Royal Devon University Healthcare NHS Foundation Trust

JOB DESCRIPTION

JOB DETAILS	
Job Title	Clinical Matron
Reports to	Associate Director of Midwifery and Gynaecology
Band	Band 8a
Department/Directorate	Women's and Children's Health

JOB PURPOSE

The post holder will have clinical and managerial responsibility for a defined clinical portfolio at the Trust. The Matron will also have a defined set of relevant requirements specific for the core area of responsibility this will be defined by the Divisional Nurses. The post holder will report directly to the Divisional Nurses.

The post holder will be accountable for ensuring the highest standard of clinical care is provided within the relevant division. They will be easily identifiable to clients and users, provide strong, visible leadership and have the appropriate level of authority to provide support, advice and assistance required by patients, their families and carers. The Key focus will be Patient/Client Safety, Patient Experience, user engagement, quality care and Clinical Outcomes will be essential.

The post holder will have lead clinical responsibility for supporting the Divisional Nurses in activities relating to the delivery of high quality services, including involvement in maintaining activity levels, managing service pressures & patient flow and maintaining the highest standards of care. They will lead on delegated projects on behalf of the Divisional Nurses. They will provide support to the Divisional Nurses for day to day operational issues, and deputise as deemed appropriate.

The post holder will have direct access to the Divisional Nurses for advice, support development and professional guidance and they will play an active part in the professional networks within the organisation

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Performance Management

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

Through the line management of ward managers and departmental lead nursing staff help to ensure effective management of human and material resources. Work closely with the Divisional Nurses; have budget responsibility for the designated resources.

Manage performance and sickness absence with support from Human Resources as required.

Accountable for working with Ward Managers to deliver care within budget, and working with the management team to put in recovery action plans where appropriate to address overspend.

Support the directorate in the development of Cost Improvement Plans and transformational pathway redesign, and being an integral part to the development of three to five year plans.

To support Divisional Matrons and the Divisional Management Team to ensure patient flow targets are achieved whilst maintaining high quality services and patient experience.

- **Clinical Leadership**

  Provide leadership for their teams. Provide support to medical staff, allied health professionals, nursing staff, and care support workers within the service areas.

  Lead developments in practice consistent with the patient care priorities set nationally, locally. Development of new roles or service redesign will take place in line with best practice and evidence-based care.

  Address the concerns of patients and service users and respond to their suggestions for local quality improvements. Work with ward managers and clinical teams to ensure the effective resolution of complaints and any subsequent learning, liaising with the Risk Management Department and the Patient Experience Team as necessary.

  Work with ward managers and the clinical site managers to provide appropriate staffing on both a daily and longer-term basis. Use the information available to challenge the use of temporary agency staff and monitor expenditure, to ensure supplementary staff are used appropriately to deliver a safe and quality service.

  Work to empower frontline staff, enabling them to consider changes / developments including skill mix reviews.

  To ensure the service areas facilitate the patient's journey to be effective as possible.

- **Clinical Quality and Patient Experience**

  Participate in / supervise a range of clinical interventions. Act as a positive clinical role model. Lead by example to motivate and empower others, ensuring the highest standards of care.

  Play a leading role in the support, supervision and development of staff in the clinical area.

  Work with Divisional Teams on the review and actions identified from internal audits, ensuring progress are being made to address any clinical concerns identified.

  Work with multidisciplinary teams to review and develop pathways of care across a patient's hospital pathway through to patient's discharge.

  Alert other teams members to issue of quality and risk in the care of patients

  To provide guidance and support to the clinical teams including consultants and nursing staff participating in appropriate action relating to complaints, incidents and serious events involving patients, staff and visitors.

  The post holder will work with the ward managers to ensure the standards of cleanliness and hygiene in their local areas comply with Trust's policies.

  The post holder will play a key role in ensuring the principles of clinical governance are implemented at a local level within the local area and across the wider division.

- **Safeguarding**

To support the delivery of Safeguarding Adults and Children governance framework and processes within the organisation.

Encourage ward managers to promptly escalate highly complex safeguarding cases to the Safe guarding team and Divisional Nurse.

KEY WORKING RELATIONSHIPS

Areas of Responsibility:
Wynard, Clinics 1 & 2, CWH Theatres, Fertility, Women's Health Counsellors

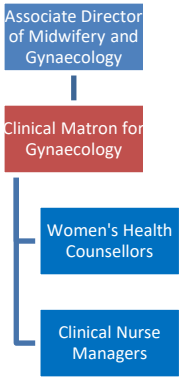
No. of Staff reporting to this role: 6

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:

- Clinical Nurse Manager
- Cluster Manager
- Deputy Head of Midwifery/Gynaecology
- Clinical Leads Governance Managers
- Head of Midwifery Assistant Director of Nursing
- Medical Staff
- Pharmacists
- Allied Health Professionals
- Trust Lead Nurses / Nurse Consultants

ORGANISATIONAL CHART



FREEDOM TO ACT

Be accountable for service delivery

The post holder will have responsibility for interpreting policy in relation to the defined clinical portfolio.

Work autonomously to make decisions about patients care and treatment in line with Trust and service policy.

Employ effective decision-making skills to address complex issues and use effective change management skills to implement these

COMMUNICATION/RELATIONSHIP SKILLS

Provide and receive complex, sensitive information. Communicates very sensitive, complex condition related information to patients, relatives offering empathy and reassurance.

To communicate effectively with multidisciplinary team members within health and social care, to ensure patients journey is seamless and positively promote breaking down organisational boundaries

To work in partnership with nurses and other health professionals to address people's health needs through planning and delivering interventions which are based on best practice and clinical judgement

To be a member and actively participate in divisional meetings.

To participate in Governance for the division and be involved in dealing with divisional complaints, Serious incidents requiring investigation and management of identified Risks.

The PH will have to impart information to the wider audience and this will on occasions be to a large group. Presenting skills will be required. They will be part of the Essential patient safety rota so will present to an audience

ANALYTICAL/JUDGEMENTAL SKILLS

Complex facts or situations requiring analysis, interpretation, comparison of a range of options. Requires skills for assessing and interpreting 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

PLANNING/ORGANISATIONAL SKILLS

Planning of strategies which impact across the service and sector.

To use effective prioritisation, problem solving and delegation skills to manage time effectively

PATIENT/CLIENT CARE

Support patients in meeting their own health and wellbeing through providing expert information, advice and support.

To provide highly specialised advice concerning care.

Be accountable for service delivery, working closely with the Service Managers and wider teams to deliver effective services for all patients in the trust

Develop new skill and roles to maintain performance against key indicators.

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

POLICY/SERVICE DEVELOPMENT

The post holder will be an experienced change agent and role model who demonstrates a visionary and innovative approach to care, with a good understanding of the local and national health agenda.

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

Support raising awareness of vulnerable patients with complex needs and seek appropriate expert advice, collaborating with other Nurse Teams to ensure best practise care.

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.

Actively participate in strategic service planning & development

Plan, develop, initiate and participate in such research projects in Nursing as appropriate and derive conclusions applicable to practice

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

The post holder has a personal duty of care in relation to equipment and resources.

Authorised signatory holds delegated budget, authorise expenses.

HUMAN RESOURCES

Timely completion of staff appraisals and personal development plans for line managed staff in accordance with Trust policy and Values.

Support other senior nursing staff to complete these processes for other nursing and professional staff.

Ensure that each clinical area of responsibility is undertaking return to works in a timely manner, delivering staff appraisals, managing staff sickness in accordance with Trust policies and Values.

Proactively work with Ward Managers to recruit and retain clinically appropriate staff.

Training and Education

Promote a positive learning environment. Facilitate and participate actively in teaching programmes for qualified staff, students and other members of the multidisciplinary team.

Promote evidence-based practice within the department and assist staff in the utilisation of research to support patient care. Support staff in undertaking research/ project work.

Develop own clinical and professional skills through the identification of personal performance objectives and engage in continuing professional development. Participate in annual performance review and appraisal.

Ensure that staff receive appropriate educational opportunities in line with their personal development plan. Ensure that staff receive mandatory training in accordance with Trust policy.

Promote a culture of continuous professional development through lifelong learning within the specific departments.

Assess and develop competencies across all staff groups within their area of responsibility, identifying appropriate skill and grade mix to deliver high quality services.

Adhere at all times to the Code of Conduct and any other relevant documents as published by the Nursing and Midwifery Council, and must work within the policies and guidelines as laid down by the Trust.

Reflect on own practice through clinical supervision/mentorship and to act as a clinical supervisor/mentor to others.

Act as a specialist resource to advice and support healthcare professionals and others involved in the delivery of care to patients, their families and carers

Support and facilitate the development of an education strategy which ensures that all those involved in the management of patients with malignant disease are able to deliver the highest standards of care

INFORMATION RESOURCES

Maintain patient's records as per Trust Documentation Policy.

Maintain staff supervision, sickness and training records for team.

RESEARCH AND DEVELOPMENT

Maintain own and others' awareness of relevant research evidence related to the speciality and work with others in applying this to practice.

Identify areas of potential research relating to the speciality and to participate in relevant research activities.

Participate in local and national research and audit projects and service evaluation as requested in order to improve standards of patient care.

PHYSICAL SKILLS

Keyboard skills are required to produce reports, presentations and project plans.

Standing for long periods whilst working in the clinical areas

Travelling to Trust Meetings

Physical skills obtained through practice/developed physical skills; set up of NIPV, Blood transfusions etc.

Dexterity and accuracy required for e.g. insertion and removal of catheters and intravenous injections.

PHYSICAL EFFORT

The role will have a combination of sitting, standing and walking with occasional moderate effort for several short periods.

MENTAL EFFORT

Frequent concentration, work pattern unpredictable due to interruptions to deal with service issues

EMOTIONAL EFFORT

Occasionally Support clients (and their families) suffering with distressing and/or embarrassing conditions, e.g. malignant disease, dementia, terminal illness**.**

The post holder will manage staffing issues daily and may occasionally be involved in dealing with staff capability, staff disciplinaries and staff grievance as required.

The post holder will occasionally be involved in dealing with patient complaints and will be asked to attend local resolution meetings with patients and relatives.

WORKING CONDITIONS

Occasional working with hazardous substances (bodily waste and fluids) when in clinical setting

Occasional aggressive behaviour when dealing with face to face complaints

Regular use of VDU

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.

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.

PERSON SPECIFICATION

Job Title	Clinical Matron

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Registered Nurse	E	
Educated to Masters level, working towards or equivalent experience.	E	
Demonstrable experience.	E	
Evidence of on-going professional development in leadership development training	E	
Professional and clinical competence.	E	
Formal qualification in mentorship	E	
KNOWLEDGE/SKILLS		
Experience of managing service provision and the supervision and managing of staff	E	
Ability to represent the division and specific departments at meetings of internal, local, regional and national bodies and institutions	E	
Understands the concepts of clinical governance and shared governance including evidence based practice and critical appraisal of research findings.	E	
Demonstrates knowledge of effective risk management.	E	
Knowledge of current NHS issues including performance targets and the wider health economy.	E	
Knowledge and experience of management models, implementing change and/or new clinical practices and current professional issues.	E	
Expert Knowledge NMC Code of Conduct.	E	
Ability to organise and prioritise own workload.	E	
Ability to work independently and within a team.	E	
Use own initiative and meet deadlines.	E	
EXPERIENCE		
Able to deal with difficult and complex situations.	E	

High level of presentation skills and experience of public speaking	E	
Significant experience at senior clinical/managerial level.	E	
Experience of working as a clinical leader.	E	
Proven leadership and management skills.	E	
PERSONAL ATTRIBUTES		
Excellent interpersonal skills,	E	
Excellent communication skills,	E	
Ability to be empathetic,	E	
Ability to handle difficult or emotional situations,	E	
Excellent organisational skills	E	
Ability to motivate self and staff	E	
Ability to adapt and change to meet the needs of the service	E	
Able to work as a team member	E	
Ability to serve on project groups and/or committees.	E	
Creative and innovative thinker, objective with high level of integrity.	E	
OTHER REQUIREMENTS		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	
Ability to travel to other locations as required	E	
Flexible working hours	E	
Able to travel between sites	E	
Physical skills obtained through practice such as keyboard skills, use of IT equipment and presentation aids	E	
We will expect your values and behaviours to mirror those of the Trust.	E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent) R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y		X		
Contact with patients	Y		X		
Exposure Prone Procedures	N				
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)	Y		X		
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	Y		X		
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	N				
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		