



## Clinical Skills Technician (Undergraduate)

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

Salary sacrifice schemes for home electronics and bikes

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

|                       |   |
|-----------------------|---|
| <b>Job Title</b>      | <b>Clinical Skills Technician (Undergraduate)</b> |
| <b>Band</b>           | <b>3</b>  |
| <b>Directorate</b>    | <b>Medical Directorate</b>                        |
| <b>Accountable to</b> | <b>Hospital Dean</b>                              |
| <b>DBS Required?</b>  | <b>No</b>   |

## JOB OVERVIEW

The purpose of this job role is to support the Undergraduate Department Clinical Skills team. Your main role will be in the clinical skills lab supporting the Practice Education Facilitators (PEF) in the setting up and taking down of skills equipment and the setting up of simulation teaching sessions.

Under the supervision of the PEF:

You will be responsible for the maintenance of the equipment ensuring faulty equipment is reported and sent for repair or service as appropriate.

You will be required to order equipment and stock for training purposes as well as maintain an organised skills lab and storeroom to ensure stock is available and easily accessed.

In the skills lab you will be expected to carry out cleaning duties, setting up and tidying away skills equipment and light administrative duties, such as photocopying and putting together teaching material.

You will liaise with other tutors who require equipment setting up and have patient volunteers who are examined by the medical students.

You will also be heavily involved in supporting the medical student practical skills exams (OSCEs).

You will be, supporting the teaching and assessing of the medical students in clinical skills under the guidance of the Practice Education Facilitator.

You will be responsible for patients whilst in the undergraduate department and arranging for transport, liaising with appropriate teams.

You will be involved in teaching of other disciplines such as student nurses, staff nurses, junior doctors, with our simulation sessions.

The Undergraduate Department is relatively a small team but is the focal point for organisation of the activities of approximately 150+ medical students based in Shropshire. All members of the team support administrative and teaching activities. The main focus of this role will be supporting the PEF in the running of the clinical skills lab, and also contributing to the general functions of the Undergraduate team.

It will suit someone who works well both independently and as part of a team. With excellent communication and organisational skills, you will be required to work alongside a wide variety of people and professions. You will be required to be flexible in your working hours between 7:30am until 8pm Monday to Friday to assist on evening sessions and in exam preparation. Most of all you must be dedicated to excellent patient care and your role in training is very much targeted at this.

### **Organisational position**

The Hospital Dean has overall responsibility for the delivery of the Undergraduate Programme in SaTH and this includes the balance of educational roles and activities. Your day-to-day programme of activities will be agreed with the Practice Education Facilitator (Undergraduate)

Your work-place supervisor in the skills lab will be the Practice Education Facilitator (Undergraduate).

Your Line Manager will be the Practice Education Facilitator (PEF).

### **Scope and range**

- Your role will be important and valued and will contribute to the training of future doctors.
- You will support key activities of the undergraduate department which are closely linked
- You will be a key member of the Clinical Skills team
- Your liaison and close work with the Undergraduate Office will be essential
- You will be able to offer cover for sickness, holidays and additional work pressures to the Undergraduate Team

### **Main duties and responsibilities of the post holder**

- To set up in accordance with timetables clinical skills, simulators, manikins and models as necessary including returning and tidying of equipment after their use.
- To troubleshoot and assist with any issues and problems arising with any of the skills and simulation equipment.
- To ensure safe moving and handling of heavy and sensitive equipment and take responsibility in line with appropriate regulations / legislation to ensure safe disposal of non-reusable equipment and materials for the disposal of sharps and clinical waste.
- To maintain equipment and ensure that equipment is sent for repair/service within required timescales and to set up records for all the contracts for the maintenance of

equipment and keep regular checks that they are all up to date.

- To take responsibility for recording and ensuring that all equipment in the Clinical Skills has had the appropriate Portable Appliance Testing (PAT)
- To be responsible for monitoring stock and supplies of disposable items within the Clinical Skills and simulation environment, ordering replacements where necessary to maintain agreed levels.
- To plan and monitor stock flow and to ensure adherence to appropriate budgets and highlighting any areas for concern to the PEF.
- To ensure that all equipment is well maintained and stored safely and that the manufacturers' recommendations are adhered to at all times providing guidance and implementation with all users.
- To ensure that policies and procedure and manufacturers' instructions are kept up to date and displayed appropriately within the labs.
- To ensure that the Clinical Skills Laboratories are maintained to a safe and high standard at all times.
- To be aware of relevant health and safety regulations (COSHH) ensuring any health and safety hazards are reported to the Clinical Skills Instructor and to prepare and participate in inspections by Health and Safety Executive Officials.
- To provide support and assistance in the evening clinical skills sessions.
- To ensure consistent comfort and safety of patients both real and simulated taking part in teaching exercises and examinations.
- To provide assistance in the setting up and running of skills examinations (OSCEs) for year 4 and year 5 students.
- To ensure appropriate support provided for Keele tutors in the organisation of their sessions for medical students.
- To carry out administration duties such as photocopying, putting together teaching packs, laminating, taking telephone enquiries etc.
- To take responsibility for monitoring consumables and checking orders on arrival, unpacking and storing in a safe and secure manner.
- To create up to date inventory of all equipment in the clinical skills laboratories

## **5. Systems and equipment**

The post holder is required:-

- To use the standard range of office equipment e.g. PC, Photocopier, Laminator, etc.
- To use Microsoft Office and an electronic room booking system and input data into plasma display screen.
- Use the IT equipment attached to the high-fidelity simulation manikin.

## **6. Decisions, judgments and freedom to act**

The post holder is required:-

- To take responsibility for various blocks of work, which needs supervision. However, guidance from the PEF would be readily available.
- To organise and prioritise own workload as necessary and report any problems or issues arising to the Practice Education Facilitators.
- To notify the PEF of any issues related to medical students or other staff that give cause for concern.
- To participate in continuing professional development and improve personal knowledge and understanding.
- Communication and relationships
- In addition to medical students the post holder will also be in regular communication with the Hospital and Community Undergraduate Tutors, Hospital Tutors, Keele University School of Medicine teaching staff, University Hospital North Midlands

(UHNM) administration and technical staff and Trust Medical Secretaries across the Trust and other sites. This communication may be written, verbal or electronic. The Undergraduate Department also receive elective students from other medical schools in the UK and internationally.

- The post holder will maintain good communication within the Undergraduate team ensuring a smooth and efficient service is delivered and working together as a team to solve any problems that may arise and be able to deal with difficult staff/patients/students both over the phone and pass on issues to line manager.
- The post holder will ensure excellent communication with the Undergraduate students regarding changes to timetable in liaison with the Undergraduate Office.

#### 7. Physical, Mental and Emotional Demands of the post

The post holder will be required:-

- To assist in moving tables, chairs and teaching equipment in preparation for teaching sessions and other meetings. The Trust's Manual and Handling Guidelines must be adhered to at all times and must attend manual handling training annually.
- To be able to work in a simulated clinical environment.
- To communicate in a tactful or sensitive manner as well as maintain a professional relationship with all members of staff, students and patients.
- Travel between hospital sites and Keele Medical School sites as required.
- Work in a busy environment potential to frequent interruptions.
- To take responsibility to manage their own workload.
- The post holder will be expected to be flexible as the post does require some early starts and late finishes.
- Confidentiality. You will be involved in student examinations and confidentiality of examinations must be maintained at all times. Patient, student and staff information is confidential. It is a condition of NHS employment that you will not use or disclose any confidential information obtained in accordance with the Data Protection Act 1998.





## 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"> <li>Recent clinical role with significant experience</li> <li>Good basic level of education including numeracy and literacy GCSEs to include Maths /English at good grades or equivalent qualifications</li> </ul> | <ul style="list-style-type: none"> <li>Previous work experience within the NHS &amp; suitable qualification</li> <li>Knowledge of relevant procedures in a similar role</li> </ul> |

# EXPERIENCE AND KNOWLEDGE

| ESSENTIAL   | DESIRABLE  |
|---|--|
| <ul style="list-style-type: none"> <li>Good organisational and administrative skills evidenced by previous experience</li> <li>Experience of appropriately dealing with confidential and sensitive information</li> <li>Effective communicator with the ability to generate trust and confidence</li> </ul> | <ul style="list-style-type: none"> <li>Knowledge of Oracle ordering system</li> <li>Previous use of high tech audio-visual equipment</li> <li>Trained in the use of clinical skills equipment and/or Laerdal manikins</li> </ul> |

# SKILLS

| ESSENTIAL  | DESIRABLE   |
|--|---|
| <ul style="list-style-type: none"> <li>Ability to work on own initiative with practical problem solving skills. Able to work flexibly and reliably with a “can do” approach</li> <li>Competent in the use of Word, PowerPoint, Outlook and Excel. Good IT skills</li> <li>Willingness to actively participate in simulation scenarios</li> </ul> | <ul style="list-style-type: none"> <li>Knowledge of Oracle ordering system</li> </ul> |

# OTHER

| ESSENTIAL  | DESIRABLE |
|--|-----------|
| <ul style="list-style-type: none"><li>• Car driver essential and willingness to travel to another site</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; 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

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 Trusts 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

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

## 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](#)