



VOLUNTEER SERVICE MANAGER

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

Job Title	Volunteer Service Manager
Band	6 (subject to A4C)
Directorate	Public Participation
Accountable to	Head of Public Participation
DBS Required?	Yes

JOB OVERVIEW

To oversee and be responsible and accountable for the provision and management of voluntary services throughout The Shrewsbury and Telford Hospital NHS Trust (SaTH), within established budgetary guidelines, and in accordance with Trust policies and procedures.

To promote and support effective and appropriate use of volunteers to improve patient and public engagement, experience and involvement at SaTH.

To grow and develop the SaTH Volunteering Services Programme to increase in take up of volunteering.

To ensure safe, standard practice in volunteer management across SaTH. To ensure that the safety of volunteers, patients, carers, visitors and staff is not compromised by the use of volunteers.

MAIN DUTIES AND RESPONSIBILITIES

- Lead the recruitment, screening, placement and retention of inclusive volunteers and ensure remuneration of out of pocket expenses in accordance with Trust policies and procedures.
- Develop, ongoing training and support programme for SaTH volunteers in their areas of work, ensuring the appropriate mandatory training is completed. Maintain accurate training records including details of placement area programmes.
- To develop and lead the production of volunteering training, recruitment, status reports and relevant reporting to groups and committees, reviews of the impact of volunteers in the relevant service areas and ensure Trust learning from experiences within SaTH.
- Lead the development of volunteering recruitment campaigns, publicity information, supported by the Comms. Encourage active interest in voluntary work within the Trust, ensuring that opportunities are available for all, reflecting the diverse local community.
- Develop, implement, review and update policies and procedures relating to Volunteering Services.
- Jointly lead, with services and corporate teams, on the identification and development of new and inclusive volunteering opportunities, the appropriate communication and promotion of these, in response to local and national priorities and policy.
- Advise and guide staff on volunteering roles with teams and directorates and work with colleagues to develop services which volunteers may provide.
- Liaise with teams and directorates to ensure volunteering activities are effective and appropriate.
- Work alongside services, teams and directorates to ensure mentoring and support is in place for volunteers in their roles. To ensure hours worked within placements are appropriate and that volunteers operate within agreed boundaries.
- Oversee placements of volunteers, working with volunteers and wards/departments to 'match' volunteers to placements. Ensure that each service where volunteers are placed provide the necessary orientation, checks, personal protective equipment (PPE), mentoring, supervision, remuneration of out-of-pocket expenses and support to volunteers.
- Regularly review volunteer placements with the service where placed/ with their mentor to ensure any changes needing to be made are actioned in a timely way.
- Support services to resolve any issues that arise relating to volunteering services.
- To organise appropriate recognition is given for volunteers and the services they provide.
- Liaise with external partners across Shropshire, T&W and Powys to jointly support, promote and further volunteering and opportunities in our areas.
- Develop links with local, regional and national volunteering networks to ensure SaTH volunteer services is connected and responsive to changes and good practice.
- Regularly review effectiveness of volunteering services through audits, surveys, interviews of volunteers, staff, patients and members of the public who have interacted with SaTH volunteering services.
- Anticipate and resolve any queries or issues that arise with the volunteer workforce/ placement areas, encourage volunteers and where necessary support a positive exit from volunteering i.e. suggest alternative volunteering opportunities.
- Grow and develop the SaTH Volunteering Services Programme to increase in take up of volunteering

COMMUNICATION AND RELATIONSHIP SKILLS

- Provide and receive complex information; persuasive, motivational, negotiating, training skills are required.
- Communicates with range of staff, external organisations and agencies, requiring persuasive and motivational skills; deals with complaints, conduct and performance issues.
- Excellent interpersonal, communication, organisational and influencing skills with the ability to work with multiple stakeholders at all levels including staff, volunteers, members of the public and patients.
- Ability to present complex, sensitive and contentious information in a way that removes any barriers to understanding to audiences in large and small groups.
- Ability to develop meaningful relationships and partnerships at pace and liaise with members of the public, within boundaries of volunteering role.
- Liaise with volunteers, staff and partners across organisational boundaries.
- Ability to communicate and facilitate meetings with volunteers and services/clients, within potentially emotionally charged situations.
- Leadership, negotiation and persuasion skills are required to connect across services and to promote volunteering opportunities.
- Ability to lead and co-ordinate multi-professional groups, prioritise and manage own workload, meet deadlines, adapt to change, motivate others and possess good leadership skills
- Excellent communication skills utilising a variety of formats, such as face-to-face, Microsoft Teams, email, phone, written materials and report writing skills.
- Ability to influence and motivate volunteers and staff.
- Experience of developing and delivering training to and for volunteers and LCHS employees.
- Committed to involving people and improving the patient experience

ANALYTICAL AND JUDGEMENT SKILLS

- Judgements involving facts or situations, some requiring analysis.
- Assessment and placement of volunteers, dealing with conduct/performance/grievance issues, dealing with complaints.
- Assessment of new schemes and determining funding requirements.
- Analyse and interpret complex comparative data and information pertaining to volunteering services.
- Ability to analyse and present the results of volunteering service information and extrapolate the key issues from the data collected to produce reports to a high presentational standard for decision making and service improvement.
- Undertake qualitative assessment to ensure compliance with a range of targets and standards.
- Ability to analyse conflicting information or indicators and in conjunction with others determine the most appropriate course of action.
- Development, storage and collation of volunteering information and data.
- Analysis of requirements, need, performance and impact data related to volunteering opportunities, filled positions, capacity, response and possible flexibilities available.
- Ability to analyse and generate reporting data for groups and committees.

PLANNING AND ORGANISATIONAL SKILLS

- Plan and organise complex activities or programmes requiring formulation, adjustment/ broad range of complex activities requiring formulation adjustment of plans, strategies.
- Plans recruitment processes, rotas, meetings, social events, and training events/ overall responsibility for planning of volunteer services.
- Grow and develop the SaTH Volunteering Services Programme to increase in take up of volunteering.
- Support the Head of Public Participation to deliver feedback events to ensure the volunteer perspective is reflected as part of involvement and improvement projects and programmes.
- Lead the development and implementation of the volunteering programme to ensure the prominence of opportunities are developed in partnership with services across SaTH and with external partners.
- Input into transformational service delivery, providing expert input into the use of process mapping, benefits realisation, demonstrating the ability to provide additional information / recommendations in order to maintain service.
- Ability to prioritise workload and that of team in a methodical and proactive way to identify where targets may not be achieved and put a plan in to ensure targets are met.
- Maintaining accountability for delivering against agreed deadlines, priorities and targets.
- Organise a wide range of meetings, workshops, training and joint projects.
- Demonstrate a flexible approach, responding to a rapidly changing environment with the ability to work under pressure to achieve competing priorities.
- Maintain financial records and any payments of volunteer expenses.
- To plan, organise and deliver a broad range of complex activities whilst formulating and adjusting long and short-term plans and strategies

PHYSICAL SKILLS

- Physical skills obtained over time, standard keyboard skills.
- Regular travel across SaTH sites and community venues.
- Advanced use of IT packages
- Ability to manipulate data

RESPONSIBILITIES FOR DIRECT/INDIRECT PATIENT CARE

- Assists patients during incidental contact.
- Gives occasional assistance to patients when necessary

RESPONSIBILITIES FOR POLICY AND SERVICE DEVELOPMENT IMPLEMENTATION

- Responsible for policy implementation, for policy and service development.
- Responsible for development of voluntary services and for Voluntary Services policies, which impact across the Trust.
- Grow and develop the SaTH Volunteering Services Programme to increase in take up of volunteering.
- Develop and oversee the Volunteering Services programme for SaTH in collaboration with services and corporate teams.
- Develop, implement, review and update policies and procedures relating to Volunteering Services.
- Advise and guide SaTH staff on volunteering roles with teams and directorates and work with colleagues to develop services which volunteers may provide.
- Develop links with local, regional and national volunteering networks to ensure SaTH is connected

and responsive to changes and good practice.

- Liaise with external partners to jointly support, promote and further volunteering opportunities
- Link with external organisations who provide volunteer support to SaTH to ensure their volunteers work within our policies and processes and have had all the relevant recruitment checks and training

RESPONSIBILITIES FOR FINANCIAL AND PHYSICAL RESOURCES

- Responsible for purchase of some supplies in agreement with manager.
- Authorised signatory and responsible for delegated budget
- Verifies expenses.
- Responsible for the purchases goods and equipment as agreed with line manager

RESPONSIBILITIES FOR HUMAN RESOURCES (including training)

- Day to day management and Line Manager for voluntary services function.
- Lead the development of recruitment, screening, placement and retention of inclusive volunteers, in accordance with Trust policies and procedures.
- Develop ongoing training and support programme for SaTH volunteers in their areas of work, ensuring the appropriate mandatory training is completed. Maintain accurate training records including details of placement area programmes.
- Oversee placements of volunteers, working with services and 'match' volunteers to placements. Ensure that each service where volunteers are placed provide the necessary orientation, checks, personal protective equipment (PPE), mentoring, supervision and support to volunteers.
- Regularly review volunteer placements with the service where placed/ with their mentor to ensure any changes needing to be made are actioned in a timely way.
- Anticipate and resolve any queries or issues that arise with the volunteer workforce/ placement areas, encourage volunteers and where necessary support a positive exit from volunteering i.e. suggest alternative volunteering opportunities. Support services to resolve any issues that arise relating to volunteering services.
- Work alongside services, teams and directorates to ensure mentoring and support is in place for volunteers in their roles. To ensure hours worked within placements are appropriate and that volunteers operate within agreed boundaries.
- Line manage the Volunteering Services, ensuring regular 1-2-1s take place, manage sickness absence and annual leave within the team and provide effective line management and access to training and development opportunities

RESPONSIBILITIES FOR INFORMATION RESOURCES (including systems access)

- Weekly requirement to use computer software to develop and create reports, documents
- Responsible for regularly maintaining volunteering information systems, significant job responsibility
- Create posters, leaflets, newsletters and reports using computer software/ maintains volunteer database.
- Occasionally analyse and present the results of volunteering service information and extrapolate the key issues from the data collected to produce reports to a high presentational standard for decision making and service improvement.
- Maintain accurate recruitment and training records including details of placement area programmes for all SaTH volunteers and services where placed.
- Produce reports regarding the performance of volunteering services serving as updates to a range of different audiences, including senior management and Board, and external organisations (such as NHSE).

RESPONSIBILITIES FOR RESEARCH AND DEVELOPMENT

- Regularly review effectiveness of volunteering services through audits, surveys, interviews of volunteers, staff, patients and members of the public who have interacted with SaTH volunteering services.
- Surveys and feedback to be gained from volunteers on at least a quarterly basis.
- Monthly liaison with services where volunteers have been placed/ matched to enable effective review of service and support in place

FREEDOM TO ACT

- Work in accordance with SaTH policies and regulatory frameworks.
- Manages voluntary services and interpret national volunteering policy for local implementation.
- To work autonomously providing specialist advice and guidance to directorates and teams on aspects of decision making in relation to volunteering services across SaTH.
- To act as a subject expert within the organisation within appropriate operational guidelines.
- Assist the organisation to make reasoned judgements in response to service change minimised by the implementation of effective plans that are designed to both improve the quality of service provision and meet key targets.
- The post holder will report directly to the Head of Public Participation ensuring timely reporting of volunteering service concerns in relation to provision and performance.
- The post holder must be cognisant of current national policy and advise the Trust on how these can be implemented in Volunteering services to support SaTH.
- Maintain confidentiality of all information used by the department in accordance with Trust Policies, ensuring compliance with the Data Protection Act and current Health Service regulations.
- Work autonomously, without supervision using own initiative, creativity and innovation to problem solve

PHYSICAL EFFORT

- Combination of sitting, standing, walking with little requirement for physical effort.
- Light physical effort for short periods, using laptop, telephone and interviewing potential volunteers.
- Carry, assemble and disassemble promotional equipment e.g. Screens, stands, projectors, laptop.
- Active role which daily requires a lot of walking around site(s).
- Carrying laptop and occasional carrying of other work related items, printers, PowerPoint visual aids and files.

MENTAL EFFORT

- Frequent concentration, work pattern reasonably predictable;
- Prolonged concentration required when interviewing, producing reports, attending meetings, analysing statistics, training/ frequent interruptions to deal with service issues; prolonged concentration for e.g. assisting volunteers to complete benefit forms.
- Long periods of concentration to assimilate information to develop and prepare projects, reports and submissions.
- Extended periods of concentration for meetings, forums and discussions, to mediate and problem-solve issues with volunteers.
- Prone to interruptions from telephone enquiries, volunteers, staff, and general public with regard to the broadest range of volunteering and unrelated topics because of the high profile of voluntary services and projects

EMOTIONAL EFFORT

- Occasional direct exposure to distressing or emotional situations that arise with volunteers supported by SaTH.
- Deals with performance issues.
- Self-directed, independent working with minimum day-to-day supervision from the Head of Public Participation.
- Working with staff who may have negative attitudes to volunteers and the benefits of volunteering.
- Ensuring volunteers are supported in their placements, particularly where a volunteering task exposes them to emotional demands or they have high support needs themselves.
- Occasional indirect exposure to distressing or emotional circumstances from distressed patients/carers.
- Pressure to meet deadlines. Performance management discussions which may lead to distressing/emotional behaviours that require individual management.
- Managing inappropriate behaviour/issues.
- Meetings that require contentious discussions

WORKING CONDITIONS

- Exposure to unpleasant working conditions is rare.
- Standard office working conditions.
- VDU use
- Ability to use technology to reduce travel
- Ability to travel countywide where required
- Flexible hours predicted by the needs of the service



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"> • Knowledge of voluntary services and relevant legislation to degree or equivalent level plus management knowledge and experience. • Evidence of continued personal and professional development 	

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Specialist knowledge across the range of work procedures and practices underpinned by theoretical knowledge or relevant practical experience • Experience of staff management, including performance, attendance, recruitment & selection and proven ability to lead change • Competence in a range of managerial work procedures and practices which require a base level of theoretical knowledge, obtained through degree level study or through equivalent experience. • Experience of developing and delivering tailored training workshops and presentations for groups of volunteers and to all levels of staff. • Experience of interpreting and presenting data to use and inform management decision making. • Experience of developing and delivering tailored training workshops and presentations for groups of volunteers and to all levels of staff • A good knowledge of regulations in relation to volunteering procedures, the complexities of volunteer recruitment, support and management. 	<ul style="list-style-type: none"> • Experience in successful project management with experience of measuring and evaluating impact • Previous NHS experience

<ul style="list-style-type: none">• Knowledge of confidentiality and data protection legislation and is able to use discretion where necessary• Experience of managing a team and resolving conflict• Experience of presenting to large groups of multidisciplinary and/or multi agency groups.	
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ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Ability to plan, implement and deliver training, combined with understanding of adult learning techniques / theories, including the creation of supporting resources • Committed to involving people and improving the patient experience. • Excellent interpersonal, organisational and influencing skills with the ability to work with multiple stakeholders at all levels including staff, volunteers, members of the public and patient • Competent with Microsoft Office 365 and additional everyday IT packages (email, spreadsheets, reporting templates). • Excellent communication skills – ability to liaise with staff at all levels being able to negotiate and influence. • Being enthusiastic and able to motivate others in time/need of change. • Ability to communicate complicated sensitive information made up of several components to service users and all levels of staff. • Ability to establish and maintain working relationships at all levels internally and externally and be a role model for SaTH • Problem-solving approach, creative and innovative. • Ability to make sound judgements when prioritising tasks and knowing when to refer. • Ability to produce work of a high presentational standard with a high degree of accuracy • Good organisational skills – able to manage busy workload, prioritise work and have a good attention to detail. • Able to manage own workload and work autonomously with integrity and authentic relationships. • Presentation and teaching skills. • Ability to work autonomously, organise, prioritise and manage own workload to meet own deadlines and that of the department. 	

<ul style="list-style-type: none"> • Excellent leadership skills including motivation, empathy, negotiation, and change management. • Self- motivated team player. • Flexible attitude, adaptable, resourceful, enthusiastic. • Able to deal effectively with complex or difficult or circumstances. • Commitment to continued professional development. 	
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OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Ability to travel across the health community • Ability to manoeuvre and set up training equipment in varied locations • Able to attend meetings outside of normal working hours – may need to work evenings and weekends on occasion 	

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 Trust's Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

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

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[Getting to The Royal Shrewsbury Hospital](#)

The Princess Royal Hospital

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The Princess Royal Hospital

Apley Castle

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[Getting to The Princess Royal Hospital](#)