

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Clinical Matron Oncology and Haematology (Deputy Lead Cancer Nurse) |
| **Reports to** | Associate Director of Patient Care |
| **Band** | 8a |
| **Department/Directorate** | Oncology and Haematology (RDUH Northern Services) |

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| **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 Care Group Director of Patient care.  The post holder will report directly to the Associate Director of Patient Care.  The post holder will be accountable for ensuring the highest standard of clinical care is provided within Oncology and Clinical Haematology services. 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 in oncology and haematology (northern services) and support the Care group 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 Director and Associate Director of patient care.    They will provide support to the Associate Director of patient care for day to day operational issues, and deputise as deemed appropriate.  The post holder will have direct access to the Director and Associate Director of patient care in the Care Group for advice, support development and professional guidance and they will play an active part in the professional networks within the organisation  **Deputy Lead Cancer Nurse**  Deputise for the Lead Cancer Nurse specialising in the field of cancer care, leading, influencing, developing and expanding cancer services throughout the Trust and strategically influencing the direction of cancer nursing.  Work collaboratively with a variety of health care professionals from primary and secondary care settings, Integrated Care System, NHS England, patients, their representatives and external agencies to ensure the delivery of cancer services within the Trust are consistent with both national and local strategy, to include relevant governance, quality and operational frameworks.  Responsible for the development of a high quality, effective and efficient service to patients and healthcare professionals through leadership and supervision, robust clinical governance and education. |
| **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 Clinical Nurse Specialists, department clinical and operational managers and departmental lead nursing staff, help to ensure effective management of human and material resources. Work closely with the Care Group leads; have budget responsibility for the designated resources.  Manage performance and sickness absence with support from the HR Business Partners as required.  Accountable for working with departmental managers and lead nurses and CNS’s to deliver care within budget, and working with the senior leadership team to put in recovery action plans where appropriate to address overspend.  Support the Care group 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 Care Group senior clinical and leadership Team to ensure patient flow targets are achieved whilst maintaining high quality services and patient experience.  **Clinical Leadership**  Provide leadership for teams within the Oncology and haematology portfolio. 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 department managers and clinical teams to ensure the effective resolution of complaints and any subsequent learning, liaising with the Care group Quality and Patient safety Improvement team and the Care Group Complaints handler as necessary.  Work with department 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 Care Group 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 clinical pathway.  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 department 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 patient safety, quality and clinical governance are implemented at a local level within the local area and across the wider Care group.  **Safeguarding**  To support the delivery of Safeguarding Adults and Children governance framework and processes within the organisation and at local level.  Encourage departmental managers and nurse specialists to promptly escalate highly complex safeguarding cases to the Safe guarding team as appropriate. |
| **KEY WORKING RELATIONSHIPS** |
| Areas of Responsibility: (Oncology and Clinical Haematology)  No. of Staff reporting to this role: Seamoor Unit Staff, Providing professional or delegated operational management for Clinical Nurse Specialists working in Oncology and haematology.    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** | | * Care Group Director of Patient Care * Associate Director of Patient Care * Lead Cancer Nurse * CNS across the Care group and outside of CG. * Oncology and haematology consultants * Senior Operational and Operational managers * Quality and Safety improvement managers * Corporate Cancer leadership team * Clinical Matrons in other CGs * Seamoor Unit staff * Pharmacy | * Cancer Alliance * Volunteer sector * ICB * Primary Care | |
| **ORGANISATIONAL CHART** |
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| **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 lead on speciality governance and participate in Governance for the Care group and be involved in dealing with divisional complaints, Serious incidents requiring investigation and management of identified Risks.  The post holder will have to impart information to the wider audience and this will on occasions be to a large group. Presenting skills will be required.  The post holder will be part of the on-call rota. |
| **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 Operational and senior operational 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 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 National Cancer standards, NICE guidance.  Develop care pathways for patients within Oncology, Haematology and Cancer  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 for Seamoor unit and CNS in Oncology and Haematology. |
| **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 department 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** |
| The post Holder will:   * Maintain patient’s records as per Trust Documentation Policy. * Maintain staff supervision, sickness and training records for team. * Perform a daily analysis of clinical incidents for Cancer services and perform complex assurance report writing and complaint responses; * Run reports from Datix & Epic systems to provide clinical governance and performance information for Cancer; * Review and analyse complex data for Oncology, Haematology and Cancer services in regards to patient safety and quality metrics and ensure steps are taken to address any issues; * Support the delivery of clinical performance within Oncology, Haematology and Cancer, monitoring performance against a range of safety, quality & operational indicators including but not limited to staffing metrics, safety thermometer, infection prevention KPIs, supporting improvements where necessary through a quality and safety review and performance management process in conjunction with the clinical and operational teams; * Ensure that clinical metrics, including patient and staff satisfaction, are reporting into Cancer governance frameworks and that there are systems in place to monitor and manage improvement across all metrics within agreed timeframes. |
| **RESEARCH AND DEVELOPMENT** |
| The post holder will –   * 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** |
| * Possess clinical skills with monthly scheduled clinical work, increasing frequency when acuity is high and the Trust is in escalation; * Occasional travel between Trust sites for meetings and team visits; * Possess advanced keyboard skills to produce reports, presentations, Excel spreadsheets and project plans; * Be competent in the use of technology – tablets, Rover devices – to facilitate the capture of clinical data & interventions within patient records and for audit purposes and analysis; * The post will involve a combination of sitting, standing, walking duties and developed skills will be required to work clinically. |
| **PHYSICAL EFFORT** |
| The post holder will:   * Be required to stand for long periods whilst working in the clinical areas; * Monthly scheduled clinical work increasing when acuity is high and the Trust is in escalation; * Regular visits to speciality areas & teams offering clinical support as required; * Extensive time spent on computer for data analysis, reporting writing and reading. |
| **MENTAL EFFORT** |
| The post holder will:   * Extended periods of concentration when preparing complex reports daily for meetings; * The work pattern may be unpredictable due to interruptions to deal with service issues * Manage regular interruptions as well as managing challenging behaviours; * Possess the ability to be flexible with hours to respond to service pressures and needs; * Daily review and analyse documents and written complaint responses as part of role; * Working with senior leadership team, finance and workforce colleagues regularly calculate financial and establishments for business cases and performance reports; * Produce and present business cases with the support of the senior leadership team * Regularly chair meetings and project groups; * Frequently changing work patterns and demands due to organisational and speciality needs |
| **EMOTIONAL EFFORT** |
| The post holder will:   * Occasionally Support clients (and their families) suffering with distressing and/or embarrassing conditions, e.g. malignant disease, dementia, terminal illness. * Meet with staff regularly to discuss performance issues, sickness absence issues and professional or conduct concerns. * Meet face to face with families and patients during difficult situations and in response to their concerns, leading on duty of candour and promoting and open and honest culture; |
| **WORKING CONDITIONS** |
| * The post holder does have a responsibility for being part of the Trust’s Senior On-Call duty rota. * There are also senior responsibilities with regard to the role if significant incidents are called. * The post holder is required to use VDUs extensively throughout their daily role. * The post holder is expected to carry mobile phone to be contacted when required. * The post holder will take part in the daily staffing duty matron rota and support this cross care group role. |
| **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.  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

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| **Job Title** | Clinical Matron |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**    Registered Nurse  Educated to Masters level, working towards or equivalent experience.  Demonstrable experience.  Evidence of on-going professional development in leadership development training  Professional and clinical competence.  Formal qualification in mentorship | E  E  E  E  E  E |  |
| **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 |  |
| **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 ATTRIBUTES**  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  E  E  E |  |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **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 |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| 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 |  |  |
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| **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 |  |  |  |  |
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| **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 |  |  |