**JOB DESCRIPTION**

**1. JOB DETAILS**

**Job Title: Clinical Matron for the Centre of Excellence for Eyes**

**Band: 8a**

**Reports to: Lead Nurse for Nightingale Exeter**

**Professionally accountable to: Lead Nurse for Nightingale Exeter**

**Division:**  **Nightingale Exeter**

**2. JOB PURPOSE**

The overall job purpose of the Clinical Matron is to co-ordinate the clinical, managerial and educational requirements for the Centre of Excellence for Eyes (CEE) at Nightingale Exeter. The Clinical Matron will be part of the Nightingale Management Team ensuring that the service delivers good performance, patient safety and quality and financial management.

The Clinical Matron will be accountable for taking an overview of the clinical activity, acuity and dependency across the unit on a day to day basis and for balancing the risk, supporting teams and escalating issues appropriately.

Will provide expert support and leadership to the Clinical Nurse Manager (CNM) ensuring a good environment in which all patients and carers receive a high standard of care which is compassionate and takes account of their individual needs and wishes.

To line manage the CNM.

The job 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 work closely with the Procurement team in sourcing stock and equipment that will support safe efficient services for CEE within in the budgets set. As well as supporting cost effective stock management and control.

The post holder will a key support the ongoing innovation and transformation projects associated with CEE as it is a national test bed for innovation.

**3. DIMENSIONS/ KEY WORKING RELATIONS**

Clinical Nurse Managers

Clinical Matrons

Division Business Manager

Clinical Leads

Governance Managers

Infection Control Team

Assistant Directors of Nursing

Medical Staff

Pharmacists

Facilities and estates team

Allied Health Professionals

Trust Lead Nurses / Nurse Consultants

Clinical Nurse Specialists

Preparation for Surgery

Peers from the Devon ICS

Other system partners

External Companies

Head of Retinal Services

Head of Digital Imaging and Virtual Pathways

Clinical Lead

Cluster Manager

1. **ORGANISATIONAL CHART:**

Lead Nurse for Nightingale

Head of Glaucoma Services

Clinical Matron for CEE

Clinical Matron West of England Eye Unit

Clinical Nurse Managers for CEE

Denotes Line Management accountability

Denotes Professional Reporting accountability

Key working relationship

**5. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES:**

**Leadership and Professional Standards**

To be visible and accessible across the service to the clinical team, patients and service users.

Work with and support system partners in development and management of services.

To ensure the CNM and Band 6’s are providing an environment and processes that are responsive to the needs of patients and their carers ensuring compassionate care which recognises privacy, dignity and diversity.

Constantly review the delivery of patient care across the service and balance any risk between areas and departments adjusting plans and service priorities accordingly.

Give guidance and feedback to CNM and Band 6’s on their performance on a day to day basis and formally through PDR. Identify training needs and initiate development programmes.

Constantly review the monitoring of quality of patient care to agreed standards and the implementation of change as necessary. Influencing service development and lead where appropriate.

Function as a member of the Service team providing professional knowledge, advice and guidance, and interpreting complex situations.

Interpret Trust Policies and ensure all practice is within the Trust guidelines.

Acting as a positive role model, employ professional behaviour that encourages and coaches their team members to challenge their current competencies, whilst seeking opportunities to expand their roles.

To manage discreet projects across the service as needed as part of continuous service improvement.

Ensure that care is delivered in style appropriate to the patients' needs.

Take immediate remedial action where care falls below the required standard and escalate any concerns that cannot be addressed within the cluster.

To deputise for the lead nurse for Nightingale as requested.

The post holder will undertake clinical practice and would need to keep their professional registration.

To be part of the Duty on-call rota.

**Quality and Safety**

Ensure that CNM set, monitor and develop safe standards of care.

Ensure that CNMs and band 6’s are monitoring and maintaining all quality systems and processes including infection control within own work area ensuring all Divisional and Trust reporting requirements are met.

Ensure that CNMs and band 6’s are setting and maintaining high standards of patient care reflecting evidence-based practice.

Encourage a culture of openness ensuring staff report incidents and concerns and these are investigated and learning is shared and implemented.

To act as investigating officer when appropriate for complaints, serious untoward incidents or support safeguarding investigations. Lead and hear disciplinary, sickness, performance and grievance procedures as appropriate. Escalating issues in relation to NMC registration / capability / fitness to practice.

Ensure the safeguarding policies are followed and staff involved supported appropriately.

Deal with complex concerns and complaints from patients and others openly and honestly ensuring the Trust’s Complaints Policy is followed.

Respond to any escalation regarding safe staffing, patient safety or quality issues. Appropriately escalate any issues which cannot be resolved within the service.

**Staff Management**

Ensure Trust Policy is followed in the Recruitment, Selection and on-going management of staff.

Support CNM in complex Human Resources Management.

Monitor staff competence and take steps to remedy any identified deficits e.g. essential training, PDR’s.

Set standards of and demonstrate acceptable behaviour for staff and make these explicit at recruitment and intervene where these are not met.

**Professional Codes**

Works within the NMC Code.

Is aware of own accountability and limitations.

Identifies gaps in own professional development and takes steps to address these.

**Information Management**

Keep clear, concise records in terms of patient documentation, staff records and own portfolio.

Ensure that accurate information is delivered to staff and feed back to the Cluster Managers or Lead Nurse any relevant issues.

Maintains effective communications systems and constantly seeks to improve such systems where appropriate.

**Financial Management**

As part of the Nightingale Team to assist in the successful financial management of services as required.  To guide CNMs in their financial management responsibilities assisting them to manage within budgets, develop and deliver cost improvement programmes, maintain/improve profitability, complying with all Trust financial rules and effectively managing charitable funds.

As part of the Nightingale Team attend monthly management meetings with Clinical Leads to identify areas of concern or good management.

**Other Responsibilities:**

To take part in regular performance appraisal.

To undertake any training required in order to maintain competency including mandatory training, i.e. Fire, 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.

**THE TRUST - PURPOSE AND VALUES**

We are committed to serving our community by being a high-quality specialist Hospital with consultant-led services. We aim to co-ordinate our services with primary and community care, and to develop a limited number as Sub-Regional Referral Centres with appropriate levels of research, development and educational involvement. Where appropriate, and consistent with our services, we may provide services aimed at preventing disease and debilitation.

We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.

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.

### 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, the Trust reserves 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.

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.

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.

**PERSON SPECIFICATION**

**POST: Clinical Matron**

**BAND: 8a**

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| **REQUIREMENTS** | **At**  **Recruitment** | **At 2nd KSF**  **Gateway** |
| **QUALIFICATIONS / TRAINING**  First level registered Nurse/Midwife (or relevant professional registration)  Broad clinical experience relevant to the post, diploma level Specialist training and experience in designated areas of Service Lines within the Cluster  Management qualification or equivalent level of experience  A proven track record of clinical service management at a senior level in an acute hospital environment, including staff management, financial management and change management  An MSc level qualification (or show willingness to work towards) in nursing or a post graduate or qualification or equivalent experience  A first level degree or equivalent | E  E  D  E  E  D  E | E  E  E  E  E  E  E |
| **KNOWLEDGE / SKILLS**  Demonstrable previous success in supporting and delivering change and performance with and through clinical teams,  Proven ability to analyse complex problems and to develop and successfully implement practical and workable solutions to address them  Ability to think and plan strategically, tactically and creatively, and to prioritise work programs in the face of competing demands  A strong sense of personal and team accountability coupled with a clear understanding of the boundaries around delegated authority  A good understanding of the changing NHS environment  Well developed leadership and influencing skills with the ability to enthuse, motivate and involve individuals and teams, | E  E  E  D  E | E  E  E  E  E |
| **EXPERIENCE**  Experience in the relevant specialist area  Demonstrable experience of leadership and management of a clinical team  Evidence of leading change in clinical practice  Experience of standard setting and audit | E  E  E  D | E  E  E  E |
| **PERSONAL ATTRIBUTES**  Excellent inter-personal and communication skills with good listening skills  High level of work organisation, self-motivation, drive for performance and improvement, and flexibility in approach and attitude  Strong sense of commitment to openness, honesty and integrity in undertaking the role | E  E  E | E  E  E |
| **OTHER REQUIREMENTS**  Demonstrates ambition and clear personal career planning,  Flexible to the requirements of the role,  Able to undertake on call commitments | E  E  E | E  E  E |

\* Essential/Desirable

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| **HAZARDS IDENTIFIED (*tick as appropriate)*:** | | | | | |
| Laboratory specimens  Proteinacious Dusts | X | Clinical contact with  patients | X | Performing Exposure  Prone Invasive Procedures |  |
| Blood / Body Fluids | X | Dusty environment |  | VDU use | X |
| Radiation |  | Challenging Behaviour | X | Manual handling | X |
| Solvents |  | Driving |  | Noise |  |
| Respiratory Sensitisers |  | Food handling | X | Working in isolation |  |