

JOB DESCRIPTION

JOB DETAILS	
Job Title	Tissue Viability Clinical Matron
Reports to	Tissue Viability Lead Nurse
Band	Band 8a
Department/Directorate	Clinical Specialist Services

JOB PURPOSE
<p>The Tissue Viability (TV) service has responsibility to provide clinical expertise in the assessment and production of care plans for patients with complex wound problems, education of staff, production of policy, and provision of guidance to Trust management on all aspects of the specialty including pressure ulcer prevention. Some clinical service is also provided to external agencies under service level agreements or other contractual mechanisms to Care Homes, Integrated Children’s Services, Devon Partnership Trust and GPs.</p> <p>The post holder will have clinical and managerial responsibility for a defined clinical portfolio at the Trust.</p> <p>The post holder will provide a lead operational role for the TV services provided by the RDUH and deputise for the TV Lead Nurse in their absence.</p> <p>The post holder will be accountable for ensuring the highest standard of clinical care is provided across the Trust.</p> <p>The postholder will be the clinical lead for TV services across the Trust and provide visible leadership within the TV service and to the team. They will act as an expert on TV issues and contribute to key committees and groups.</p> <p>The postholder will ensure that pressure ulcer data streams are validated and that TV incidents are investigated accordingly. They will support the management of any TV related contracts with external agencies ensuring that performance is monitored and shared with the contracting agency.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>The post holder is required to:</p> <ul style="list-style-type: none"> • Lead and manage TV services across the Trust. • Provide visible leadership within the TV service and to the team. • Act as an expert on TV issues and contribute to key committees and groups. • Work clinically to support the TV team. • Ensure that pressure ulcer data streams are validated and that tissue viability incidents are investigated accordingly. • To provide expert clinical advice. • Support the management of any TV related contracts with external agencies ensuring that performance is monitored and shared with the contracting agency. • Provide assurance reports and data relevant to TV as requested by the organisation. • Advise members of the public on their enquiries. • Manage the TV team. • Line manage the Tissue Viability Clinical Nurse Specialists. • Identify TV related risks and set action plans to reduce those risks.

- Deliver a quality evidence-based service through setting and monitoring clinical and non-clinical performance standards. Be responsible for the auditing of standards of care and overseeing implementation and monitoring of improvement action plans.

KEY WORKING RELATIONSHIPS

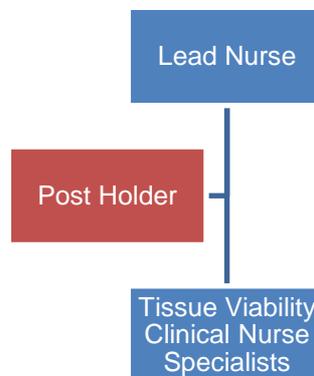
No. of Staff reporting to this role: TBC

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Chief Nursing Officer • Directors of Nursing • Medical Directors • Care Group Deputy Medical Directors • Care Group Directors of Patient Care • Care Group Directors • Lead Nurses, Clinical Matrons, Clinical nurse Managers, Midwives • Associate Directors/General Managers/Head of Services • Specialist Nurses • Consultants and other medical staff • Nursing Staff • Governance Managers • HR Business Partner • Divisional Accountant • Corporate Services i.e. safeguarding, patient safety, patient experience • Epic team 	<ul style="list-style-type: none"> • Patients/Carers/Relatives • External Agency Managers/staff • Regulators • Other NHS Trusts • ICB • Industry Partners

ORGANISATIONAL CHART



FREEDOM TO ACT

The post holder has the freedom to act autonomously to ensure that areas within portfolio achieves its objectives through the core areas of strategic planning; general management; financial management; performance management; planning, policy and service development, including transformation; service quality; workforce management; and information Management.

The post holder will make decisions based on their own interpretation of broad clinical and professional policies advising the organisation how these should be interpreted. There will be significant autonomy in this role with the post holder being responsible for a wide range of duties. This would include complex patient care and safety decisions, professional leadership, staffing skill mix challenges, and complex HR issues.

The post holder establishes how relevant national guidance and policies should be interpreted and applied to practice.

COMMUNICATION/RELATIONSHIP SKILLS

The post holder will:

- Demonstrate a high level of effective communication with all staff, including often communicating highly sensitive condition related information to patients, relatives, staff and carers.
- Utilise excellent communication and negotiation skills in order to influence and persuade others, engender cooperation in relation to service improvements and the implementation of change within the Trust.
- Demonstrate empathy and all aspects of effective emotional intelligence.
- Strong presentation skills are required, as is the ability to influence views convincingly and coherently by using a variety of media.
- Act as a clinical and professional role model for the TV team. Ensure that clinical practice is kept up-to-date.
- Responsible for negotiating and resolving complex and sometimes contentious issues and situations involving staff and TV services.
- Establish effective systems of communication to ensure that staff feel fully informed and involved in shaping the service.
- Represent the Trust at local, regional and national meetings as required.
- Participate in and support with the ward accreditation programme.
- Responsible for keeping patient information and website information up to date.
- Act as a member of relevant Trust assurance meetings as appropriate/requested.
- Attend Clinical Matron and Clinical Nurse Specialist Forums and other organisational meetings as necessary.
- Attend the Westcountry Tissue Viability Group.
- Provide responses to complaints when requested by the Trust complaints team.
- Provide and receive complex, sensitive/highly sensitive or contentious information, and be aware of and able to manage the barriers that can compromise effective communication. This will also include providing expert advice to managers and clinicians where required.
- Makes formal presentations to relevant Trust Committees.
- Provide representation on committees/working groups as required.
- Be prepared to challenge individuals' actions/omissions if not compliant with trust policies and guidelines at any time.
- Provide representation on committees/working groups as required.

ANALYTICAL/JUDGEMENTAL SKILLS

- Involvement in complex situations requiring analysis, interpretation and comparison of a range of options (e.g. non-healing wounds, risk assessing pressure relieving equipment, dressing type, pressure relieving equipment, referral to plastics or vascular teams, debridement of the wound at the bedside etc etc).
- Assesses and interprets specialist acute and other patient conditions and taking appropriate actions.
- To monitor and review the effectiveness of interventions with the patient and colleagues and modify this to meet changing needs and established goals of care.
- Identify gaps in TV policy and rectify as necessary.

PLANNING/ORGANISATIONAL SKILLS

- Take overall responsibility for, and lead on, the provision of a co-ordinated operational specialist service for the acute and community services.

- Delivery of the TV strategies which impact across the service and sector.
- To use effective prioritisation, problem solving and delegation skills to manage time effectively.
- Lead and manage a team of specialist nurses providing clinical assessment and complex care to patients with non-healing and complex wounds.
- Lead on the development of relevant Tissue Viability work plans as identified/requested by the Trust.
- Ensure that referrals to the department are appropriately prioritised and that delegation within the team is appropriate and equitable.

PATIENT/CLIENT CARE

- Develop highly specialist care models and pathways for individual patients across the Trust.
- Responsible for the delivery of speciality programmes of care within the TV service and the provision of specialised advice.
- May undertake and/or teach complex clinical procedures that require dexterity and accuracy as part of job role for example aseptic technique and wound care.
- Undertake sufficient clinical practice in an expert TV capacity in order to maintain that expertise.
- Ensure the provision of effective TV nurse led clinics.
- Work in collaboration, in specific clinic and general clinical settings, with multidisciplinary team members, notably but not restricted to vascular, dermatology, podiatry and diabetes teams.
- Maintain an up to date knowledge of pressure relieving equipment and wound care interventions.
- Assess patients and their complex needs and those of their families; plan, implement and evaluate appropriate programmes of care – this will include communicating highly sensitive information about diagnosis, treatment options and issues surrounding terminal illness and bereavement.
- Provide emotional, psychological and practical support to the patient and their family/carer throughout their pathway and to facilitate communication between patients, families and professionals.
- To recognise ethical dilemmas relating to care and act as the patient/relative's advocate when required.
- Act as an expert resource to others in developing and improving specialist knowledge and skills in clinical practice, through acting as an assessor, teacher and facilitator.
- To clinically lead the TV services.

POLICY/SERVICE DEVELOPMENT

- Develops specialist nursing and multidisciplinary protocols and policies.
- Utilise up to date evidence and guidelines from authoritative bodies to underpin clinical care and advice, written guidance and education being delivered and to be responsible for producing and updating relevant policies and procedures.
- Appraise key reports (such as Public Inquiries) and guidance documents (such as NICE) with a view to incorporating new objectives into annual plan, policy or working methods.
- Ensure that departmental policies are up to date, disseminated and fit for purpose. In particular maintain operational, pressure ulcer and open wounds policies.
- Ensure that all referrals to the service and response times are consistent with operational policy requirements.
- Encourage and motivate staff, look at new ways of working and implement change to improve delivery and quality of patient care.
- Assist in current clinical audit and ensure changes are implemented into practise.
- Contribute to the preparation of local guidelines and assist with their implementation as required.
- Work with colleagues in the team on the development of current and new services and other initiatives.
- Actively participate in strategic service planning & development.
- Develop evidence-based standards, policies and guidelines at a local network and national level to improve the practice of own and other professions.
- Evaluate clinical effectiveness within the teams, identifying poor quality and action plan for quality improvement.
- Act as facilitator in developing clinical practice and promoting changes in service that meet National Standards including NICE guidance.

- Develop care pathways for patients within the relevant specialities.
- Participate in developing a shared vision of the service and work with the multi-disciplinary team, organisation and external agencies to achieve this.
- Maintain a peer network of support, information and learning with other clinical matrons within the organisation.

FINANCIAL/PHYSICAL RESOURCES

- Assist with any trials / products changes instituted by procurement and Infection prevention and control team that may have financial implications.
- The post holder has a personal duty of care in relation to equipment and resources.
- Authorised signatory, authorise travel expenses.
- Deputise for line manager in budget meetings, as appropriate.
- Has a personal duty of care in relation to equipment and resources.
- Be aware of budgetary limitations and provide highest quality nursing service within those confines.
- Make line manager aware of any concerns regarding the quality of service provided in a constructive manner.

HUMAN RESOURCES

- Line manager for the TV nursing team.
- Plans specialist nursing service provision, including their education and training in conjunction with the Consultant/Lead Nurse ensuring that duty rosters, annual leave and study leave are approved and allocated equitably.
- Responsible for the management of sickness/disciplinary procedures, appraisals and workforce planning.
- Ensure that TV team members have management supervision meetings no less than every 6 weeks and have an annual appraisal.
- To promote evidence-based practice through education, training and consultation.
- Identify unmet educational needs of staff and advise managers accordingly.
- In collaboration with the Workforce Development Department ensure pressure ulcer mandatory educational programmes are available to all relevant staff.
- Provide Workforce Development with attendance records for staff attending any training event, including product support undertaken by company representatives.
- Support the University of Plymouth and Peninsula Medical School by contributing to the education of students of nursing, allied health and medicine as required when they are on Trust placements or at their academic bases.
- Ensure own educational needs are raised with line manager as necessary.
- Formulate, plan and teach specialist knowledge and packages of learning, relevant to TV, to a variety of multi-professional staff across the Trust, also including students.
- Empower colleagues and less experienced nursing staff to contribute to the formation of goals, knowledge and skills relating to the specialty.
- Be the lead for education and quality improvement activity across the TV team.
- To update and maintain own knowledge of current local and national TV issues and clinical/professional developments within the service and disseminate that knowledge to colleagues.
- Plans, develops, delivers and evaluates specialist education and training programmes for all relevant disciplines of staff Participate in the informal/formal TV education and training programmes for the multi-disciplinary teams.
- Ensure a robust education and professional development programme is maintained for the TV champions in the Trust.
- Develop learning opportunities for all Trust employees that are flexible and accessible and support the needs of the organisation in collaboration with members of the Learning and Development Team.
- Acts as a positive role model for other staff and students.
- Teaches patients and their families/carers about managing own condition where relevant.
- Lead specialist for a defined clinical area providing line management to other members of the team.
- Ensures that personal development reviews and 1:1s of line managed staff are undertaken regularly.

- Responsible for organising own workload and supervising the workload of less experienced specialist nurses/practitioners within the requirements of the specialist team activities and work plan.
- Develops specialist multidisciplinary protocols and policies for specialist area.

INFORMATION RESOURCES

- Collect relevant clinical data for use by the TV team.
- Ensure compliance with data quality standards and take appropriate corrective action as necessary.
- Contribute to agreed reports using qualitative and quantitative data and present analysis in concise and understandable form to engage action (typically on a quarterly basis).
- Be a catalyst for positive feedback to staff on high performance in order to motivate and encourage staff.
- Produces and presents reports as required.

RESEARCH AND DEVELOPMENT

- Ensure the specialist team contributes to the specialist and nursing evidence base through participation in research and development activities, independently or collaboratively.
- Encourage the specialist team to identify research and development opportunities and formulate appropriate questions.
- Incorporate nursing research and development activities into the annual work programme.
- Appraise personal and departmental limitations in respect of ability to undertake research and development activities.
- Ensure policy and service developments are based on best available evidence.
- To network with other specialist services throughout the UK joining the appropriate organisations in order to collaborate, share and benchmark practices and initiatives.
- To act as a research resource in TV matters.
- To critically appraise current practice and best evidence – develop/introduce new practices in accordance with audit or research findings.
- To lead quality improvement initiatives within the speciality.
- To promote evidence-based TV practice by keeping abreast of relevant and up to date TV research.
- Collaborate with the Trust R&D team on TV related project opportunities.
- Lead and implement with relevant staff on TV related audit activity for example, Pressure Ulcer Prevalence audit, use of and implementation of TV related documentation and policies.
- Partake in national clinical benchmarking.

PHYSICAL SKILLS

- The post holder will require highly developed physical skills, including manual dexterity in the use and application of different wound dressing products.
- Undertakes clinical procedures that require dexterity and accuracy e.g. complex wound interventions such as negative pressure wound therapy, sharp debridement, tissue biopsies, Doppler ultrasound, compression bandaging.
- Ability to deliver patient care in a variety of different settings including North Devon District Hospital, the Royal Devon and Exeter Hospitals, community hospitals, hospital wards, outpatient clinics and patients own homes.
- Ability to carry and move some clinical and teaching equipment around the Trust between locations in accordance with Moving and Handling procedures and policies.

PHYSICAL EFFORT

- The post holder may be required to exert light physical effort (loads of not more than 5kg. moving health promotional and educational equipment and materials between locations) on an occasional basis.
- Ability to visit / move around between many wards and departments in working day, and to travel to other hospitals, community sites and meeting locations within the Devon region.
- The role will have a combination of sitting, standing and walking with occasional moderate effort for several short periods involving sitting at a VDU for long periods of time.
- Manual dexterity when demonstrating clinical skills during teaching.

MENTAL EFFORT

- Ability to work under pressure as unpredictable work pattern.
- Frequent concentration required for complex data entry and typing intricate and multi-faceted documents.
- Flexibility to adapt to an unpredictable workload e.g. in outbreak situations where regular situation assessment/updates may be required.
- Learn new skills associated with the role.
- Ability to manage interruptions.

EMOTIONAL EFFORT

- Support other team members with staffing/personal issues.
- Occasionally manage a difficult situation which may arise with angry/upset clients, staff and telephone callers.
- May on occasions be required to impart distressing information to patients.

WORKING CONDITIONS

- Frequent exposure to aggressive patients/family/carers.
- Regular VDU use.
- Frequent working with unpleasant working conditions (uncontained bodily fluids) when in clinical setting.
- Frequent exposure to malodorous, exuding and infected wounds on a regular basis.

OTHER RESPONSIBILITIES

- Take part in regular performance appraisal.
- Maintain responsibility for own professional and specialist development.
- Use reflection to identify and prioritise education/development needs.
- Pursue an ongoing programme of professional education/development relevant to the specialty
- Be a member of a professional specialist forum/association (where such exists) and attend regional/national meetings and conferences when possible.
- Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling
- Contribute to and work within a safe working environment
- You are expected to comply with Trust Infection Control Policies and conduct yourself 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 action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.
- You must also take responsibility for your workplace health and wellbeing:
 - When required, gain support from Occupational Health, Human Resources or other sources.
 - Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
 - Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
 - Undertake a Display Screen Equipment assessment (DSE) if appropriate to role

APPLICABLE TO MANAGERS ONLY

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1's / supervision with employees you always check how they are

DISCLOSURE AND BARRING SERVICE CHECKS

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.

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.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Clinical Matron, Tissue Viability
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Registered Nurse / Practitioner	E	
Specialist TV qualification at a Masters level, or holds equivalent demonstrable experience	E	
Conservative sharp debridement qualification	E	
Non-medical prescriber		D
Teaching and mentoring qualification or equivalent experience	E	
Leadership qualification or equivalent experience	E	
KNOWLEDGE/SKILLS		
A comprehensive knowledge of wound care	E	
An appreciation of Trust strategy and policy at organisational levels and how these drivers are interpreted in the specialist service	E	
Ability to appraise research evidence consistent with evidenced based care	E	
Computer literacy to a level consistent with everyday use for common use software word processing, spreadsheets, presentation, plus email and internet familiarity	E	
Excellent verbal and written communication skills	E	
Ability to manage own case/workload	E	
Ability to lead and manage other staff	E	
Ability to review the performance and development of other staff	E	
Ability to lead and co-ordinate research and audit activity	E	
Ability to implement changes to practice successfully	E	
EXPERIENCE		
Demonstrable post qualification nursing experience in an acute hospital / community setting	E	
Demonstrable post qualification experience within Tissue Viability	E	
Experience of teaching in practice	E	
Experience of planning, delivering and evaluating education programmes	E	
Experience of formal teaching/lecturing	E	
PERSONAL ATTRIBUTES		
Occasional physical effort moving health promotional materials and educational equipment between venues	E	
Occasional discussion with patients, visitors and staff about complex wound care	E	
Ability to adapt and display appropriate interpersonal skills to suit needs of audience / situation	E	
Ability to support colleagues in stressful / pressurised circumstances when required	E	
Ability to communicate with many levels of staff and with clients	E	
Adaptability as regular interruptions to daily tasks occurs	E	
Ability to prioritise busy schedules and competing demands	E	
Confidence to challenge poor practice	E	
Comfortable working in busy, hot, noisy multi-person office	E	

<p>Capable of regular periods of VDU work.</p> <p>Capable of lone working</p> <p>Able to work as a team member</p> <p>Highly motivated and enthusiastic</p> <p>Takes responsibility for own professional development</p> <p>Smart professional appearance</p> <p>Up to date personal profile</p> <p>Self-motivated and able to work on own initiative</p> <p>Sensitive and empathic to staff and client needs</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>OTHER REQUIREMENTS</p> <p>The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.</p> <p>Hold a driver's license, have access to a vehicle and the ability to travel to other locations as required.</p>	<p>E</p> <p>E</p>	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y			X	
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	Y				X
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	Y				
Respiratory sensitisers (e.g. isocyanates)	Y				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y		X		
Animals	Y				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	Y			X	
Driving	Y			X	
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		X		
Mental Effort	Y				X
Emotional Effort	Y		X		
Working in isolation	Y		X		
Challenging behaviour	Y				X