**JOB DESCRIPTION**

**1. JOB DETAILS**

**Job Title: Senior Matron for Patient Flow and ED**

**Band: 8b**

**Reports to: Head of Operations**

**Department / Directorate: Corporate**

**2. JOB PURPOSE**

To provide professional managerial leadership in order to: -

* Deliver expert strategic and operational support to Trust senior management, clinicians and administrative staff on all issues relating to patient flow
* Be accountable for the operational management of patient flow including 24-hour responsibility of bed capacity/demand for both elective and non-elective admissions
* The job holder will be responsible for continuously developing, implementing and monitoring systems that underpin the most efficient and cost-effective structure for the future of acute bed-based care
* Work with colleagues in local primary, secondary, tertiary, strategic health services and organisations to improve care pathways for patients

**3. DIMENSIONS/ KEY WORKING RELATIONS**

**Internal**

* Divisional Director, Operations
* Chief Operating Officer
* Divisional Directors/Operational Managers
* ADN’s, Senior Nurses and Matrons
* Clinicians Trustwide
* Divisional Management Team (inc Governance, Account & HR)
* Business and Cluster Managers
* Heads of Department and Corporate Services
* Estates

**External**

* ICB
* Devon County Council
* Senior colleagues from neighbouring Acute Trusts
* Senior colleaguesfrom Devon Partnership Trust, Devon prisons, Homeless, Drug & Alcohol services, and CAMHS

The scope is Trustwide in relation to the development of improvement to patient flow, meeting performance targets for quality, volume and cost.

1. **ORGANISATIONAL CHART:**

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

**Trust Level Responsibilities**

The post holder will:

* Contribute to the successful overall performance of the Trust, with particular attention to ED performance
* Develop effective ways of working and creating strong partnerships and relationships with all stakeholders to support effective management of patient flow
* Ensure robust and effective emergency care pathways to meet Trust and National targets across ED, MAU, Surgery and Orthopaedics.
* Work with colleagues in local primary, secondary, tertiary & strategic health services, social services and organisations to improve care pathways for patients
* Ensure systems and processes are in place to ensure patient and staff safety overnight as part of the Hospital @ Night initiative
* Contribute to the delivery of NHS targets and other national initiatives affecting patient flow
* Ensure systems and processes are in place to deliver efficient and accurate monitoring of No Criteria To Reside patients and escalate accordingly
* Provide internal leadership to staff, particularly those who are contributing to the Care Groups key objectives through communicating Trust strategy, coaching and mentoring staff and visibly supporting Trust values, beliefs, policies and systems
* To chair and/or co-ordinate working groups on individual projects (including Trustwide projects)
* To represent the Trust in working with other agencies both inside and external to the NHS

**Specific Functions**

Act as the Lead for the Trust and its contribution to the local Health Service Economy through creating and maintaining effective partnerships and relationships with internal and external stakeholders with particular reference to:

* Delivery of NHS targets and other national and local initiatives affecting patient flow and ED pathways
* Contribute to, the development of and implementation of any policies relating to patient flow including Admission and Discharge policies and ED performance
* Support the development, implementation and maintenance of the Trust Capacity plan to manage patient flow throughout the year
* Provide Trustwide leadership for capacity and demand, negotiating a range of options involving complex, sensitive and contentious issues to ensure patients are placed in the right place at the right time to ensure quality care, patient experience and efficiency for the organisation
* Evaluate and determine the OPEL status on a daily basis and take appropriate action if alert status above OPEL One
* Provide clinical and managerial leadership to Matron of Patient Flow and ED matron
* Be the named Trust Lead for the administration of the Mental Health Act for patients held under a section of the Act within the Organisation to ensure the Act is legally enforced
* Working with Infection Control facilities and ward teams to ensure that plans are in place to facilitate, temporary ward closures and the moving of services as required
* Monitoring, validation and escalation of ED performance data
* Provide strong clinical leadership to innovate and enhance patient flow initiatives, incorporating ED and the wider acute hospital.
* Support and develop emergency care pathways to meet national targets and overall Trust targets across both medicine and surgery.

**Other Responsibilities**

* To take part in regular performance appraisal
* To undertake any training required in order to maintain competency including mandatory training, e.g. 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

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.

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.

**THE TRUST – Vision and Values**

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

Honesty, Openness & Integrity

Fairness,

Inclusion & Collaboration

Respect & Dignity

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.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

### 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 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.

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**PERSON SPECIFICATION**

**POST: Clinical Lead for ED and Patient Flow**

**BAND:**

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| --- | --- | --- |
| **REQUIREMENTS** | **At Recruitment** | **At 2nd gateway** |
| **QUALIFICATIONS / TRAINING**  Graduate level registered professional or equivalent academic or healthcare professional qualification (NMC or AHP registration essential)  Masters degree in management, or equivalent management experience  Evidence of continuing professional development | **E**  **E**  **E** | **E**  **E**  **E** |
| **KNOWLEDGE / SKILLS**  Highly developed leadership skills  Excellent communication skills, both written and oral  Strong relationship development and management skills with senior management, peers and clinical colleagues  Excellent interpersonal skills including the ability to resolve conflict, facilitate and negotiate with staff  Excellent analytical and numeracy skills  Ability to develop and manage staff  Conflict resolution skills  Standard keyboard skills  Coaching/mentoring experience/skills | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **D** | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** |
| **EXPERIENCE**  Senior operational management experience (minimum 3 years at middle manager), including significant budget and staff management  Evidence of ability to lead successful change  Evidence of project management experience  Wider health service sector experience  Experience of working across organisational boundaries | **E**  **E**  **E**  **D**  **E** | **E**  **E**  **E**  **E**  **E** |
| **PERSONAL ATTRIBUTES**  Very high levels of stamina and the ability to concentrate on the most complex and challenging issues for extended periods of time, with minimal support  Very high levels of emotional resilience so as to be able to deal with the most sensitive and political issues e.g. in staffing, service development  Proactively takes own initiative  Willing to take ownership and accountability  Team player with collegial working style and willingness to share responsibility  Politically and environmentally sensitive and aware  Flexible, responsive approach to work | **E**  **E**  **E**  **E**  **E**  **E**  **E** | **E**  **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** |

\* **E**ssential/**D**esirable

|  |  |  |  |  |  |
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| HAZARDS:- Updated 31st May 2013 | | | | | |
| Laboratory Specimens |  | Clinical contact with Patients |  | Dealing with violence & aggression of patients/relatives |  |
| Blood / Body Fluids |  | Dusty Environment |  | VDU Use | X |
| Radiation / Lasers |  | Challenging Behaviour | X | Manual Handling |  |
| Solvents |  | Driving |  | Noise / Vibration |  |
| Respiratory Sensitisers |  | Food Handling |  | Working in isolation |  |
| Cytotoxic Drugs |  | Electrical work |  | Night Working |  |

**COMPETENCY REQUIREMENTS**

To be completed for all new positions

It is essential that we keep accurate up to date information on the essential training requirements of the role.

Please tick which of these essential learning s is applicable to this role, this will be required to update ESR.

(**NB** those that are mandatory for all staff with no variation on frequency are pre-populated with a tick)

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| Safeguarding Children | Group 1 | 🞏 | Blood Transfusion | | BDS18 collection | 🞏 | Consent Training | 🞏 |
|  | Group 2 | 🞏 |  | | BDS 19 & 20  Preparing & Administering | 🞏 | VTE Training | 🞏 |
|  | Group 3 | 🞏 |  | | BDS 17 Receipting | 🞏 | Record management and the nhs code of practice | 🞏 |
|  | Group 4 | 🞏 |  | | Obtaining a blood sample for transfusion | 🞏 | The importance of good clinical record keeping | 🞏 |
|  | |
|  | Group 5 | 🞏 |  | | Annual Update | 🞏 | Antimicrobial Prudent Prescribing | 🞏 |
|  | Group 6 | 🞏 |  | |  |  | Control & Restraint Annual | 🞏 |
| Not mapped this one |  | 🞏 | Safeguarding Adults Awareness | | Clinical Staff | 🞏 | Mental Capacity/DOL’s | 🞏 |
|  | Group 8 | 🞏 | Non Clinical Staff | 🞏 |  |  |
| Manual Handling – Two Year | | 🗹 | Falls, slips, trips & falls | | Patients | 🞏 |  |  |
| Equality & Diversity – One-Off requirement | | 🗹 |  | | Staff/Others | 🞏 |  |  |
| Fire | Annual | 🞏 | Investigations of incidents, complaints and claims | | | 🞏 |  |  |
|  | Two Yearly | 🞏 | Conflict Resolution – 3 yearly | | | 🞏 |  |  |
| Infection Control/Hand Hygiene | Annual requirement | 🞏 | Waterlow | | | 🞏 |  |  |
|  | One-Off requirement | 🞏 | PUCLAS | | | 🞏 |  |  |
| Information Governance | | 🗹 | Clinical Waste Management | Application principles for clinical staff | | 🞏 |  | |
| Harassment & Bullying (Self Declaration – One off requirement) | | 🗹 | Application principles for housekeeping | | 🞏 |  |  |
|  | |  | Application principles for portering and waste | | 🞏 |  |  |