



TOBACCO DEPENDENCY TREATMENT 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.

A MESSAGE FROM OUR CEO

Thank you for your interest in this role.

Our Trust's Vision is to provide excellent care for the communities we serve. We are striving to provide high quality, safe care for our patients in an environment which our colleagues are proud to work in.

We are looking for an inspiring, motivated individual who demonstrates our values, and who can provide clear vision and direction as we continue to move forward.

You will know that our Trust is on an improvement journey. Our recent Care Quality Commission inspection demonstrates that we are making progress towards our aim of Getting to Good, despite the challenges of a pandemic. We also know that we have more to do and that we must sustain the changes if we are to keep on improving. We are wholeheartedly committed to this and have plans in place to support this including our exciting Hospitals Transformation Programme. This will support the reconfiguration of where and how we deliver our services and the modernisation of our facilities and infrastructure, so that we can deliver better quality care for all of our communities.

It is a really exciting time to be a part of our Trust. I hope that you will join us to help steer and support us on our journey.

Louise Barnett

Louise Barnett
CHIEF EXECUTIVE OFFICER

A MESSAGE FROM OUR DIRECTOR OF NURSING

Thank you for your interest in this role.

Our Trust's Vision is to provide excellent care for the communities we serve. We are striving to provide high quality, safe care for our patients in an environment which our colleagues are proud to work in.

Here at SaTH we strive to provide excellent care for our communities, and nursing is an integral part of our workforce to enable this to be achieved.

The role of a nurse is incredibly rewarding. As nurses we are often a source of great comfort and hope to patients during some of life's most pivotal moments, and you could play your part in that journey.

I have been a nurse for 30 years and every day I see the dedication and commitment our nurses show. When you join our team, you will be given the support, guidance and opportunities to develop and flourish here at SaTH.

Hayley Flavell

HAYLEY FLAVELL
DIRECTOR OF NURSING

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	Tobacco Dependency Treatment Service Manager
Band	7
Directorate	Unscheduled Care: Medicine
Accountable to	Line Manager Matron
DBS Required?	Yes – Enhanced

JOB OVERVIEW

1. Job Purpose

A patient focused healthcare professional, or public health practitioner with experience and expertise leading projects on addiction/smoking cessation. You will have excellent communication and presentation skills, and able to work independently and prioritise and delegate appropriately.

The Tobacco Dependency Treatment Service Manager will be responsible for operationalising the National Tobacco Dependence Programme being implemented as part of the NHS Long Term Plan (LTP). The LTP states that all people admitted to hospital who smoke will be offered NHS-funded tobacco treatment and support. You will work with colleagues and stakeholders throughout the Trust and with system partners to deliver the programme in line with the national requirements and the public health team’s service objectives. The post holder will take responsibility for the continuation of the programme.

The post holder will work confidently across the entire Trust and will build strong relationships with partner agencies. The ability to communicate effectively with a range of stakeholders including patient and public representatives will be required. In delivering the programme of work, the post holder will be expected to demonstrate expertise in project management, personalisation, clinical care, communication, and prevention and health improvement.

The post holder is responsible for the development, implementation and local audit of services, policies, guidelines, and pathways which will include data collection, performance management and quality assurance of the programme. Education and training will be a key aspect of the role to ensure all staff are both competent and confident in the delivery and management of the programme.

2. Main duties / Responsibilities

- Offering clinical and strategic leadership in the Trust's tobacco dependency treatment programme. Building strong and proactive relationships with clinical and ward teams, and wider Trust colleagues.
- Supporting development of knowledge, skills and understanding of the tobacco dependency treatment programme across the Trust.
- Organising and/or delivering relevant training and education.
- Advocating and implementing associated QI projects using established QI methods
- Ensuring assessment of and/or compliance with relevant National Institute for Health and Care Excellence (NICE) guidance and other best practice assessments and recommendations.
- Communicating programme developments, progress and risks within the Trust and to stakeholders as appropriate.
- Managing a small team to support and deliver implementation of the tobacco dependency treatment programme.
- Analysing, interpreting, and reporting data and information related to the programme development and implementation.
- Ensure patients have the appropriate, evidenced-based information to enable them to make informed choices.
- Support targeted smoke free inpatient schemes which focus on defined groups of vulnerable service users living in challenging environments e.g. those living in areas of high deprivation, living in areas/communities of high smoking rates, and/or those who would find it hardest to quit smoking.
- Providing and supporting direct delivery of tobacco dependence treatment, support and advice in line with the National Centre for Smoking Cessation Training (NCSCT) guidance.
- Exploring and implementing digital solutions for tobacco dependency treatment support and follow-up. Analysing, interpreting and reporting data and information related to the programme development and implementation.
- Co-ordinate data collection processes to inform the requirements of key performance indicator data collection and other local regional and national audit and monitoring processes.
- Attend and contribute to appropriate stakeholder meetings and events related to the programme, and ensuring information is effectively communicated to the rest of the team.
- Promote positive interpersonal relationships. Be accessible for all staff to advice on the tackling tobacco dependence programme and smoking cessation intervention. Have robust links with fellow professionals who can advise in specialist areas outside of own sphere of practice.

Key Working Relationships

Internal:

- All clinical areas across acute services
- Consultant Lead for Respiratory /Advanced Nurse Practitioner
- Consultants and medical staff
- Heads of Nursing, Deputy Heads of Nursing, Matrons and Ward managers
- Trust Board / Deputy Director of Nursing/Corporate Nursing Team
- Patient Safety Team / Clinical risk and governance
- Education/Training
- Nurses, midwives and student nurse

External:

- Relevant staff in Clinical Commissioning Group
- Tobacco Dependence Leads in local health economy, regionally and nationally BLMK/NHSE/I / ICS
- Tobacco Dependence Leads in other NHS organisations

Managerial or Leadership

- Work closely with the Multi-Disciplinary Team, Local Authority Public Health Stakeholders, and other health professionals and service providers engaged in this field of work to implement the tobacco dependency treatment programme of work.
- Take responsibility for delivering specific objectives in the tobacco dependency treatment programme.
- Establish relationships with relevant stakeholders to ensure successful implementation of the programme.
- Be an effective agent for change, adapting to the culture and goals of different teams and settings.
- Make best use of resources and identify where new resource is necessary to achieve outcomes.
- Work agilely, responding to opportunities to embed tobacco dependency health improvement or service quality improvements into existing services, care pathways and increasing the Trust's contribution to reducing health inequalities.
- Participate in, facilitate and organise teaching, training, research and evaluation activities as appropriate.
- Ensure the Trust demonstrates excellence in implementing the national tobacco dependency treatment programme across care pathways, aligned with national guidance and best practice published by NICE, the Care Quality Commission and NHS England/Improvement. Research and Development.
- Lead on the development and implementation of clinical audits and research projects, ensuring that the findings are disseminated, acted on accordingly and good practice is shared across the trust and beyond.
- Undertake research into new ways of working and develop guidelines that are current and reflect national guidance related to tobacco dependency treatment. Comply with, and contribute to, quality standards and guidelines, and take part in Clinical Governance, Research and Development initiatives related to tobacco dependency treatment.

Responsibility for Information Resources

- Write reports, record observations and maintain Smoking Cessation pathway plans, including electronic data storage, and other appropriate records, accurately, legibly and concisely.
- Maintain accurate and complete records of all care activities related to the role in a timely manner, adhering to local and professional standards for documentation.
- Use Information Technology to improve and inform practice in relation to the tobacco dependency treatment programme.
- To assist in developing a referral system with the community services to support effective Stop Smoking interventions.

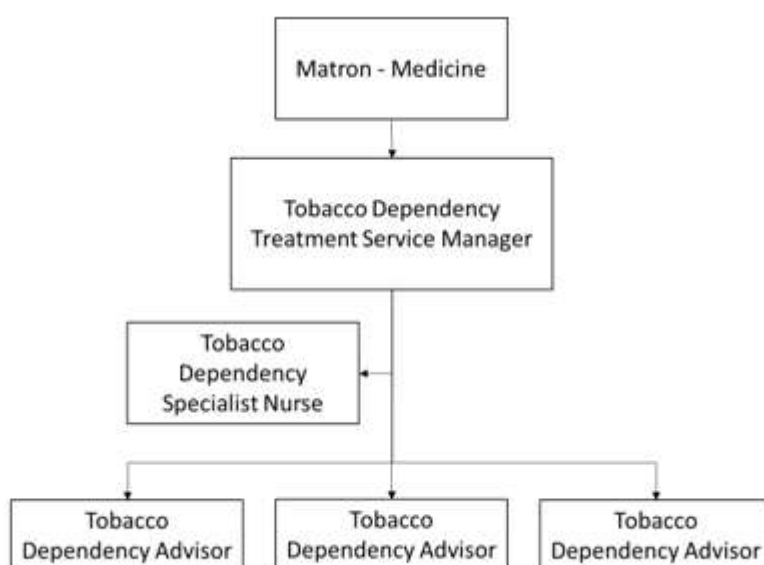
Responsibilities for Finance

- To have an awareness of allocated budgets ensuring effective use of financial resources within the allocated budget for the tobacco dependency treatment service.
- To order specialist supplies and maintain accurate records of resource use in relation to equipment and their consumables.
- To monitor, control and store resources/supplies according to the requirements and specifications of the clinical environment.
- To identify any problems with resource use/availability and make recommendations for corrective action which are consistent with team objectives and organisational policies.

Freedom to Act

- To support Line Manager in ensuring appropriate systems are in place to deliver effective and efficient services.
- To be accountable for own professional actions with the ability to manage own time and prioritise workload effectively.
- To be responsible for reviewing/initiating standard operating procedures within the Department to support the daily running of clinical activities.
- To support Line Manager in ensuring services are delivered and targets are met.
- To have responsibility for the efficient day to day delivery of clinical activities.
- To prioritise the use of all resources within area of responsibility

3. Organisational Chart





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"> Registered General Nurse ENB 998/Student Supervisor or evidence of teaching in clinical areas Educated to Master's level or have undertaken modules at Masters level. 	<ul style="list-style-type: none"> Leadership qualification Evidence of previous service development/ change management experience

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> To share and demonstrate Trust Values Experience in developing and delivering educational information Experience in developing clinical guidelines and policies Proven significant post registration experience. Knowledge and understanding of the NICE guidance and quality standards Proven evidence of the ability to manage a team of individuals Experience of successfully Demonstrate an awareness of own limitations Able to demonstrate excellent communication skills at all levels -verbal and non-verbal Ability to manage own workload and meet deadlines set Ability to support and challenge traditional views and work practices in a credible and non-threatening way Proven teaching and presentation skills Database management experience Self motivated and enthusiastic with the ability to motivate others. 	<ul style="list-style-type: none"> positive attitude to change with a proven ability to assist in the implementation of change and practice development

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • ability to work autonomously • ability to work collaboratively within Team and wider MDT. • ability to organise, plan and prioritise workload to meet deadlines • problem solving and managing conflict skills • excellent time management skills • awareness of professional and personal limitations • ability to delegate • Computer literate, keyboard skills, word processing skills, advanced spreadsheet skills 	<ul style="list-style-type: none"> • ability to use digital dictation equipment

OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Ability to work across both Trust sites • Ability to work flexibly to meet the demands of the service 	

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.





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