Moving to EXCELLENCE

The Shrewsbury and Telford Hospital NHS Trust

Specialist Physiotherapist – Pelvic Health

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 specialist assessment and treatment for people with pelvic health conditions, helping them achieve the best possible outcomes.
- Manage a varied caseload of patients, carrying out assessments, creating treatment plans and reviewing progress independently.
- Work closely with doctors, nurses and other healthcare professionals to ensure patients receive safe, high-quality care and are discharged at the right time.
- Offer expert advice and support to patients, carers and colleagues, using clear and sensitive communication at all times.
- Support the development of others by helping with training, supervision and learning opportunities for staff and students.
- Take part in service improvement, audits and research activities to help maintain and improve the quality of care provided.

Job Description

Job title:	Specialist Physiotherapist – Pelvic Health
Grade:	6
Site:	The Princess Royal Hospital, Telford
Accountable to:	Centre Manager & Professional Head
DBS required:	Yes

Main Duties

- To assess, diagnose / interpret and manage own specialist caseload of complex Pelvic Health patients as an autonomous practitioner in accordance with Professional Code of Conduct and Health and Care Professions Council Regulations, within an outpatient environment.
- To have developed, through experience and postgraduate training, the specialist knowledge and clinical skills required for working within an Pelvic Health outpatient setting.
- The post holder will work in close cooperation with colleagues within all Care Groups to deliver a cohesive service that is user led, ensuring high quality of patient care and optimal patient flow and safe timely discharge.
- To work closely with the Therapy outpatient team manager and senior therapists to ensure a robust structure of training, supervision and appraisal is delivered to all members within the team.

- To work closely with the Therapy outpatient team manager and senior therapists to ensure the delivery of an efficient operational service.
- To act as a source of specialist advice and support within the Therapy Centre and across the Trust and the wider health economy.
- To have highly effective communication skills and demonstrate these on a continual basis with patients, carers, colleagues and the wider Multi-disciplinary Team. (MDT)
- To undertake research and audit projects as a part of the role.
- To work flexibly as part of the cover arrangements within the Therapy centre and across the Trust and the wider health economy. The post holder will only be asked to work within their competencies and should be aware that notification of the need to move to a different clinical area may be communicated with little notice to ensure the safety of the service.
- To use the Trust values at all times as a framework for own behaviour and encourage others to do likewise, ensuring the values underpin all that is done by the Therapy teams.

Clinical

- The post holder will work as an autonomous practitioner to perform assessment of complex patients with diverse presentations. To use specialist clinical reasoning to diagnose / interpret and then develop, deliver and adapt individualised treatment plans for patients within a specialist clinical area.
- To participate as appropriate in own professional clinical area out of hours/weekend and major incident response rotas providing high quality patient care and specialist advice to medical and nursing staff.
- To work closely with all appropriate Multidisciplinary teams (MDT) and agencies to maximise safe and timely patient flow.
- To assess patients understanding of treatment offered and gain consent and have the ability to work within a legal framework with patients who lack capacity to consent to treatment as outlined in the Trusts consent guidelines.
- To ensure that contemporaneous treatment records discharge summaries and activity data are maintained in accordance with Trust and Professional standards.
- To be responsible for organising and planning own caseload and where appropriate other members of the team, to ensure the needs of the service are met, readjusting plans as situations and priorities change.
- To maintain a professional portfolio for continuing professional development to demonstrate specialist clinical competencies and compliance with Trust polices and Professional code of conducts.
- To work with the wider team to ensure a culture that supports lifelong learning through the provision of specialist pre and post registration training.

- To provide induction, supervision, assessment and training to students on clinical placement, liaising with the student coordinator as appropriate and providing evaluation and feedback to the Higher Education Institutes (HEI) as appropriate.
- To undertake and evaluate research and audit activity as part of the Therapy Centre audit plan.
- To demonstrate a knowledge and understanding of national guidelines and legislation and ensure this knowledge is disseminated to the Therapy Manager and Professional Head and the wider MDT.

Management / Leadership

- To manage own caseload and time effectively and efficiently responding appropriately to frequent changing demands, and unexpected urgent priority changes.
- To adhere to Trust and Professional policies and procedures regarding own specialist role and contribute to their on-going development and review.
- To ensure all aspects of Clinical Governance are dealt with effectively and efficiently e.g. Datix reports are completed when required, patient complaints are processed in a timely manner and all mandatory training is completed when required.
- To work collaboratively with the Centre Managers and Quality Improvement Lead to evaluate activity, outcomes and effectiveness to ensure the service delivery is of highest standard possible.
- To participate in the recruitment and selection process when required by the Centre Manager and Therapy outpatient team manager

Decisions, Judgements and Freedom to Act

- The post holder will work as an autonomous practitioner using analysis and judgement to make independent complex decisions during the assessment process to diagnosis and plan a treatment programme.
- To be professionally accountable and aware of professional boundaries. To take responsibility for the delegation of work to the unqualified members of the team.
- To report to the Therapy outpatient team manager and participate in annual appraisal.
- To participate in supervision in accordance with Care Group / Trust Policy and undertake appraisals.
- To maintain a professional portfolio (or electronic equivalent) for continuing professional development to demonstrate specialist clinical competencies and compliance with Trust policies and professional code of conduct.

- To advise Therapy Centre, Trust and external colleagues on clinical issues, assisting them in complex decision making regarding clinical and operational decisions.
- To be pro-active in developing and implementing policies, procedures and guidelines.

Communication and Relationships

- To communicate complex information to users of the service and their carers, regarding their condition and treatment options using advanced communication skills to convey contentious or sensitive information where there are barriers to understanding. To support wider MDT and Therapy teams to communicate effectively when appropriate.
- To be an advocate for all the therapy professions within the Centre and maintain an appropriate network of external contacts.
- To develop and maintain effective communication, feedback and engagement with customers of the service, including Consultants, GP`s, patients and carers. The focus will also include promotional work with referring agents, other Trust services, Community / Primary Care, Social Care, Voluntary and Private sectors.
- To work with the Therapy outpatient team manager and TQIL to manage any complaints regarding the service ensuring they are dealt with in a prompt and professional manner.
- To develop and maintain adequate IT skills to support communication requirements.

Systems and Equipment

- To use appropriate equipment within the remit of the post, including IT equipment and clinical equipment.
- To be responsible for the safe and competent use of all equipment used by all staff by ensuring all staff attain and maintain the required competency levels through attending induction and on-going annual equipment training sessions.
- To keep up to date with new developments in equipment and technology in order to maintain own and the team competency levels in order to advise others, e.g. regarding procurement
- To use correct procedures with regard to the safe and competent prescription, issue, use and retrieval of Therapy equipment.
- To acquire a robust understanding of the Trust Cardiac arrest and emergency procedures and to understand the Therapy role

Working Conditions and Physical, Mental and Emotional Demands

- To perform tasks involving the handling of patients or loads on a frequent, sometimes unavoidable and repetitive basis as applicable to the role. (refer to clinical section)
- The work load is frequently very complex and challenging, and is usually delivered under significant time constraints.
- The post holder will be imparting unwelcome or sensitive news on a frequent basis, regarding treatment outcomes, rehabilitation prospects or condition deterioration.
- To develop and maintain an ability to cope with and prioritise many unexpected work demands and deadlines.
- To develop own competencies in handling the complexity of issues relating to the management of people and frequently be required to deal with distressed or unpredictable behaviour from patients, their carers and staff members, for example, when dealing with complaints and patient / carers.
- To maintain intense concentration for prolonged periods.
- The post holder will frequently encounter unpleasant working conditions.

Person Specification

	Essential	**Desirable**
Qualifications	• Degree or equivalent in Physiotherapy. • Registered with Health and Care Professions Council • Evidence of specialist clinical training in relevant areas	
Experience	• Evidence of broad range of pre and post qualification experience • Evidence of experience in relevant area of clinical practice	

	• Evidence of teaching/ student experience • Experience in audit and research	
Knowledge and skills	• Evidence of CPD (portfolio) detailing clinical experience relevant to the post. • Knowledge of current NHS strategy and plans • Knowledge and understanding of Clinical Governance • Evidence of Specialist level of clinical reasoning • Knowledge of current Evidence Based Practice relevant to post. • Excellent written and verbal communication skills. • Evidence of leadership ability • Ability to work under pressure and meet deadlines	

Other	• Flexible working including working across 7 days / week to meet service requirements.	
Values and Behaviours	• Demonstrates a commitment to treating colleagues, patients and others with dignity and respect. • Maintains appropriate professional boundaries, including in digital communications and social media. • Supports the principles of the NHS Sexual Safety Charter and is willing to speak up about inappropriate behaviour. • Will comply with Trust policies and required training relating to sexual safety, harassment and respectful workplace conduct.	

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 providing a safe, respectful and inclusive working environment, free from sexual misconduct, harassment and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust takes a zero-tolerance approach to unwanted, inappropriate or harmful sexual behaviour and will support

colleagues affected by such behaviour. The Charter recognises the right of everyone working, training and learning in healthcare to feel safe and supported at work.

The Trust will take all reasonable steps to prevent sexual harassment in accordance with the Equality Act 2010, the Worker Protection (Amendment of Equality Act 2010) Act 2023 and subsequent applicable legislation. This includes considering risks arising from colleagues, patients, relatives, visitors and other third parties.

All employees are required to treat colleagues, patients and others with dignity and respect, maintain appropriate professional boundaries, and comply with Trust policies, procedures, behavioural standards and training relating to sexual safety, harassment, discrimination and respectful workplace conduct.

Employees are encouraged to raise or support concerns about sexual harassment or misconduct through the Trust's established reporting routes. The Trust will not tolerate victimisation, retaliation or detriment arising from a concern raised in good faith.

- Uphold the Trust's commitment to a safe, respectful and inclusive working environment, free from sexual misconduct, harassment and discrimination, in accordance with the NHS Sexual Safety Charter, Trust policy and applicable legislation.
- Maintain appropriate professional boundaries and act in accordance with the Trust's values, policies and procedures relating to dignity, respect, inclusion and professional conduct.
- Speak up about, report or appropriately escalate inappropriate behaviour, and support a culture in which concerns are taken seriously and colleagues are protected from detriment.
- Complete required learning and participate in reasonable measures introduced by the Trust to prevent harassment and maintain sexual safety.

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.