

JOB DESCRIPTION

JOB DETAILS	
Job Title	Clinical Matron for Operations
Reports to	Lead Nurse/Head of patient Flow
Band	8A (subject to the completion of formal matching)
Department/Directorate	Operations Division

JOB PURPOSE
<ul style="list-style-type: none"> The purpose of the Clinical Matron for Operations will be to support the Lead Nurse/Head of Patient Flow ensuring there is sufficient bed capacity at all times so that admission for emergency patients can take place in a timely manner and that elective admissions can be accommodated according to right patient, right time, right place whilst maintaining patient safety and quality. Provide line management, professional leadership and support to the Site Practitioner team and the Clinical Nurse Manager for the Discharge Lounge to improve the Discharge profile Trust wide within remit. Further support the Trust through the development and implementation of specific, capacity related projects.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> Take responsibility for ensuring that the Hospital @ Night and Hospital Out of Hours service has the correct level of nursing knowledge and skill to deliver a safe, efficient and financially viable service and to support the out of hours medical teams to ensure the safe care of the patients. To provide reports and analysis around Hospital @ Night and Hospital Out of Hours to support safety and improvement. To deputise and ensure continuity of service in the absence of the Lead Nurse/Head of Patient Flow to enable all work streams to continue. Support Lead Nurse/Head of Patient Flow in the delivery of capacity related targets. Be responsible for managing the rota for the Site Practitioners ensuring continuity and service delivery within budget. To ensure that the training matrix for the Site Practitioners/Clinical Nurse Manager for the Discharge Lounge is maintained at 100% compliance. Be the designated Senior Nurse member of the winter pressures Flying Squad / Outliers Review Team, ensuring attendance at Board Rounds in escalation areas to enable discharge from hospital at the earliest opportunity whilst escalating delays and finding solutions. Be the nursing lead, in conjunction with the Clinical Nurse Manager for the Discharge Lounge, for reviewing 7 and 21 day stays to facilitate improvements to the individual's pathway, and to provide reports in line with the Long Length of Stay Discharge Patient Tracking List. Work with Infection Control and Facilities Management colleagues to ensure that capacity/operational plans are in place to achieve the annual Deep Clean, and that senior teams understand the importance of achieving the Deep Clean despite capacity pressures. Able to undertake on call as Clinical Matron role as rostered including and/or during Major/Critical Incident as required. Must be prepared to undertake the MSC Programme Nursing/Healthcare Management or equivalent. Participate in the Senior Nurse On Call rota, including acting as the Senior Nurse as part of the Major Incident Plan as required. Provide assurance that repatriations to the RDUH are executed within agreed timeframes (24 hours) and also ensure that outbound repatriated patients have the same experience. To have responsibility for investigating and completing Datix incidents for the Operations Division as investigating handler/officer, when appropriate, for complaints, serious untoward incidents or to support safeguarding investigations. The post holder will undertake clinical practice and would need to keep their professional registration.

- Work as a Site Practitioner operationally/clinically as required to provide a safe service
- Respond to any escalation regarding safe staffing, patient safety or quality issues. Appropriately escalate any issues which cannot be resolved.
- Deal with complex concerns and complaints from patients and others openly and honestly ensuring the Trust's Complaints Policy is followed.

KEY WORKING RELATIONSHIPS

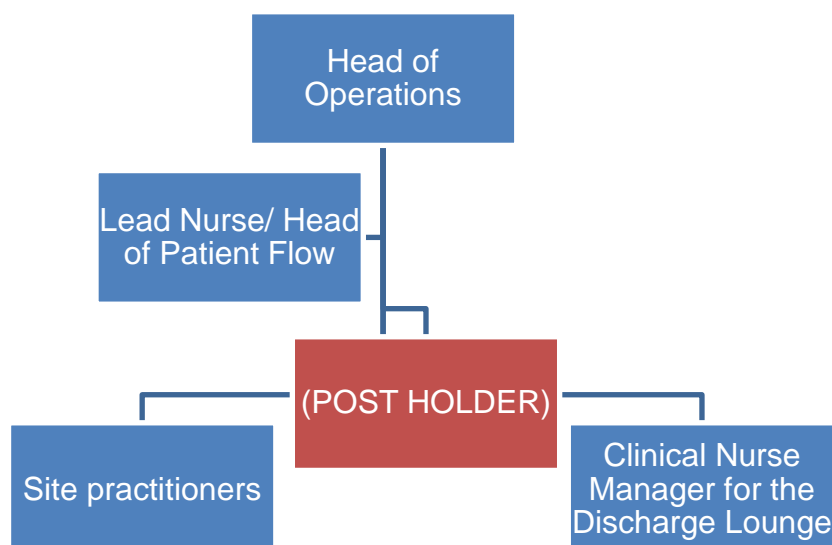
Areas of Responsibility:

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:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Lead Nurse / Head of Patient Flow • Divisional Director for Operations • Clinical Matrons and Clinical Nurse Managers • Infection Control Team • Operations Support Unit • Cluster Managers • Service Managers • SPOA • Ward teams • On Call teams 	<ul style="list-style-type: none"> • Care Managers • Primary care staff • NHS Trusts • Clinical Commissioning Groups • Other Health & Voluntary Sector Organisations • Medicines and Health Regulatory Authority

ORGANISATIONAL CHART



FREEDOM TO ACT

- To work within the nursing and medical teams and contribute to decisions about patient flow and care.
- 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.
- Be professionally accountable for all aspects of own work, including the management of patients and staff in your care.
- To work autonomously be able to provide expert advice to Site Practitioner team and the Clinical Nurse Manager, as well as patient and families in relation to patient condition and specialist treatments and services in line with the Trust and service policy.
- The post holder will work with the Lead Nurse/ Head of Patient Flow to lead and support development of the service.

COMMUNICATION/RELATIONSHIP SKILLS

- Provide and receive highly complex and highly 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 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.
- 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
- May be required to attend situations where the audience may not easily understand because of cultural or language differences, physical or mental special needs, or due to age (e.g. young children, elderly or frail patients/clients). Will need to understand how to resolve a communication issue, orally, in writing, electronic, or using sign language, or other verbal or non-verbal forms. and also know how to communicate or where to find resources and help when there are cultural differences and languages.

ANALYTICAL/JUDGEMENTAL SKILLS

- 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
- 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.
- Actively participate in strategic service planning & development

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
- Ensure alignment of projects with patient safety, patient experience, organisational development and financial agendas of the Trust.
- Ensure a focus on patient safety and improvement objectives which deliver the highest standards of staff and patient experience and patient care.
- 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.
- 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

- Be the designated Senior Nurse member of the winter pressures Flying Squad / Outliers Review Team, ensuring attendance at Board Rounds in escalation areas to enable discharge from hospital at the earliest opportunity whilst escalating delays and finding solutions.
- Be the nursing lead, in conjunction with the Clinical Nurse Manager for the Discharge Lounge, for reviewing 7 and 21 day stays to facilitate improvements to the individual's pathway, and to provide reports in line with the Long Length of Stay Discharge Patient Tracking List.
- Work with Infection Control and Facilities Management colleagues to ensure that capacity/operational plans are in place to achieve the annual Deep Clean, and that senior teams understand the importance of achieving the Deep Clean despite capacity pressures.
- The post holder will undertake clinical practice and would need to keep their professional registration.
- Able to undertake on call as Clinical Matron role as rostered including and/or during Major/Critical Incident as required.
- Participate in the Senior Nurse On Call rota, including acting as the Senior Nurse as part of the Major Incident Plan as required.
- 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.
- Develop care pathways for patients within the relevant specialities

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.
- 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.
- Develop evidence-based standards, policies and guidelines at a local network and national level to improve the practice of own and other professions.
- Act as facilitator in developing clinical practice and promoting changes in service that meet National Standards including NICE guidance
- 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.
- Be accountable for developing Trust wide policies relevant to areas of responsibility. This will include ensuring that policies are up to date and remain fit for purpose, in line with national guidance. This will include (but is not limited to) Resuscitation Policy, injectable medicines policy, Patient Safety Partners Policy.
- 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

- 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.
- Line manager responsibility for Discharge Liaison Officer and Discharge coordinators
- Responsible for the teaching and training of Site management team including Site managers, Clinical Site Support Workers and Discharge Coordinators

INFORMATION RESOURCES

- The post holder will use a wide range of computer systems e.g. word, excel and PowerPoint to create reports, documents and presentations. The post holder will be responsible for sourcing and gathering information to produce presentations, informative reports, briefings and papers for meetings.

RESEARCH AND DEVELOPMENT

- To maintain own and others' awareness of relevant research evidence related to the speciality and work with others in applying this to practice.
- To identify areas of potential research relating to the speciality and to participate in relevant research activities.
- To participate in local and national research and audit projects and service evaluation as requested in order to improve standards of patient care.
- Further support the Trust through the development and implementation of specific, capacity related projects.
- Assist in current clinical audit and ensure changes are implemented into practise.
- Plan, develop, initiate and participate in such research projects in Nursing as appropriate and derive conclusions applicable to practice
- Evaluate clinical effectiveness within the teams, identifying poor quality and action plan for quality improvement.
- To be involved in the Audit Programme relevant to the service.

PHYSICAL SKILLS

- High degree of competence and dexterity in practical nursing skills when required.

PHYSICAL EFFORT

- The role will have a combination of sitting, standing and walking with occasional moderate effort for several short periods involving sitting at a VDU for long periods of time.

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 disciplinarys 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

The post holder will be expected to carry out any other duties as required, commensurate with their pay band.

The post holder will be required to facilitate and support new starters to carry out their role
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.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Clinical Matron for Operations
------------------	--------------------------------

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Registered Nurse	E	
Educated to Masters level, working towards or equivalent experience.	E	
Evidence of on-going professional development in leadership development training	E	
Professional and clinical competence.	E	
KNOWLEDGE/SKILLS		
Excellent analytical, numeracy and keyboard skills		D
Coaching/mentoring experience/skills	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	
Demonstrates knowledge of effective risk management.	E	
Use own initiative and meet deadlines.	E	
Able to deal with difficult and complex situations.	E	
EXPERIENCE		
Extensive clinical experience in a range of specialties	E	
Wide-ranging knowledge of Site Management, patient flow, capacity and demand	E	
Experience of working across organisational boundaries	E	D
Wider health service sector experience	E	
Broad experience of Hospital @ Night and Hospital Out of Hours	E	
Evidence of ability to lead successful change	E	
Wide ranging knowledge of Discharge pathways		D
Proven leadership and management skills	E	
PERSONAL ATTRIBUTES		
Ability to be empathetic and 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	
Excellent communication skills both written and oral including how to communicate sensitive, complex and contentious information.	E	
Strong relationship development skills with senior management, peers and clinical colleagues	E	

<p>Excellent interpersonal skills including the ability to resolve conflict, facilitate and negotiate with staff</p> <p>Ability to organise and prioritise own workload with those of the service and other team members</p> <p>Able to work as a team member and independently.</p> <p>Creative and innovative thinker, objective with high level of integrity.</p> <p>Behave in an open, ethical and professional manner</p> <p>Aware of own strengths and limitations</p> <p>Able to demonstrate a level of personal confidence necessary to overcome barriers</p> <p>Very high levels of emotional resilience so as to be able to dealt with the most sensitive and political issues eg in staffing, service development</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
<p>OTHER REQUIREMENTS</p> <p>The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.</p> <p>Ability to travel to other locations as required.</p> <p>Flexible working hours</p> <p>Able to travel between sites</p> <p>We will expect your values and behaviours to mirror those of the Trust.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y		Y		
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	Y		Y		
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				Y
Heavy manual handling (>10kg)	Y	Y			
Driving	Y		Y		
Food handling	Y	Y			
Night working	Y	Y			
Electrical work	N				
Physical Effort	Y	Y			
Mental Effort	Y				Y
Emotional Effort	Y				Y
Working in isolation	Y			Y	
Challenging behaviour	Y			Y	