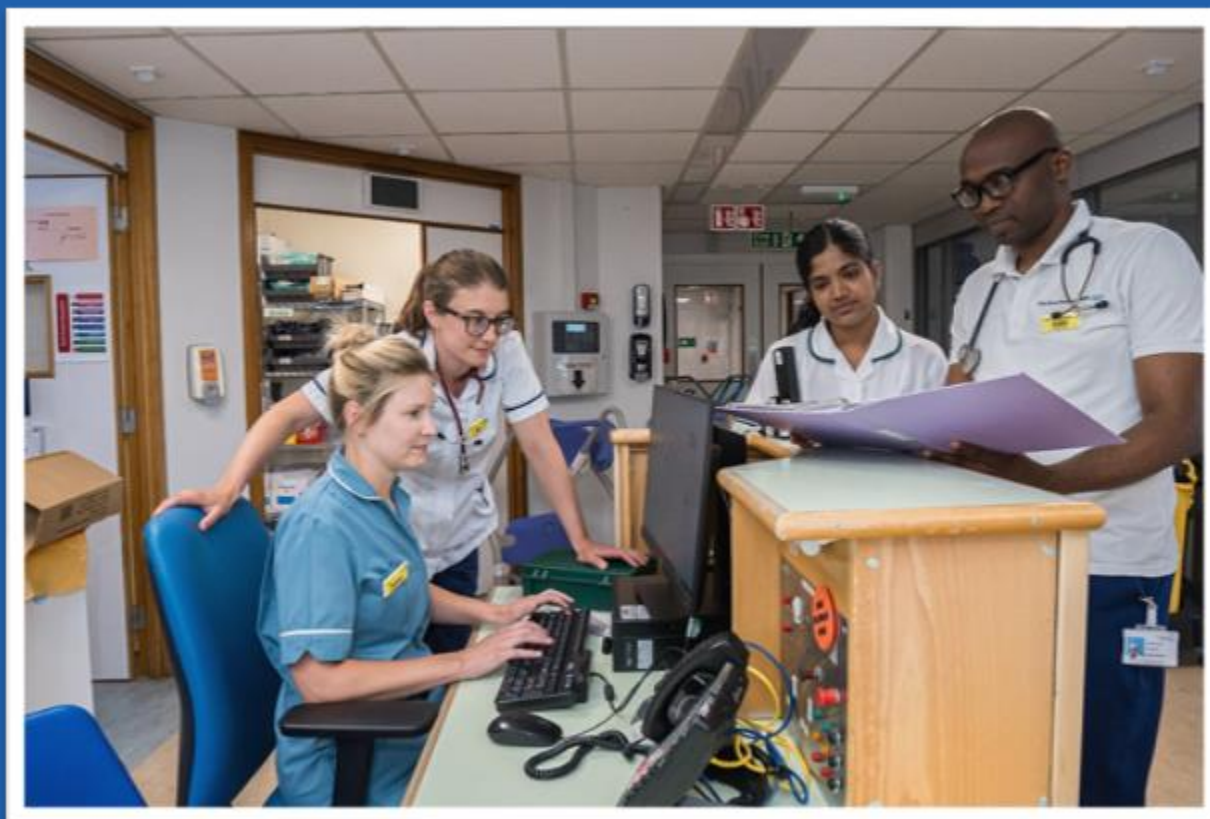


Senior Clinical Nurse Specialist - Urology

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 DESCRIPTION

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 provides specialist nursing care for adults with urology conditions or stoma needs, supporting them in both hospital and community settings.
- It involves assessing patients, planning their care, and helping them understand their diagnosis and treatment options.
- The postholder will run nurse-led clinics, offer expert advice to patients and staff, and act as a key worker to support people through their treatment journey.
- They will help lead and develop the urology service, working closely with other teams to make sure care is safe, joined-up and based on the best evidence.
- The role also includes supporting junior staff, helping with training, and contributing to service improvement and research.

Job Title	Senior Clinical Nurse Specialist
Band	7
Site	The Royal Shrewsbury Hospital
Accountable to	Matron
DBS required	Enhanced

JOB OVERVIEW

- The postholder will provide a highly specialist nursing service for adult patients with malignant and benign
- urological disease and/or stoma requirements. This will include managing direct and indirect patient care
- and the organisation, evaluation and development of the service that is provided for this patient group
- within the community and hospital environment. The post holder will also provide and facilitate education
- and act as an educational and clinical resource across primary and secondary care. The post holder will
- demonstrate advanced diagnostic and therapeutic skills in order to enhance the urology service and
- expedite the diagnosis and treatment of urology cancer and other benign conditions. The postholder will be

- actively involved in nursing issues around the delivery of the urology service by providing a dynamic service,
- which actively reflects local and national need. Responsible for developing and promoting a strong
- working/professional relationship within the surgical division.

Main Duties and Responsibilities

Responsibility for staff:

- You will share responsibility with your fellow senior Nurse Specialists to delegate, support and educate
- the junior members of the team.
- Undertaking return to work interviews and dealing with rostering issues / Annual Leave
- Ensuring NMC codes of conduct are adhered to.
- To ensure that all local and national HR policies, procedures, and guidelines are adhered to and report
- any failure to do so appropriately.
- To assist in the management of staff including specific induction, recruitment and selection, deployment,
- training, performance management, sickness/absence, and appraisals

Responsibility for patients / clients to include specific area of specialisation:

- To be a highly skilled practitioner, leading innovation and demonstrating clinical expertise. The post
- holder will act as a resource and advisor in their area of expertise to colleagues in other wards and
- departments through the Trust.
- To sustain a high-quality specialist service for the patient, including coordination of fast-track
- investigations for diagnosis of patients referred with possible cancer
- To assess individual need, physical, social and psychological, implement clinical practice and evaluate its
- effectiveness referring appropriately to services in the acute and community setting.
- Ensure two-way liaison with community and hospital teams to ensure continuity of care for patients and
- their families.
- Act as a resource for the provision of specialist nursing advice and support for patients presenting with
- benign and malignant cancers/stoma care.
- Utilising advanced communication skills discuss histology and treatments, surgery and pathways with
- sensitivity, knowledge and expertise and refer patients to the most appropriate staff member for
- information beyond the post holder's knowledge.
- To act as patient advocate appropriately
- To develop effective working relationships with other disciplines in order to provide effective holistic
- care.

- In collaboration with medical staff provide nurse led clinics in outpatient/community setting, acting as
- patient advocate when informed discussion may lead to choices concerning treatment options.
- Provide Nurse Led Stoma Clinics
- Demonstrate advanced clinical assessment skills to undertake nurse led clinics for stoma care; follow up
- clinics; urinary assessment clinics including urodynamics and erectile dysfunction.
- Attend and actively contribute at MDT meetings and take actions to ensure patient care follows the
- correct pathways and acting as advocate where treatment options are discussed.
- Provide needs based holistic approach to caring for patients with urological diseases/stoma needs and
- for those closest to them. Offer emotional, psychological, practical support and symptom control
- throughout the individual's journey within the multidisciplinary team framework, acting as their key
- worker.
- For selected patients through protocol undertake full clinical history, digital rectal examination that may
- lead to biopsies. Instigate further investigations as per protocol as symptoms dictate.

Responsibility for resources:

- Ensure Trust policy is adhered to with regards to receipt of gifts, patient choice and devices offered to
- patients
- Work with procurement to ensure the managing conflicts of interest policy is adhered to.
- Delegation of staff to cover the service needs, planning off duty rotas to ensure appropriate staffing
- levels and skill mix, to meet patient/service needs.
- Fair and equitable distribution of Annual Leave to avoid reduction in service provision.
- In liaison with others support the development of staff caring for patients through support, formal
- education, practice development and role modelling. To include education for staff in primary and
- secondary care
- Student education and junior doctor teaching
- Responsible for the ordering of stoma care and urinary products, monitoring stock control and ensuring
- efficient use of resources. In conjunction with the team leader and senior CNS, take responsibility for
- implementing and reviewing clinical practices to ensure that they are cost effective and up to date.

Responsibility for Administration:

- To document all care given using the Trust guidelines
- Demonstrate competent I.T. skills. For example, proficient in Windows/Word applications
- Provide accurate record keeping of case records.
- To ensure accurate logs are maintained for patient contact via telephone.

- To be proficient at using all hospital IT software packages; SEMA, Clinical Portal etc.

Strategic and service responsibility:

- Liaising with other health care professionals including the Primary Health Care Team in order to provide
- the best possible care for patients and their carers/family, ensuring continuity of care from diagnosis
- throughout their pathway.
- Participate and lead on elements of service development.
- Contribute to PEER review and annual AGM information.
- To contribute to the development, implementation and promotion of policies, protocols and guidelines
- for managing urological and stoma patients in collaboration with other health care professionals
- To perform patient satisfaction surveys to ensure that the service is assessed and monitored regularly.
- Provide feedback and ensure that service deficiencies are identified and managed appropriately to effect
- change.
- Participate in the running of clinical trials under the guidance of the Matron and Consultant Surgeons
- Demonstrate awareness and understanding of research and development policies.
- Show commitment to clinical excellence and maintain standards of practice.
- Carry out regular audit and review of the service and produce outcomes in an annual report ensuring
- user involvement.
- To ensure the service is evidence based, through regular literature review and updating Trust guidelines
- accordingly.
- To develop nursing research skills and contribute to the development of nursing research within the
- specialty.
- The post holder must exercise initiative and discretion in accordance with the Data Protection Act (1998)
- and local Trust policies. The post holder will be expected to establish and maintain effective
- communication and working relationships.
- Implement change within the group and lead on the PDSA where appropriate.

Organisational skills:

- Highly organised with an ability to prioritise or delegate.
- To manage own caseload of patients within defined parameters, providing specialist intervention, care
- and support
- To manage own time effectively to meet the service objectives.
- To be accountable for their own actions

Communication and working relationships:

- Respond to complaints in a timely and sensitive manner and share learning with the team.

- Offering specialist emotional, psychological, and practical support to the patients and family, referring
- patients for appropriate dietetics and psychological advice. To include support to patients with complex
- physical and psychological related problems
- Ensuring that all communication, (which may be complex, contentious, or sensitive) is undertaken in a
- responsive and inclusive manner, focussing on improvements and ways to move forward.
- Ensuring all communication is presented appropriately to the different recipients, according to levels of
- understanding, type of communication being imparted and possible barriers such as language, culture,
- understanding or physical or mental conditions.
- Participate in multidisciplinary case reviews and clinical teaching.
- Triage clinical calls from hospital and community teams effectively prioritising clinical tasks that are
- required.
- To act as a point of contact for professional and specialist clinical advice, supporting nursing and medical
- staff in caring for patients both in an in-patient and community setting
- To ensure that good communications occur with the ward staff and patient to ensure that patients can
- safely meet their estimated discharge date in a timely manner and deliver event led discharge.
- To ensure that all team members report changes in patient progress effectively, both verbally and in
- written form
- Ensure that accurate, legible and holistic nursing records according to NMC or HCPC guidelines and unit
- guidance are maintained.
- Where appropriate interpret and present clinical information to patients and their relatives,
- demonstrating highest levels of interpersonal and communication skills ensure that patients and their
- carers, have sufficient relevant verbal and written information during the patient's stay.
- To actively support staff working with highly distressing, highly emotional levels of illness

Other Responsibilities:

- To work within clearly defined policies and protocols with the post holder deciding how to achieve results with guidance from the senior CNS

Person Specification

	Essential	Desirable
Qualifications	<p>RGN</p> <p>Sufficient post registration experience to prepare for this post to include extensive experience and advanced knowledge working with urology and stoma patients including cancer.</p> <p>1st level Nursing degree, (working towards)Qualification [accrediting 20 level III CAT points] in this specialist area of nursing, or working towards</p> <p>Evidence of own academic education/updating</p> <p>Understanding of clinical governance</p> <p>Advanced Skills Training: physical examination including</p> <p>Defined Route Entry</p> <p>History Taking and Physical</p>	<p>Working towards speciality related MSc</p> <p>Counselling qualification</p> <p>Experience of clinical supervision</p> <p>Oncology Nursing qualification, or Experience</p> <p>Stoma Care – short course qualification</p> <p>Independent Nurse</p> <p>Prescribing Course</p>

	Examination Course	
Experience	<p>Experience in a multi-professional setting</p> <p>Experience of liaising with Primary Healthcare Providers</p> <p>Ability to plan and organise own workload.</p> <p>Management experience</p> <p>Knowledge of current urological disease and stoma management, including oncology procedures and related areas of research</p> <p>Evidence of audit involvement</p> <p>Maturity/self-awareness/sensitivity</p> <p>Confidence and influencing skills based on knowledge.</p> <p>Desire to develop own academic knowledge.</p> <p>Flexibility in shift/working patterns to meet the needs of the service.</p> <p>Is able to participate as a team member.</p> <p>Is of good health and good character as per NMC requirements</p> <p>Willing to accept additional responsibilities as delegated by senior staff.</p> <p>Displays the Trust's Values</p> <p>Enthusiasm / motivation</p>	<p>Experience of running nurse-led clinics</p> <p>Demonstrable use of support groups</p> <p>Experience of clinical supervision</p> <p>Counselling skills and experience</p> <p>Mentorship / Teaching qualification</p> <p>Experience in planning and presenting education sessions.</p> <p>Ability to produce patient information and educational material.</p> <p>Knowledge of statistics/report writing</p> <p>Ability to critically analyse data</p>
Knowledge and skills	<p>Ability to conduct own projects and follow through.</p> <p>Computer skills</p>	

	<p>Leadership skills</p> <p>Well-developed physical/clinical skills</p> <p>Ability to work both autonomously and as part of a team.</p> <p>A high level of interpersonal, empathic and reassurance skills</p> <p>Advanced Communication skills qualification [CAT accredited], or working towards</p>	
Other	<p>Cross site working with the ability to travel cross site.</p>	

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.

