

JOB DESCRIPTION

Job Title:	Associate Community Matron
Band:	Band 6
Responsible To:	Urgent Community Response Manager
Accountable To:	Community Services Manager
Section/Department/Directorate:	Urgent Community Response - Health & Social Care Directorate

Job Purpose:

The Associate Community Matron is a pivotal member of the integrated Health and Social care team linking with and supporting Primary care, Community Nursing and the multidisciplinary team at practice and complex care team level for patients with a wide range of conditions.

The Associate Community Matron will work towards setting up, implementing and evaluating care plans, in order to support patients with a range of both long term and acute complex needs. This will inform and develop the Trust's provider service management approach to Long Term Conditions, contributing to the care of complex patients.

The Associate Community Matron will case manage and work with patients and their carers to maximise on the benefits of the Associate Matron role in supporting their care programs, encouraging self-care and self-management approaches to long term conditions. This includes triaging and allocating work to appropriate services/colleagues.

The Associate Community Matron will work towards developing expert clinical skills relating to a wide range of conditions and case management. The role is pivotal in ensuring patients receive appropriate care and treatment as close to home as possible and that health and social care is patient centred and delivered to a high standard. This involves making close links with secondary care providers to facilitate appropriate and timely discharges.

The Associate Community Matron is a pivotal member of the Primary Health Care Team and develops professional relationships with medical colleagues, other health professionals, Social Services, voluntary agencies, secondary care hospitals, community hospitals and liaison staff, to enhance the service and care pathway provided to patients who have complex needs and their families due to the presence of both Long Term and Acute Conditions.

The Associate Community Matron works independently exploring all avenues to support patients with complex needs and chronic disease including forming effective communication networks across organisations to achieve patient focused goals.

The Associate Community Matron will work with the area professional leads and the Head of Profession for Nursing in partnership with practices and the local consortiums to further develop services which are of value to the commissioners and meet local needs.

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Dimensions:

- Lone working
- Remote working without direct supervision
- Supervising, teaching and involvement with the development of peers, and other relevant team members, carers and patients
- Develop expert assessment, and clinical skills relating to complex conditions and case management.
- Provide care and treatment as close to home as possible involving making close links with secondary care providers to facilitate coordination, as appropriate, through the patient pathway.

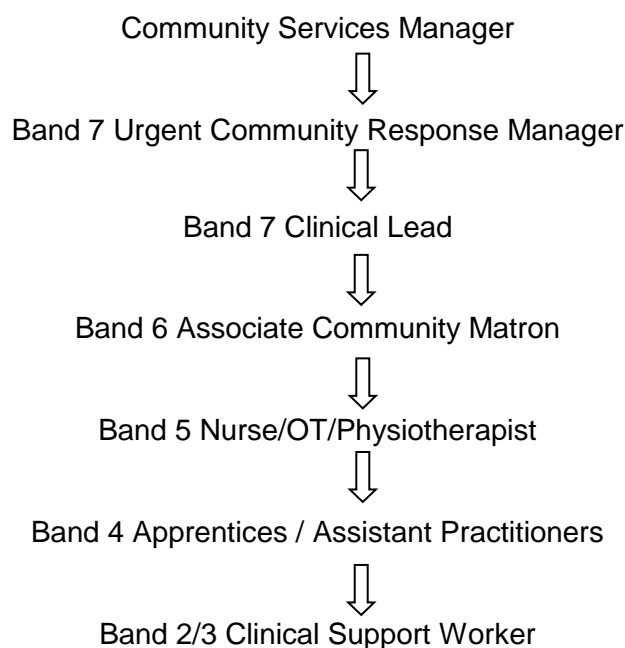
The associate community matron will be based in the community setting.

The post holder will fulfil all tasks and work as part of a team. To meet the needs of the service, the post holder may be required to work in other areas as appropriate and as directed by the line manager or appropriate manager.

Key Working Relationships:

Patients, Relatives and Carers
Community Nursing Team
Senior Nurse Community
Community Services Managers
Community Matron
Adult Health and Social Care
Community Hospitals
General Practitioners and other members of the Primary Health Care Team
Palliative Care Teams
Continuing Healthcare
Safeguarding Lead/Team and Care Home Educators
Rapid Intervention Centre/Rapid Response
Statutory and Voluntary Agencies
Secondary Care Providers including Discharge Teams
Specialist Nurses
Out of Hours Services
Adult Mental Health Teams
Public Health Teams
Other Agencies/Providers

Organisational Chart



Key Result Areas/Principal Duties and Responsibilities

Communication and Relationship Skills

Able to effectively communicate at all levels in the organisation, to a variety of health and social care professionals, patients/users and carers, to provide the best outcomes for patients, their relatives and carers.

The Associate Community Matron will be an Ambassador for the management of complex patients and long term conditions, raising awareness of health promotion and maximising opportunities to engage teams and individuals in their understanding of the aspirations of the role.

Able to maintain a high level of performance and be goal and outcome focussed when faced with opposition or when working under conditions of pressure.

Able to listen and empathise with the needs and wishes of users and their carers. Advocating for patient care appropriately ensuring issues are followed through with relevant actions.

Understand the implications of the Mental Capacity Act and acts to assess capacity as appropriate.

Understand the safeguarding adults issues and act within the guidance of the policy to keep adults within their care safe.

Acts at all times in a manner which illustrates compassion, respect for privacy, dignity and confidentiality.

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Able to keep accurate contemporaneous documentation and care/ plans using and supporting the organisational documentation.

This role requires excellent communication skills, verbal, written and use of IT.

Analytical and Judgement Skills

Analyse and act appropriately in complex situation and escalate wherever applicable eg to Safeguarding Lead.

Make judgements on complex facts requiring interpretation and comparing options. Skills required for assessment and interpretation of complex patient conditions and determining the appropriate course of action.

Planning and Organisational Skills

As a Care Co-ordinator and Case Manager the Associate Community Matron will be expected to:

Anticipate care needs and collaborate with key stakeholders to develop appropriate care plans, referring on to other services or professionals as required.

Build on a network that can be used to streamline care pathways for the caseload of patients.

Exhibit a sense of responsibility and accountability for the Urgent Community Response caseload and co-ordinate care in all settings within the care pathway. Able to work with multi-disciplinary teams within adult health and social care teams to plan and implement high quality care.

Use effective and efficient leadership and management skills.

Physical Skills

A range of highly developed physical clinical skills including dexterity and accuracy for intravenous injections, syringe pumps, insertion of catheters and removal of sutures.

This is not an exhaustive list.

Responsibility for Patient and Client Care

Always work within the Nursing and Midwifery Council (NMC) Code, standards of practice and behaviour for nurses and midwives. Always work within additional Standards as required e.g. Standards for Medicines Management, Standards of proficiency for nurse and midwife prescribers.

Demonstrate expert clinical competence developed through continuing professional development, reflective practice, development programme and maintenance of a skills portfolio.

Develop a therapeutic alliance with the patient that supports self care abilities and the patient's own expertise in the management of their own complex and/or long term condition.

Develop and carry out programmes of care and hold their own patient caseload.

Work with the multi-disciplinary team to co-ordinate the development, implementation and evaluation of teaching programmes for patients, relatives and their carers. Provide patients with the necessary knowledge and skills to gain independence, safely manage their circumstances, plan for unavoidable

progression in their Long Term Condition and enable them to effectively access health and social care.

Use advanced skills and expert knowledge to identify subtle changes in condition, providing specialised advice, taking a proactive approach to make appropriate interventions in the patient care pathway including prescribing within their competence and prescribing status, and medicines management within the professional code.

Use advanced clinical professional skills and expert knowledge to assess the physical and psycho – social needs of a defined patient group, instigating therapeutic treatments based on best available evidence in order to improve health outcomes.

Use advanced skills and expert knowledge to make comprehensive and focussed assessments, including prescribing within their competence and prescribing status, and medicines management within the professional code.

Work in partnership with adult health and social care teams, GPs; Consultants, Secondary Care, Pharmacist and clinical practitioners to ascertain diagnosis; develop care plans and initiate effective follow through in care.

Negotiate and agree with patient, relatives, carers and other care professionals, individual roles and responsibilities with actions to be taken and outcomes to be achieved, referring on to other services or professionals as appropriate.

Challenge professional and organisational boundaries, identifying areas for skill/ knowledge development.

Promote health for the patient, relatives and their carers using expert clinical and health promotional knowledge base.

Complete appropriate risk assessment of patients and their environment to support clinical care and address health and safety issues.

Recognise and appropriately address risk factors to patients, relatives, carers and other staff within the adult healthcare and social care setting.

Identify, monitor and report any concerns identified with vulnerable adults. Work in partnership to safeguard vulnerable adults in all community settings.

Engage teams and service users to contribute to the developments and support for the Expert Patient strategy and the ongoing management in health and social care of long term conditions.

Provide assurance of quality care delivery through audit reports and organisational data.

In conjunction with other Health and Social Care Professionals develop and regularly review patient information taking into account cultural diversity and communication challenge.

Responsibility for Policy and Service Development

To work to Trust Policies, Procedures and Standard Operating Procedures (SOP).

To maintain Trust Standards of Clinical Governance.

To maintain Professional Standards of Practice.

To work collaboratively and in partnership with other practitioners, offering appropriate advice to all professions on care practices, delivery and service development.

To proactively work with teams to promote the role of the Associate Community Matron and the approach to the management of complex patient and long term conditions.

To support the implementation and evaluation of policies, protocols and integrated care pathways that are consistent with National and International Standards and current research. Facilitate change in practice which will improve clinical outcomes and meet the needs of patients and carers.

The Associate Community Matron will work with the Urgent Community Response Team Manager, Community Nurse Team Manager, and Community Services Manager to meet local needs.

Responsibility for Financial and Physical Resources

Authorise appropriate resources through the ordering systems.

Prescribing of equipment from the community equipment store, including responsibility for tracking of high level equipment.

If a non-medical prescriber, the post holder will prescribe within their prescribing status and ensure the efficient use of resource i.e. use of agreed formularies.

Responsibility for Human Resources

Responsible for ensuring lone working policies and staff tracking systems are adhered to for self and others in the team.

Individual responsibility to attend/undertake required mandatory training.

Participate in supervision and appraisal with line manager to support professional development focussing on the individual skill set and competency.

In collaboration with the line manager takes responsibility for assessment of the learning and development needs of patients/users, carers, clinical practitioners and other professionals in relation to complex patients and/or long term conditions. Supports strategies for developing and enhancing their skills and abilities, teaching how to identify early signs and changes of condition to facilitate gaining of competencies, care planning and effective implementation of care pathways related to complex patients and long term condition management.

Works in partnership with the Learning and Development Team in the creation, delivery and evaluation of learning opportunities that fulfil these requirements. This includes occasionally delivering training to a range of individuals.

Responsibility for Information Resources

Inputting, storing & providing information in relation to patient records and care programmes.

Accurately completing and maintaining effective patient records including addressing confidentiality issues.

Accessing, interpreting and acting on data from secondary care providers to support patient pathways.

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Completing activity data using Trust agreed data collection sets.

Inputting and storing information on relevant IT systems. Basic keyboard skills required.

Responsibility for Research and Development

Critically evaluate and interpret evidence-based research findings from diverse sources making informed judgements about their implications for changing and/or developing services and clinical practice.

Continually evaluate and audit the quality and effectiveness of the practice of self and others in collaboration with the Urgent Community Response Team Manager, Community Nurse Team Manager, Community Matron, Senior Nurse Community and G.P, selecting and applying a wide range of valid and reliable approaches and methods.

Identify gaps in evidence and/or practice knowledge and participates in their resolution through primary research as appropriate with the support of the Community Matron.

Contributes to the wider development of practice through presenting and networking locally and nationally.

Ensure the active involvement of patients, relatives, carers and members of the public in planning, monitoring and evaluation of service provision.

Decision Making

Works independently and work is managed rather than directly supervised. Is a lone worker, working remotely and without direct supervision.

Works autonomously, manages own time and manages own patient caseload in the community.

Works within codes of practice and professional guidelines.

Works within Trust Policy, Procedure, Standard Operating Procedures (SOP) etc.

Can identify, through risk assessments, when to escalate to the Community Matron, Community Nurse Team Manager, Community Services Manager, Senior Nurse Community (Professional Lead) or on-call escalation process, and/or to other healthcare professionals.

Physical Effort

Daily work involves frequent driving, sitting/standing and walking, moving equipment, frequent manual handling and treatment of patients in restricted positions.

Working hours negotiated according to service need.

Frequent use of IT equipment (including mobile phones, laptops, tablets etc).

Mental Effort

Understand a range of procures which are evidenced based:

- Community procedures
- Clinical observations
- Basic life support

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- Assessing, planning, implementing and evaluating patient care
- Infection control

Liaise with and develop effective partnerships with a wide range of individuals and organisations in the statutory, voluntary and private sectors, in relation to patients with complex and/or long term conditions

Work pattern requires delivering a schedule of patient visits with frequent concentration for developing care plans, treating and interacting with patients/carers etc. The workload is deadline driven, unpredictable and subject to change and interruption i.e. calls being re-prioritised, interactions with work colleagues, family/patients/carers needs.

Emotional Effort

Managing a service which cares for patients with long term conditions, the terminally ill, chronically sick and their relatives, carers and friends. This includes having to break bad news or give distressing news to patients/relatives/carers and dealing with these and other emotional circumstances.

Working with patients with mental health, learning disabilities problems and challenging behaviour.

Frequently copes with and deals with areas of complexity and conflict.

Instigates emergency procedures i.e. finding a collapsed patient and commencing basic life support.

Working Conditions

Frequent daily contact with

- Body fluids e.g. faeces, vomit
- Smells
- Infections
- Dust
- Driving hazards
- Use of IT
- Transportation of samples

Occasional exposure to highly unpleasant working conditions.

Other Responsibilities:

To take part in regular performance appraisal

To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

To contribute to and work within a safe working environment

The post holder is expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in

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action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

The post holder is expected to comply with Trust Infection Control Policies and conduct him/her at all times in such a manner as to minimise the risk of healthcare associated infection.

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check

THE TRUST – Vision and Values

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

Honesty, Openness & Integrity
Fairness,
Inclusion & Collaboration
Respect & Dignity

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff's commitment to meeting the needs of our patients.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the Manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.

PERSON SPECIFICATION

POST: Associate Community Matron

BAND: 6

REQUIREMENTS	At Recruitment	At PDR
<p><u>QUALIFICATIONS / TRAINING</u></p> <p>Registered nurse – Diploma / Degree.</p> <p>Post graduate/post Clinical Diploma in Advanced Clinical Practice or similar qualification or equivalent experience.</p> <p>Independent / supplementary prescriber or committed to undertaking this course</p> <p>Highly Numerate and Literate</p> <p>Teaching qualification</p> <p>Mentorship qualification / skills and/or experience, or committed to undertaking appropriate mentorship course.</p>	<p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>D</p> <p>E</p>	<p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>D</p> <p>E</p>
<p><u>KNOWLEDGE/SKILLS:</u></p> <p>Leadership skills and excellent decision making capabilities</p> <p>Clinical knowledge related to long term condition management.</p> <p>Committed to undertaking advanced clinical skills training.</p> <p>Able to provide detailed advice to other specialists and non-specialists.</p> <p>Evidence of continual professional Development</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<p><u>EXPERIENCE:</u></p> <p>Evidence of working at a senior level in community nursing, long term condition management or primary care experience</p> <p>Experience of working within multidisciplinary teams to influence high quality care programmes for patients with Long Term Conditions</p> <p>Previous experience of managing change and project management.</p>	<p>E</p> <p>E</p> <p>D</p>	<p>E</p> <p>E</p> <p>D</p>

<u>PERSONAL REQUIREMENTS:</u>		
Ability to organise own work within a team setting	E	E
Self-motivated and able to use own initiative	E	E
Ability to work logically and complete tasks	E	E
Willingness to be challenged	E	E
Self reliant, ability to deal with stressful situations and work under pressure	E	E
Sensitive and empathetic.	E	E
Prepared to work flexibly	E	E
Excellent communication and interpersonal skills, both written and oral	E	E
Sound clinical leadership skills	E	E
Strong and effective decision making capabilities	E	E
Ability to identify own strengths and limitations	E	E
	E	E
<u>OTHER REQUIREMENTS:</u>		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust	E	E
To be willing to work throughout the Trust according to service need	E	E
Ability to travel.	E	E

* Essential/Desirable

HAZARDS:- Updated 31 st May 2013					
Laboratory Specimens		Clinical contact with Patients	Y	Dealing with violence & aggression of patients/relatives	
Blood / Body Fluids	Y	Dusty Environment		VDU Use	Y
Radiation / Lasers		Challenging Behaviour	Y	Manual Handling	Y
Solvents		Driving	Y	Noise / Vibration	
Respiratory Sensitisers		Food Handling		Working in isolation	Y
Cytotoxic Drugs		Electrical work		Night Working	

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