Royal Devon University Healthcare NHS Foundation Trust

JOB DESCRIPTION

JOB DETAILS	
Job Title	Commercial Research Matron
Reports to	Lead Research Nurse
Band	Band 8a
Department/Directorate	Research & Development

JOB PURPOSE

The post holder will oversee the Trusts Commercial Research Centre CRC (circa 20 staff), by ensuring a flexible and efficient approach to delivering commercial research within the Centre and with external partners including the South West Commercial Research Group which the postholder will support. The postholder will also support the delivery of commercial research across the RDUH patient reach.

This will require excellent leadership skills and the ability to develop a dynamic research team by drawing on innovative practice.

The post holder will have knowledge of clinical research delivery for both commercial and non-commercial research studies and be able to effectively support the staff working in the CRC. The post holder will be able to contribute to innovation and evidence-based practice to support the team.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

The post holder will be a dynamic and initiative-taking experienced senior nurse or practitioner, who has an extensive background of clinical research delivery at leadership and management level.

The post holder should also have an extensive background of working in either secondary or primary care.

They will support the R&D Senior Leadership Team, in ensuring the safe and ethical implementation of clinical research studies in accordance with Trust policies, Conference on Harmonisation of Good Clinical Practice, EU Clinical Trials Directives and UK Policy Framework for Health and Social Care Research.

The post holder will ensure a quality, client-driven service to all clinical research participants across the patient reach of Royal Devon University Healthcare NHS Foundation Trust (RDUH) based on expert practice and act as a role model, to facilitate the aims of the National Institute of Health and Social Care Research (NIHR) at a Southwest Peninsula level as well as at Trust level.
The post holder will provide leadership and line managerial support to the CRC, in particular the Specialist Research Nurse /Practitioner Leads and will also support the South West Commercial Research Group which is led by the Trust

KEY WORKING RELATIONSHIPS

Areas of Responsibility:

1. To ensure effective working relationships with Research & Development (R&D) Senior Leadership Team, (R&D Clinical Director, R&D Operations Director and Lead Research Nurse), Research Nurse/Practitioner Specialist team, wider Clinical Research Delivery team, R&D Clinical Educator, R&D Data and Admin teams, as well as R&D function teams such as finance, operations and governance in order to lead the CRC reporting to the Lead Research Nurse. This will also include community sites and General Practices.

2. To ensure good relationships and communication are maintained with stakeholders such as the NIHR (National Institute for Health and Social Care Research), HEI's (Higher Education Institutions), partners across the integrated care pathway, Senior managers and colleagues across the trust. This post will be supporting the R&D Senior Leadership team ensuring that exacting standards are met within the CRC training, and systems.

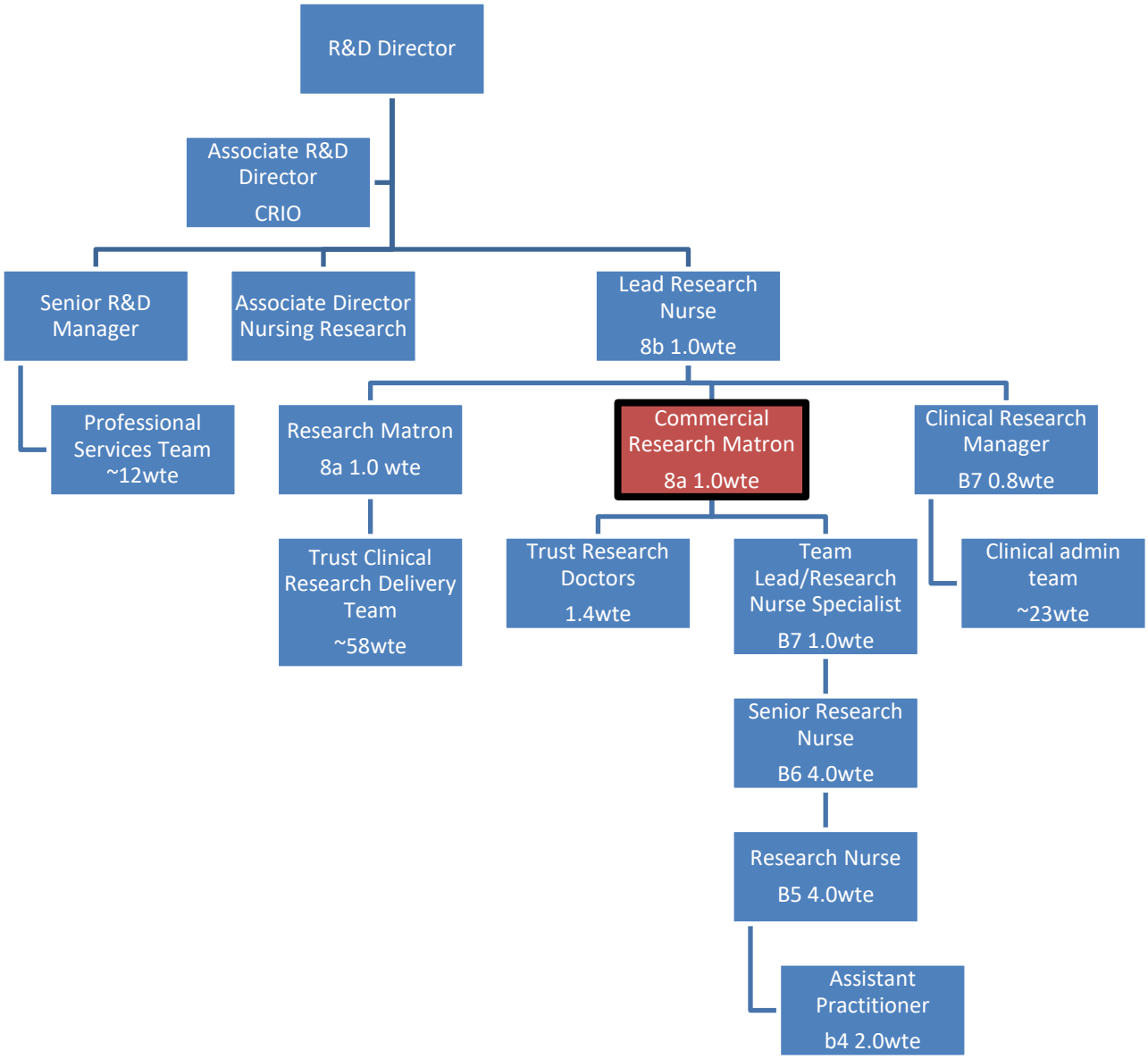
No. of Staff reporting to this role: 3

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
• Research and Development Director and Associate Directors • CRC Clinical Director • Trust Research Doctors • Lead Research Nurse • Clinical Trials Teams • Research Team Leads • Clinicians and Clinical Trials Teams • Chief/Principle Investigators • Trust Senior Nurses and AHPs	• SWP CRN Chief Operating Officer and Associated Team • Study Sponsor representatives • Regional Lead Nurses • Study Participants and their Families • General Practices • Other NHS Trusts

ORGANISATIONAL CHART



FREEDOM TO ACT

The post holder is the operational lead for all research nurses and research delivery staff in the CRC, which includes all aspects of research including expert practice, education & development and leadership. The post holder will review and interpret national guidelines relating to patient and public involvement and engagement with research to improve patient experience and inclusion in research ensuring local practice meets national expectations working with the R&D Director and Regional Research Network.

- Works within codes of practice and guidelines; accountable for their own professional action.
- Responsible for proposing & implementing service and departmental policies as well as interpreting wider Trust policy in relation to the clinical research workforce. They will work closely with the Lead Nurse for Research to achieve this.

COMMUNICATION/RELATIONSHIP SKILLS

- The postholder is a role model for the CRC and others involved in research delivery. They will establish and maintain good working relationships within the CRC promoting the values of the Trust and providing senior leadership to ensure delivery of the Trusts ambitious research strategy.

- Support the R&D Senior Leadership Team with strategic and annual plans for supporting research growth across the Trust, consulting to maximise research capacity and capability including providing impact case examples to support investment and promote Trust research activity.
- Attend internal and external meetings proving presentations to different stakeholders for example in relation to commercial R&D performance, updating on service improvement and impact of research projects
- Promote a just and learning culture in reporting incidents and liaise where appropriate with the R&D Governance manager, R&D QA Manager, R&D Clinical Educator, and wider Governance teams in RDUH.
- Able to deal with complex and unpredictable situations and successfully manage divergence of opinion within groups and/or on an individual basis for example negotiate with senior clinicians in usual care teams about which studies should open in their specialty area providing rationale and justification for decisions in relation to prioritisation of clinical research projects. This communication is complex and sensitive, and needs to be handled with a great deal of expert negotiation and influencing skills, grounded in clinical and operational knowledge.

ANALYTICAL/JUDGEMENTAL SKILLS

- Lead on projects relating to the involvement of the CRC as well as wider projects to support the operational effectiveness of the wider R&D department.
- Analyse patient recruitment and retention in trials data to develop and implement innovative models of care and effective patient/volunteer pathways within the CRC ensuring research participants receive the best service.
- Ensure that education is a strong theme for the CRC as a whole. Advise on gaps in training and learning opportunities and working with the R&D Clinical Educator, QA Manager and Lead Research Nurse to develop strategies to overcome these.
- Utilise knowledge about clinical research protocols to project required resource
- Analyse research activity data to manage workflow reviewing activity daily and moving resource as required to achieve patient recruitment goals and other KPI's
- Analyses and exercises judgement when reviewing which commercial trials to open across all specialty areas within the organisation, comparing and contrasting options and providing the rationale for the decision. This requires a deep understanding of clinical capacity and the interventions that are required in order to compare and present a range of options.

PLANNING/ORGANISATIONAL SKILLS

- Monitor and plan in advance the CRC workload across all specialty areas across all RDUH sites for commercial clinical trials and studies. Clinical trials can last a number of years, and requires the post holder to demonstrate excellent planning and organisational skills for a broad range of complex activities, pivoting and changing plans as required.
- Monitor team performance, ensuring good management of the clinical research portfolio (circa 50 studies using digital tools to ensure good planning and implementation of clinical trial delivery of RDUH portfolio of studies and moving resource as required to optimise research delivery performance.
- In conjunction with the R&D Senior Leadership Team participate in business planning cycle, identifying areas of service development focusing on the aspects that concern the CRC and their delivery to the portfolio of studies on behalf of the trust.
- Respond to patient feedback and delivery performance in order to recommend changes or improvements to improve experience and performance.

PATIENT/CLIENT CARE

- Function as an expert resource for the CRC and to the multi-disciplinary teams across care groups providing highly specialised advice about research delivery and case management for research patients acting as a role model for all aspects of Research Clinical Practice
- Demonstrate professional development and an in-depth knowledge of clinical research delivery, supplying specialist advice where needed to patients and their carer's/families about their

participation in clinical trials.
- The post holder will also hold a clinical case load to provide highly specialist clinical care in relation to their trial portfolio.

POLICY/SERVICE DEVELOPMENT

- In collaboration with the Lead Research Nurse, ensure the CRC service is regularly reviewed and evaluated and using a broad range of service improvement methodologies deliver service development projects to ensure the CRC continue to provide effective support which meets the Trusts research goals
- Develop and implement SOPs, Policy or Clinical Guidelines to ensure the safe and effective delivery of research related interventions
- Propose and implement changes to practice in order to improve accessibility for patients with specific needs, e.g. physical disabilities, to enter clinical research trials

FINANCIAL/PHYSICAL RESOURCES

- Work with procurement as needed to ensure equipment and supplies used by the clinical trial delivery team is available and reviewed regularly for compliance to audit standards and replaced as needed.
- Act as an authorised signatory for the CRC budget
- Oversee the ordering of clinical research supplies as needed for the Heavitree Research Unit and CRC
- Oversee the commercial income for the CRC
- Able to work within departmental budgetary constraints with financial responsibility.

HUMAN RESOURCES

- Be responsible for recruiting and line managing the CRC clinical research delivery team including Trust Research Doctors, to ensure the trials that RDUH is supporting are conducted to the highest standards.
- Oversee the training and development strategy for the CRC ensuring staff receive appropriate training as well as support with career development

INFORMATION RESOURCES

- Ensure accurate study records are maintained on both EPIC patient records and EDGE for research activity
- Work with individual teams to review study level activity and data integrity. Ensuring activity is recorded accurately on the NIHR open data platform to inform Trust KPIs.
- Able to report complex data sets to the R&D Senior Leadership Team on clinical research delivery team performance, that is driven through the Edge software system and NIHR data platforms.

RESEARCH AND DEVELOPMENT

- Occasionally provide advice to colleagues in relation to the feasibility of what they want to include within a research project and signpost to others to provide specialist support.
- Support with wider objectives of the trust by contributing to preceptorship training, induction of staff into the trust and R&D department and Chief Nurse Research Fellowship programmes.
- Work across the CRC role modelling the continuous improvement ethos and supporting change with audit of service, quality improvement projects and encouraging staff to work towards excellence in their roles.

PHYSICAL SKILLS

- Frequent use of keyboard including Microsoft Word, Excel, PowerPoint and study specific databases.
- Essential accurate data inputting skills required to unsure valid data for trials is reported to the Sponsor in a timely manner

- Provide care to clinical research participants involving developed physical skills; advanced sensory skills and manipulation of objects to administer medications intravenously; Use of clinical equipment, physical skills to assess and diagnose patients

PHYSICAL EFFORT

- Frequent light effort required for short periods whilst running research clinics. Able to move around different locations in the Trust estate

- Occasional effort required when moving clinical equipment and research supplies between clinic spaces and storage
- The postholder may need to sit for varying lengths of time for example inputting data into trial database/writing reports.

MENTAL EFFORT

- On a daily basis the post holder will be responsible for the operational running of the commercial research delivery teams; there will be a frequent requirement for them to support staff and patients when there is a requirement for senior support or escalation.
- Able to concentrate frequently for complex and intricate work and for long periods when subject to unpredictable working patterns (e.g. frequent interruptions for urgent safety investigations).
- Occasional requirement for sustained concentration for long periods when performing IT training for a new study requiring mastering a series of IT programmes.

EMOTIONAL EFFORT

- Manage any patient and/or carer/family complaints or concerns and where possible resolve these concerns, ensuring transparent feedback and support to individuals as needed, ensuring that any responses are aligning to trust policy.
- The post holder will frequently be exposed to circumstances that are distressing or emotional as they will be required to support staff and research participants during discussions and decision-making regarding trial recruitment and management. For example; pregnancy during clinical trials or when patients have exhausted all conventional treatments.

WORKING CONDITIONS

- Willingness and ability to work across RDUH sites including community settings
- There will be times where the postholder will be required to work in isolation
- There will daily exposure to VDU screens when inputting trial data, report writing, liaising with colleagues and reviewing policies & procedures
- Dependant on the trials there could be exposure to body fluid, for example collection of samples and specimens from patients (stool, blood, saliva)

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 (DSE) 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	Commercial Research Matron

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Current registered nurse or allied health professional registered with the NMC or HCPC	E	
Relevant healthcare degree.	E	
Research training (GCP, degree module, informed consent)	E	
Management or Leadership Qualification	E	
Master's level qualification in a field relevant to healthcare and/or clinical research or equivalent experience	E	
KNOWLEDGE/SKILLS		
A good working knowledge of the UK Policy Framework for Health and Social Care Research and the International Conference on Harmonisation Good Clinical Practice Guidelines.	E	
In-depth knowledge of clinical research delivery and research methodologies.	E	
Knowledge of the NIHR high level objectives and portfolio performance management.	E	
IT skills including the ability to work with databases and systems.	E	
Ability to organise and prioritise own workload whilst working to rigorous timelines.	E	
Proven ability of strategic thinking and ability to make independent decisions.	E	
Critical appraisal skills.	E	
EXPERIENCE		
Extensive experience of clinical research in an NHS or primary care setting.	E	
Broad and recent clinical experience relevant to the post.	E	
Line management and leadership within the NHS / Healthcare.	E	
Proven record of the ability to meet targets.	E	

Experience of delivering commercial/non-commercial and academic research. Experience in delivering continuous improvement projects. Evidence of budgetary control. Previous experience working in a leadership role at this level in a research setting.	E E E	D
PERSONAL ATTRIBUTES High level of interpersonal and communication skills. Ability to work with range of staff, disciplines, and seniority in a healthcare environment. Ability to take and exercise responsibility and initiative when dealing with issues within own specialist area of competence. Able to use commercial software to analyse data, extract information, produce presentations and reports. Attention to detail. Honesty, integrity, reliability, and respect for confidentiality. Self-motivation. Good interpersonal and negotiation skills.	 E E E E E E E E	
OTHER REQUIREMENTS Willingness to travel between RDUH sites	 E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent) R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y	X			
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	Y		X		
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)	Y	X			
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	Y	X			
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	N				
Driving	Y			X	
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	