

JOB DESCRIPTION

JOB DETAILS	
Job Title	Clinical Matron for Patient Safety and Quality
Reports to	Patient Safety and Quality Lead
Band	Band 8a
Department/Directorate	Women and Children's Health Services

JOB PURPOSE

The purpose of this post is to provide effective leadership to support the development and delivery of the Trust patient safety and quality improvement agendas for perinatal services. The post holder will have a strong focus on strengthening organisational safety culture, maintaining high standards of care and reducing avoidable harm. The post holder will provide leadership on key elements of the Trust's annual maternity safety programme, as well as supporting other project leads across the service. The post holder will provide the clinical, managerial and educational leadership required for maternity safety, quality improvement and assurance processes. They will lead the coordination, alignment and oversight of national maternity safety and incentive frameworks, including the Clinical Negligence Scheme for Trusts (CNST), the Maternity Incentive Scheme (MIS) and the Maternity and Neonatal Safety Improvement Programme (MNSI), ensuring compliance, evidence collation and delivery of associated actions.

The post holder will be responsible for ensuring safe deployment of resources to meet and comply with professional nursing standards, governance, quality and patient safety within the budget set.

The post-holder will be a key member of the patient safety expert investigation team and contribute to the provision of effective leadership, expert advice and meaningful assurance to the relevant Trust committees and the Trust Board. As an expert in patient safety the post-holder will play a lead role in all aspects of risk reduction including:

- Promoting the use of the Trust's incident reporting system, advocating its benefits for users and for preventing harm to patients
- Participating as an expert in systems-focussed patient safety incident investigations
- Contributing to effective governance of patient safety response processes and learning outputs
- Implementing Education and development to improve the safety of patients
- Supporting Risk management and assurance reporting

The post-holder will:

- Function as a pivotal team member in the Trust's Patient Safety Improvement Team in line with the Trust's Patient Safety Incident Response Policy and Plan
- Be the lead contact for the Trusts Patient Safety Partners, provide support, guidance and operational leadership.
- Ensure effective day to day operation of the Trust's systems and processes
- Be expected to participate in further specialist professional development required by Health Education England's national patient safety syllabus

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Lead and co-ordinate key workstreams of the trust's and national safety programmes and provide reports to the patient safety operational group and senior leadership teams.
- Working closely with the Communications Team to promote dissemination of learning from service user and stakeholder feedback both internally and externally.

- Teaching and supporting clinical teams with patient safety initiatives and the role.
- Develop and deliver interesting, informative and engaging training and education activities to improve the safety of patients to a wide range of clinical staff in line with the national patient safety syllabus
- Develop human factors approach to training and development activities to improve the safety of patients
- Develop, review and update supporting materials provided to staff attending training and development activities relating to the safety of patients and audit their effectiveness.
- Facilitate After Action Reviews following completion of relevant development opportunities.

KEY WORKING RELATIONSHIPS

Areas of Responsibility:

- The Postholder will be responsible for perinatal patient safety, and accountable for responding to patient safety events Trust-wide.
- They will be responsible for key areas of safety, which will include:
- **Alignment, oversight and delivery of national perinatal safety and incentive frameworks**, including CNST, MIS and MNSI
- **Perinatal quality improvement programmes**, ensuring projects are delivered to time, standard and governance requirements
- **Perinatal safety education, training and capability-building**, supporting colleagues to embed safe systems and continuous improvement
- **Coordination of perinatal patient safety investigations**, learning responses and assurance processes

The post holder will have direct reports, comprising the **Safety and Quality Improvement Managers and the Bereavement Team**, and will provide leadership within the perinatal safety, governance and quality improvement functions in their portfolio. The post holder will operationally manage the Trust's perinatal safety, governance and quality improvement functions on a day-to-day basis, and will act as the Trust's clinical and operational lead for the coordination and delivery of national perinatal safety frameworks and associated evidence requirements.

The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider healthcare community and external organisations This will include verbal, written and electronic media. They will use professional expertise to provide patient safety advice to senior managers support decision-making.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Executive Directors (Chief Nursing Officer /Chief Medical Officer) • Trust Directors • Director of Governance / Assistant Director of Governance • Divisional Triumvirates • Clinical Lead for Resuscitation • Clinical Lead for Simulation • Corporate and divisional patient safety team members (Lead Nurses, Governance Managers) • Head of Health and Safety • Patient Safety Partners 	<ul style="list-style-type: none"> • Patients, families, and others affected by patient safety events • Patient safety professionals in other healthcare or social care providers • Patient safety colleagues in Devon Integrated Care Board • Patient Safety Colleagues in the Devon and Cornwall Patient Safety Collaborative • Southwest Academic Health Science Network • Devon ICB • NHS England • MNSI • LMNS

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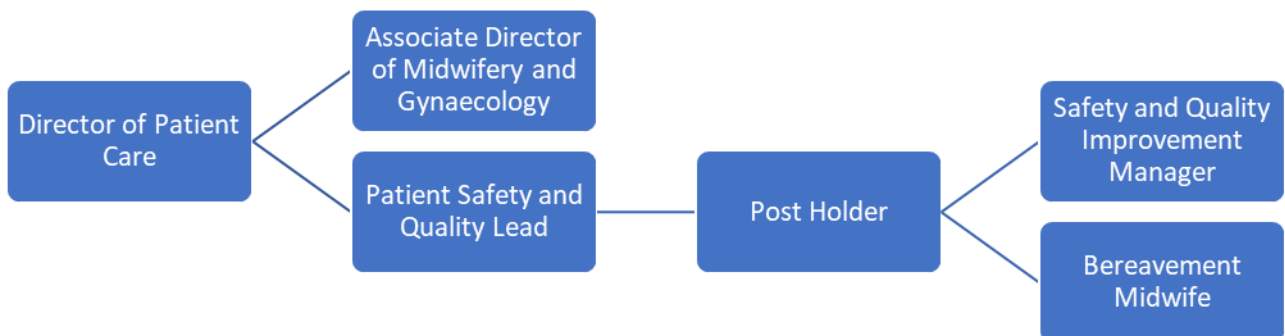
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- Any member staff throughout the organisation as relevant to Patient Safety Events and Improvement.

The postholder will link with health system partners, other providers and healthcare bodies in all aspects relating to improving the safety of patients as required, including the management of cross-provider incidents. They will:

- Support the Executive Leads for Patient Safety (Chief Nursing Officer and Chief Medical Officer) to provide the assurance on specific patient safety events; meeting with the Directors of Nursing, Medical Directors and Patient Safety Specialists as required to provide oversight on Patient Safety within the Trust.
- Provide clear, informative management reports (suitable for consumption at Executive Director level) relating to the safety of patients as required
- Work with the Medical Director, Directors of Nursing, Patient Safety Specialists and the members of the Patient Safety Governance and Oversight Forums to ensure that the Trust's Strategy relating to the safety of patients is disseminated across the organisation

ORGANISATIONAL CHART



FREEDOM TO ACT

The role has the freedom to act based on own interpretation clinical policies and national guidance advising the organisation on how these should be interpreted e.g. National Patient Safety Strategy, NICE guidance.

To use a variety of data to identify any patient safety themes and trends requiring action.

Lead and develop a patient safety educational programmes and coordinate strategic and operational patient safety expertise across the Trust, achieving organisational strategic objectives enhancing the safety reputation of the Trust.

Leadership, self-motivation and team–building /team–working skills.

COMMUNICATION/RELATIONSHIP SKILLS

The post holder must demonstrate that they are able to provide and receive highly complex and sensitive communication, especially when there are barriers to which is highly complex and highly sensitive in nature and where barriers to communication are present.

- Highly complex refers to situations where the post holder has to communicate extremely complicated strands of information which may be conflicting.
- Highly sensitive refers to extremely delicate or sensitive situations.

Examples of the type of communication required include;

- Supporting staff following a patient safety event, communicating through high expressed emotion, ensuring just culture principles are maintained.
- Supporting patients and their families / carers who are receiving care, and have been affected by a patient safety event.
- Sharing learning from patient safety events directly to patients, families and staff, utilising a systems approach which avoids apportioning blame to individuals
- Presenting technically complex information (e.g. advanced life support) to clinicians and other staff groups, including medical students, junior doctors and other trainees.
- Developing and presenting training packages for staff, delivered at induction and mandatory training updates.

Work closely with multidisciplinary teams, governance managers, clinical teams to promote and facilitate high quality care for all.

Ability to engage clinical and non-clinical staff to influence behaviour and collaboratively achieve positive outcomes.

Review and remain informed about national and local policy, guidance and NHS legislation relating to patient safety, e.g. safety-II approach.

Excellent interpersonal skills to enable the post-holder to develop and maintain robust working relationships with multi-professional staff groups in the Trust and partners in the local health and social care community.

Excellent written, oral and presentation skills to allow effective communication with medical, nursing, and A&C staff across the organisation and the preparation of governance papers.

Develop and promote excellent working relationships with individuals and teams focusing on the relationship of leadership, teamwork, civility and culture on patient safety.

Use opportunities to publicise the Royal Devon’s work to improve the safety of patients on a wider stage, e.g. through conference presentations and publications

Build networks and maintain contacts with professional peers

ANALYTICAL/JUDGEMENTAL SKILLS

Timely response of national and local Patient Safety Alerts and updating progress.

To collate, analyse highly complex data using appropriate data analysis to present for improvement, deep dive reports and investigations.

To provide advice to clinical teams regarding measures required for improvement and identify possible contributory factors for emerging themes.

Ensure that issues around patient safety are escalated in a timely manner i.e. CAS alerts and internal patient safety incidents and the appropriate action taken.

Ability to assess, sift, analyse and collate complex data in different formats and from different sources covering activity, performance management, quality and financial indicators in order to identify patterns and trends for informed decision-making and planning for improvements

Provide monthly reports for Patient Safety Operational Group and weekly updates to the Trust Directors

PLANNING/ORGANISATIONAL SKILLS

Ensure a focus on patient safety and improvement objectives which deliver the highest standards of staff and patient experience and patient care.

Ensure alignment of projects with patient safety, patient experience, organisational development and financial agendas of the Trust.

To effectively lead the patient safety agenda to achieve identifiable risk reduction and improvement in patient safety, support Directorates in the identification and prevention of harm.

Effective project management of patient safety improvement initiatives, which may be complex and run over several sites. This may include highly complex programmes which run over more than one financial year.

Support the Patient Safety Partners, planning their onboarding, induction and ongoing training, development and support needs.

Lead and develop a patient safety educational programmes and coordinate strategic and operational patient safety expertise across the Trust, achieving organisational strategic objectives enhancing the safety reputation of the Trust.

Identify problems or areas of concern relating to clinical practice and patient safety and liaise with the lead professionals/Managers to agree remedial action and the setting and maintaining of standards.

Support the ward accreditation programme.

PATIENT/CLIENT CARE

Supporting families and patients through the event review process and ensuring compassionate engagement and involvement of those affected by patient safety events that their voice is heard.

Providing medical emergency treatment and immediate life support to patients in critical or deteriorating conditions.

You will be required to work clinically in times of escalation or as required by the Director of Patient Care. This is likely to occur frequently during established periods for high escalation (October – April), or during critical incidents (e.g. industrial action, major incident, pandemics).

Be on the senior nurse rota; providing senior nurse cover for the hospital out of hours, at weekends and bank holidays.

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POLICY/SERVICE DEVELOPMENT

Be accountable for developing Trust wide policies relevant to areas of responsibility. This will include ensuring that policies and guidelines are up to date and remain fit for purpose, in line with national guidance.

Lead and develop a patient safety educational programme and coordinate strategic and operational patient safety expertise across the Trust, achieving organisational strategic objectives enhancing the safety reputation of the Trust.

Working as part of the Quality and Safety team you will be required to support large and small-scale service development.

Where appropriate facilitate safety and improvement programmes utilising recognised methodology e.g. Model for Improvement and the Plan, Do, Study, Act approach to implementation of change. This includes supporting staff to use appropriate tools and measures to demonstrate improvement.

Review, contribute or update patient safety related standard operating procedures and policies as directed by the Patient Safety Specialists.

FINANCIAL/PHYSICAL RESOURCES

Authorised signatory for the Safety and Risk budgets in the absence of the Director.

HUMAN RESOURCES

- Act responsibly in respect of colleague's health, safety and welfare following safety at work practices, whilst working in compliance with local health and safety policy and guidance.
- Recognises and respects equality and diversity, demonstrating an inclusive approach in all environments.
- Understands the importance of role modelling and participates in the training and supervision of staff as appropriate to the postholders' competency.
- Provide education and training to staff outside of own area on learning from incidents, human factors and managing risk.
- Ensure adherence to safe lone working practices and use of staff tracking systems.
- Participate in supervision and annual appraisal with line manager to support professional development.
- Individual responsibility to complete mandatory training in line with electronic staff record.

The post holder will have the direct line management for the Safety and Quality Improvement Managers and Bereavement Midwife.

Be a lead interviewer for posts associated with the Patient Safety and Quality team.

Provide mentoring and coaching to colleagues and students within the team.

INFORMATION RESOURCES

In the role you will be required to generate reports (on a monthly basis) for board sub-committees, ensuring robust review of data.

To interrogate the information in a number of ways to assist consistency checking.

Numerate and computer-literate, including the ability to use a number of information systems for patient safety analysis.

Interpretation of complex data into meaningful themes for improvement and presentation in reports and board papers.

Developing teaching tools for interactive and theory-based patient safety teaching at short notice.

RESEARCH AND DEVELOPMENT

Review Audit data and assist with the development of audits for key indicators and assurance.

Participate in audit as required for all patient safety and patient experience related programmes (eg: incident data, safe staffing)

Provide feedback from audit data and ensure learning is captured and communicated across teams.

PHYSICAL SKILLS

Must hold driving licence and be able to travel to locations throughout the trust

Standard keyboard skills.

Participate in clinical work when required to support teams in times of escalation.

Deliver patient safety and QI training in a variety of settings / teams as required.

PHYSICAL EFFORT

- Combination of sitting, standing and walking throughout the day
- Travel - working between environments.
- Manual dexterity to perform tasks using IT systems.
- Light or occasionally moderate physical effort such as carrying equipment for workshop or to team meetings may be required

MENTAL EFFORT

The postholder will apply mental effort to complex clinical situations as they attempt to problem solve and resolve issues which may be subject to very differing and strongly held opinions, crossing professional and interagency boundaries.

Mental effort will need to be applied in the context of conflicting demands which will create unpredictable interruptions, such as responding to Emergency calls (MET or resus), or responding to urgent issues within the team.

Excellent organisational skills, including personal time management to manage and prioritise an unpredictable workload and the need to multi-task whilst completing tasks to short deadlines and progressing longer-term projects.

Plan and achieve continuous performance improvement by pro-actively benchmarking performance with both internal and external comparators and by seeking out examples of best practice which might be introduced into the Trust.

EMOTIONAL EFFORT

Emotional intelligence and personal resilience to maintain a high level of performance even when faced with opposition from others, or when working under stressful conditions.

The postholder will work closely with patients, carers and staff who have experienced distressing events, which may include fatalities or life changing disabilities resulting from patient safety incidents. They will be reviewing the details of such incidents and analysing emotionally distressing information on a daily

basis. They should expect contact with people who have been affected to occur between once a week to once a month.

The Trust encourages all colleagues to look after their own wellbeing as well as supporting the wellbeing of colleagues. Line managers will oversee the wellbeing of their team, making wellbeing a priority when considering ways of working and will undertake regular health and wellbeing conversations that are supportive, coaching-style one-to-one discussions focused on building team resilience. To assist this, the Trust offers comprehensive wellbeing provision for employees, students, volunteers and managers.

WORKING CONDITIONS

Working under pressure with tight schedules, changing and conflicting priorities and numerous deadlines with frequent interruptions whilst supporting services delivered across hospital sites.

The work is largely office based and the post-holder is a Display Screen Equipment user.

Management of large and diverse workload, including competing priorities and constantly bearing in mind issues of precedent which may have implications across the Trust.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

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 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 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 (DES) if appropriate to role.

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.

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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.

PERSON SPECIFICATION

Job Title	Patient Safety and Quality Matron
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
<ul style="list-style-type: none"> • Registered Healthcare Professional (Registered Midwife, Nurse or AHP) • Broad clinical experience relevant to post, diploma specialist training and experience • Relevant experience in clinical service management at a senior level in an acute environment, including staff management, financial management and change management • Educated to Masters level, working towards or equivalent experience • A first level degree or equivalent • Professional and clinical competence 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓
KNOWLEDGE/SKILLS		
<ul style="list-style-type: none"> • Knowledge of NHS Patient Safety Initiatives and drives • Excellent understanding of Patient Safety Human Factors and strategies to enhance learning from Incidents. • Ability to engage and motivate teams. Expert skills in facilitation, negotiation and influencing skills. • Skills in preparing and delivering presentations • Ability to provide training and support clinical teams with quality improvement techniques • Ability to present data and good analytical skills and ability to interpret trends from data • Evidence of project and improvement skills • Experience of managing service provision and the supervision and managing of staff 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	
EXPERIENCE		
<ul style="list-style-type: none"> • Evidence of undertaking Quality improvement projects. • Able to deal with difficult and complex situations. • High level of presentation skills and experience of public speaking • Significant experience at senior clinical/managerial level. • Experience of working as a clinical leader. • Proven leadership and management skills. 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓
PERSONAL ATTRIBUTES		
<ul style="list-style-type: none"> • Excellent interpersonal skills • Excellent communication skills • Ability to be empathetic • Ability to handle difficult or emotional situations • Excellent organisational skills • Ability to motivate self and staff • Ability to adapt and change to meet the needs of the service • Able to work as a team member • Ability to serve on project groups and/or committees • Creative and innovative thinker, objective with high level of integrity 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	
OTHER REQUIREMENTS		
<ul style="list-style-type: none"> • The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. 	<ul style="list-style-type: none"> ✓ 	

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<ul style="list-style-type: none"> • Ability to travel to other locations as required. 	✓	
<ul style="list-style-type: none"> • Flexible working hours, providing on call cover on a rotational basis – providing senior nursing cover for evenings, overnight, weekends and bank holidays 	✓	
<ul style="list-style-type: none"> • Physical skills obtained through practice such as keyboard skills, use of IT equipment and presentation aids 	✓	

		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				X
Exposure Prone Procedures	Y		X		
Blood/body fluids	Y		X		
Laboratory specimens	Y		X		
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
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	Y		X		
Night working	N				
Electrical work	N				
Physical Effort	Y			X	
Mental Effort	Y				X
Emotional Effort	Y				X
Working in isolation	N				
Challenging behaviour	Y			X	

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