



## CLINICAL SITE 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

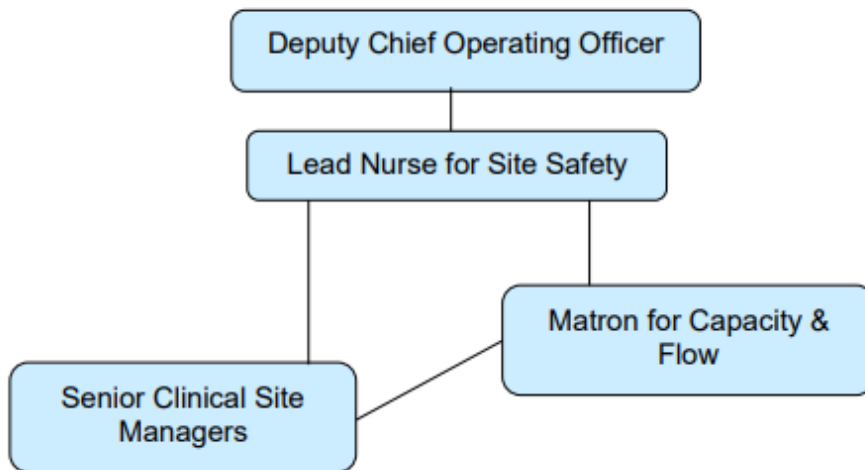
<b>Job Title</b>	<b>Clinical Site Manager</b>
<b>Band</b>	<b>7</b>
<b>Directorate</b>	<b>Operational Delivery</b>
<b>Accountable to</b>	<b>Matron for Capacity and Flow</b>
<b>DBS Required?</b>	<b>Yes</b>

## JOB OVERVIEW

In conjunction with other members of the Clinical Site Management team, ensure the provision of effective site management, including direct responsibility for the management and reporting of the four hour access target for the Emergency departments and the direction of bed usage throughout the Trust. The role will cover twenty four hours a day, seven days a week working in shifts.

The post involves operational management of all site issues as well as facilitating patient flow throughout the clinical areas. This is with the objective of ensuring that the patient is admitted in a timely fashion, receives the right treatment in the right place and is signposted to alternative service providers in accordance with agreed pathways and protocols of care. The post will also act as a support for both the Hospital at Night team and ward staff out of hours, to ensure the safe and effective use of resources to provide quality patient care. Working autonomously, but with support and liaison with operational managers and off site managers the post holder will ensure the timely action and communication of all site issues ensuring services are maintained.

## Organisational Position:



## Leadership and Communication

- To be responsible and accountable for the operational management of the hospital sites out of hours, acting as a co-ordinator of services and working closely with clinical and managerial staff.
- Assist the clinical areas with ensuring that maximum use of beds is maintained by utilising agreed operational strategies.
- Act as operational management support to all staff on site out of hours on behalf of line managers.
- To maintain collaborative working relationships and effective communications between all members of the multidisciplinary team, resolving conflict and working with teams to ensure a high standard of co-ordinated patient care.
- Take timely appropriate actions in relation to complaints, accidents and untoward incidents involving patients, staff and visitors, liaising with individual Directorates, Clinical and Non Clinical Managers on incidents within their areas and compiling statements accordingly.
- Ensure that there is effective use of available resources, reporting areas of difficulty / concern to Directorate Managers and/or Nurse Managers and/or relevant ward managers.
- To be a point of contact by ensuring that they are a visible, accessible and assertive figure to whom patients, relatives and staff can turn for assistance, advice and support.
- To establish and maintain positive links with external agencies in particular care coordination centre (CCC), police, coroner, media, social services, and community nursing and domiciliary therapy services.
- Act as Incident Control Officer during fire calls, leading and instructing staff through the Fire Policy.
- On behalf of the Trust comply with Mental Health Act and facilitate in the care of mental health patients by receiving section papers under the Mental Health Act and process them accordingly.
- To participate in the Major Incident procedure as set down in the local policy.
- To ensure compliance with agreed policies and procedures.



## Co-ordination and management of patient flow

- Be accountable for the overall co-ordination of patient flow within the hospital sites out of hours in accordance with the operational policy for the management of emergency and elective patient flow ensuring patients requiring hospital admission are placed in the most appropriate bed for their requirement.
- Act as liaison with other clinical hospital personnel to maximise bed use and facilitate the admission of emergency and elective patients.
- To take responsibility in ensuring staff maintain and update PAS/SEMA to support patient care
- To understand and be able to use the Vital Pac system and the EWS scoring system to prioritise the movement of patients according to clinical need, and maintain the clinical safety of patient flow.
- Collect and audit data related to bed availability and usage and update the appropriate personnel.
- To take ownership and accountability for the four hour access target and advise management of potential breaches to A&E targets in a timely manner.
- To ensure that the escalation policy is adhered to.
- Liaise closely with the clinical staff ensuring accurate information is available which ensures timely bed allocation.
- Maintain regular dialogue with the PRH/ RSH duty/off site managers to ensure maximum usage of beds is maintained.
- Work at either site as required

## Discharge coordination

- Identify and work closely with the discharge liaison team and ward coordinators to facilitate the discharge process and maximise the use of the discharge lounge when available.
- Work with ward staff to improve the speed, safety and effectiveness of discharges.
- Identify problems within hospital processes that lead to delays in discharge, and Notify the discharge liaison team and/or appropriate nurse manager.
- Employ problem solving skills and liaises with other agencies to expedite problematical discharges from hospital.
- Undertake allocated projects and audit, in conjunction with the Emergency Care Directorate.

## Clinical / Professional

- To ensure that all personal mandatory training requirements are kept up to date. To maintain current awareness of all relevant trust policies especially those relating to the transfer of patients, local and national targets and pathways of care. Ensure that acquiring competencies and skills for role/self development are undertaken in a timely and appropriate manner.
- Support the Hospital at Night project, assisting in coordinating and reviewing the service with management and appropriate personnel.
- To be a competent practitioner, with the required skills to be able to practice in the role. The postholder will act as a resource and advisor to staff working within the limitations of their professional capacity.

- To provide managerial support and professional advice to the nursing and junior medical staff. Acting as an advisor, role model for staff in the absence of the Ward Manager, Senior Sister/Charge Nurse. Offering assistance and support where possible.
- Support the meeting of pathways and targets treatment through understanding and ensuring requisition of tests within set clinical pathways.
- Provide clinical support and professional advice to the nursing staff and junior medical staff.
- Be familiar with the Mental Health Act and responsibilities relating to restraining orders appropriate within the general acute setting.
- To share awareness and highlight issues that pertain to the Protection Of Vulnerable Adults and Deprivation Of Liberty Safeguard regulations.
- To act as a member of the Trusts Resuscitation Team, Trauma Team in the absence of an appropriately qualified Nurse Practitioner in Hospital at Night or the Outreach service.

### **Human Resources**

- To ensure that all local and national HR policies, procedures and guidelines are adhered to and report any failure to do so appropriately.

### **Professional Conduct**

- To conduct oneself in a manner perceived by others as constructive. Ensure that any issues with other staff members or members of the public are addressed at appropriately and documented accordingly.
- To adhere to all local, national and professional guidelines in relation to conduct. To take the lead in ensuring that local incidents, complaints and issues are dealt with in accordance with Trust policy.
- To adhere at all times to uniform policy
- To ensure that sickness is reported and recorded according to Trust policy for both the CSM and Hospital at Night team and any direct line reports.
- To ensure that documentation of site reports, breeches and staffing issues are in accordance with agreed protocols and to a professional standard that does not use colloquial language and accurately reflects performance. 6.6 Responsibility for reviewing and maintaining service provision in event of gaps in service provision due to sickness or other events.
- To act as line manager and undertake all pertinent tasks for the Hospital at Night administrative workers, ensuring clear direction and support in a proactive framework.
- To work as part of a team in service delivery and in reviewing standards, policies and guidelines required to meet service provision.



## 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>• RGN with evidence of continuing post registration professional development</li> <li>• Specialist Clinical Qualification, i.e. ITU, course, A&amp;E course etc at degree/diploma level or above</li> </ul>	<ul style="list-style-type: none"> <li>• Recognised Managerial Qualification i.e. BTEC, CMI or significant demonstrable experience in a management role</li> </ul>

# EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Post registration experience with extensive experience at Band 6 or above or equivalent within the acute care sector</li> </ul> <p>Substantial experience of leading and managing demonstrating:</p> <ul style="list-style-type: none"> <li>• Decision making capabilities</li> <li>• Managerial skills and knowledge</li> <li>• Evidence of coordinating and managing day to day operational issues on a regular basis.</li> <li>• Experience in communication strategies and handling difficult situations</li> <li>• An awareness and understanding of national and local issues that affect Nursing and the NHS as a whole. Up to date knowledge and understanding of nursing policy and practice relevant to speciality</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of both POVA, DOLS and MCA</li> <li>• Experience in undertaking a preceptor/mentor role</li> <li>• Leadership ability – completion of LEO 3 day programme or equivalent</li> </ul>



# SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Ability to work and communicate effectively within a multidisciplinary team setting within and outside the Trust.</li> <li>• Evidence of excellent communication skills including verbal, nonverbal and written.</li> <li>• Evidence of excellent documentation, report writing and record keeping skills</li> <li>• Excellent interpersonal skills with professional credibility</li> <li>• Time management skills with an ability to act on own initiative and be both self-directed and motivated in the work environment.</li> <li>• Positive attitude to change with a proven ability to assist in the implementation of change and practice development.</li> <li>• Sound Microsoft Office PC and Sema Pas skills</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>

# OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Awareness of professional and personal limitations.</li> <li>• Ability to inspire confidence in others, demonstrating strong leadership qualities and acting as a positive role model to other members of the team.</li> <li>• Able to prioritise work load to meet service requirements</li> <li>• Strong team worker but with the ability to be self-directed and work autonomously as required</li> <li>• Flexible and adaptable in approach</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.

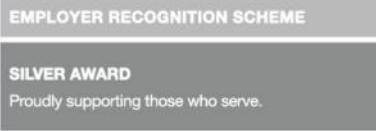


# NO SMOKING POLICY

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](#)