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| **GENERIC JOB DESCRIPTION** |  |
| **Job Title:** | **Clinical Matron Urgent and Emergency Care (Eastern Services)** |
| **Band:** | **Band 8a** |
| **Responsible To:** | **Director of Patient Care - Medicine** |
| **Accountable To:** | **Director of Patient Care - Medicine** |
| **Division:** | **Medicine Care Group** |

**Job Purpose:**

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| The post holder will have clinical and managerial responsibility within urgent and emergency care (UEC) at Royal Devon University NHS Foundation Trust – Eastern Services. The post holder will report directly to the Director of Patient Care.  The post holder will be accountable for ensuring the highest standard of clinical care is provided within UEC. 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. Emphasis on the areas of Patient/Client Safety, Patient Experience, User engagement and Clinical Outcomes will be essential.    The post holder will have lead clinical responsibility for supporting the Director of Patient Care (DPC) in activities relating to the delivery of high quality services, including involvement in maintaining activity levels, managing service pressures and maintaining the highest standards of care. They will lead on delegated projects on behalf of the DPC. They will provide support to the DPC for day-to-day operational issues, and deputise as deemed appropriate.  The post holder will have direct access to the DPC for advice, support development and professional guidance and they will play an active part in the professional networks within the organisation | |
| **Context:**   * **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.  Through the line management of ward and departmental nursing staff help to ensure effective management of human and material resources. Work closely with the director of patient care; have budget responsibility for the designated resources.  Manage performance and sickness absence with support from Human Resources as required.  Accountable for working with team leads 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.   * **Clinical Leadership**   Provide leadership for their teams. Provide support to 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 team leads, department 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 bank/NHS Professionals and 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 care group Team 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  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 clinical nurse 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 directorate.   * **Safeguarding**   Support the delivery of Safeguarding Adults and Children governance framework and processes within the organisation.  Encourage team leads to promptly escalate highly complex safeguarding cases to the Safe guarding team and Directors of patient care.   |  | | --- | | **Key Working Relationships:**   * **Internal**   Directors of Patient Care  Care group Directors  Executive Directors  Group Managers  Department / service managers  Consultants  Matrons  Clinical nurse managers / Charge Nurses/ Team Leads  Clinical Teams  Governance coordinators  Clinical Site Managers  Patients Forum  All levels of staff   * **External**   NHS Trusts  Integrated Care Boards  Other Health Organisations  Strategic Health Authority/Regional Office  Clinical Negligence Scheme for Trust’s  NHS Litigation Authority  National Institute for Clinical Excellence (NICE)  National Patient Safety Agency  Medicines and Health Regulatory Authority  Trust Solicitors | |
| **Organisational Chart:**  Care Group Director |
| **CLINICAL**  Clinical matron  Care Group Director of Patient Care |
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| Clinical nurse managers  **Communication and Relationship Skills**  Provide and receive highly complex, sensitive information. Communicate very sensitive, complex condition related information to patients, relatives offering empathy and reassurance.  Communicate effectively between departments and Trusts to ensure patients’ journey is seamless.  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  Be a member and actively participate in service and divisional meetings such as performance and governance.  Participate in Governance for the service and be involved in dealing with service complaints, incidents, serious incidents requiring investigation and management of identified risks.  **Analytical and Judgement Skills**  Analyse complex facts or situations requiring analysis, interpretation, comparison of a range of options. Require skills for assessing and interpreting specialist acute and other patient conditions and taking appropriate actions.  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 and Organisational Skills**  Planning of strategies which impact across the service and sector.  Use effective prioritisation, problem solving and delegation skills to manage time effectively  **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 and external meetings  Physical skills obtained through practice/developed physical skills; set up of IV, Blood transfusions etc.  Dexterity and accuracy required for e.g. insertion and removal of catheters and intravenous injections.  **Responsibility for Patient and Client Care**  To support patients in meeting their own health and wellbeing through providing expert information, advice and support. To provide highly specialised advice concerning care. Accountable for service delivery, working closely with the cluster manager and wider team to deliver effective services for all patients in Devon. Develop new skill and roles to maintain the performance against key indicators.  Assess patients and their complex needs and those of their families and 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  **Responsibility for Policy and Service Development**  The post holder will be a proven change agent and role model who can demonstrate 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 Senior 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 a plan for quality improvement and produce an annual report to share with the division.  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  **Responsibility for Financial and Physical Resources**  The post holder has a personal duty of care in relation to equipment and resources.  Authorised signatory holds delegated budget, signs off expenses, orders supplies.  **Responsibility for Human Resources**  Accountable for the delivery of staff appraisals and personal development plans for line managed staff in accordance with Trust policy and Values. Will support other senior nursing staff to complete these processes for other nursing and professional staff.  Accountable in ensuring 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 team leads and clinical nurse 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.  Be accountable for ensuring 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.  The post holder will assess and develop competencies across all staff groups within their area of responsibility, identifying appropriate skill and grade mix to deliver high quality services.  The post holder must 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  **Responsibility for Information Resources**  Maintain patients records as per Trust Documentation Policy.  Maintain staff supervision, sickness and training records for team.  **Responsibility for 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.  **Decision Making**  The post holder will work autonomously and with the teams 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.  The post holder will be expected to make complex decisions as part of the senior nurse on-call rota and.  **Physical Effort**  The role will have a combination of sitting, standing and walking with occasional moderate effort for several short periods.  Weekend and On call out of hours working is expected of this role.  **Mental Effort**  Frequent concentration, work pattern unpredictable due to interruptions to deal with service issues  **Emotional Effort**  Counselling clients (and their families) suffering with distressing and/or embarrassing conditions, e.g. malignant disease, dementia, terminal illness**.**  **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 |

**GENERAL**

This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.

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 whom 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.

The Trust operates a 'non smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.

All employees must demonstrate a positive attitude to Trust equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect.

If the post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Equality Act 2010.

**SAFEGUARDING**

To be fully aware of and understand the duties and responsibilities arising from the Children’s Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker’s role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker’s role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker’s line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

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.

**HEALTH AND SAFETY AT WORK**

The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.

**INFECTION CONTROL - ROLE OF ALL STAFF**

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

* Attending mandatory and role specific infection prevention education and training.
* Challenging poor infection prevention and control practices.
* Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

**CONFIDENTIALITY**

You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer's disciplinary procedure.

**JOB DESCRIPTION AGREEMENT**

**Job holder’s Signature: .....................................................................................**

**Date: .....................................................................................**

**Manager’s Signature: .....................................................................................**

**Date: .....................................................................................**

**PERSON SPECIFICATION**

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| REQUIREMENTS | E/D\* | HOW TESTED?  Application Form/Interview/Reference/Test | INTERVIEW COMMENTS | SCORE  (1 Low – 10 High) |
| QUALIFICATIONS/SPECIAL TRAINING :  Registered Nurse  Educated to Masters level or equivalent experience.  Demonstrable Senior Management experience in Emergency Care.  Evidence of on-going professional development in leadership development training  Professional and clinical competence.  Formal qualification in mentorship  Leadership qualification or working towards | E  E  E  E  E  D | Application/  interview/  certificates |  |  |
| KNOWLEDGE/SKILLS:  Experience of managing service provision and the supervision and managing of staff  Ability to represent the division and specific departments at meetings of internal, local, regional and national bodies and institutions  Understands the concepts of clinical governance and shared governance including evidence based practice and critical appraisal of research findings.  Demonstrates knowledge of effective risk management.  Knowledge of current NHS issues including performance targets and the wider health economy.  Knowledge and experience of management models, implementing change and/or new clinical practices and current professional issues.  Expert Knowledge NMC Code of Conduct.  Ability to organise and prioritise own workload.  Ability to work independently and within a team.  Use own initiative and meet deadlines. | E  E  E  E  E  E  E  E  E  E | Interview  Application |  |  |
| EXPERIENCE:  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. | E  E  E  E  E |  |  |  |
| PERSONAL REQUIREMENTS:  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. | E  E  E  E  E  E  E  E  E  E |  |  |  |
| OTHER REQUIREMENTS:  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  Ability to travel to other locations as required  Flexible working hours  Able to travel between sites  Physical skills obtained through practice such as keyboard skills, use of IT equipment and presentation aids  We will expect your values and behaviours to mirror those of the Trust. | E  E  E  D  E  E | Interview  Interview |  |  |

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| **HAZARDS :** | | | | | |
| Laboratory Specimens  Proteinacious Dusts |  | Clinical contact with patients |  | Performing Exposure  Prone Invasive Procedures |  |
| Blood/Body Fluids |  | Dusty Environment |  | VDU Use |  |
| Radiation |  | Challenging Behaviour |  | Manual Handling |  |
| Solvents |  | Driving |  | Noise |  |
| Respiratory Sensitisers |  | Food Handling |  | Working in Isolation |  |
| Cytotoxic drugs |  | Nightworking |  |  |  |