JOB DESCRIPTION

Title: Clinical Matron

Band: 8A

Hours: 37.5 per week

Responsible to: Head of Nursing

Accountable to: Deputy Director of Nursing, Quality and Safety/Director of Infection Prevention and Control (DIPC)

Base: North & East Hertfordshire

Job Summary

Under the guidance and direction of the Head of Nursing, the Clinical Matron (Matron) is the professional/quality lead for the nursing staff within their specialist areas and is responsible for providing clear leadership and support to all clinical teams.

The Matron will, through strong clinical presence and leadership:

- support the Team Leaders, Service Line Leaders and Heads of Nursing to promote excellence in the delivery of high quality clinical care
- ensure that all service users are treated with compassion, dignity and respect, placing value on the diversity of the local community and beyond
- promote best practice in the infection prevention and control through ensuring a clean and safe environment.

The Matron's key responsibility is to ensure that service users' experience safe and effective care delivered in partnership with them and their carers, inspiring both service user and public confidence. This will be achieved through high visibility, accessibility and surveillance. The Matron will be expected to be a visible presence within their specialist clinical areas providing support, leadership and expertise, highlighting and taking appropriate action where there are concerns and deficits in care.

The Matron will be available to service users, their families/carers and staff to provide assistance, advice and support and to address any problems and concerns as required. In conjunction with the Head of Nursing, they will contribute to the strategic direction of the services and specialities through meeting key performance indicators and national and local activity targets.

The Matron will drive through the fundamental standards and provide assurance around compliance with regulatory and internal standards of care, to ensure effective ward /service area processes are in place to enhance the service user experience. They will provide visible leadership, engagement, motivation, development and support to the clinical staff.

The Matron will support new initiatives and projects that will enhance service user care and outcomes and provide a platform to inform, train and develop staff to provide a positive service user experience. Furthermore, they will strive to support the teams to recognise and embed

standards of excellence, through increased teamwork and the promotion and facilitation of shared learning.

As a member of the senior team within the Strategic Business Unit (SBU), the Matron will act as a professional role model to all nursing staff and will promote a just and inclusive culture whilst upholding the standards required of the Trust and the profession. The Matron will be required to act up in a professional capacity as required and appropriate.

Organisational Chart
To be added

Job Responsibilities

- To provide strong clinical and professional leadership and a supportive approach to Team Leaders and clinicians within the multidisciplinary team (MDT)
- To be a visible, accessible and authoritative presence in the clinical areas
- To work within the Modern Matrons Charter to ensure good standards of infection control, privacy and dignity, cleanliness and health and safety
- To oversee and monitor the quality, timeliness and development of nursing care in accordance with all relevant professional standards
- To ensure the environments in which service care and treatment is provided are fit for purpose, clean, well ordered and maintained
- To ensure all nursing practice is in accordance with statutory and corporate policies, including those specific to service user care
- To be responsible for the professional management of the clinical environment, ensuring the right staff with the right skills to deliver person centered nursing care, involving service users and carers
- To supervise and teach registered and non-registered staff including students
- To be responsible for the identification of learning development needs; to plan how these will be met and evaluate the effectiveness for learners and impact on care
- To be responsible for the provision of safe staffing levels, ensuring the privacy and dignity of service users.

Clinical Responsibility

- To be accountable for ensuring the appropriate and effective development, delivery and monitoring of service user care and services across the SBU
- To be responsible for all infection prevention and control practices are adhered to and the required audits and monitoring procedures are followed and acted on
- To monitor the quality and timeliness of nursing care and service provision in accordance with relevant professional and local standards
- To assist in the development and implementation of quality monitoring systems and contribute to the development of clinical audit and effectiveness within the Trust
- To be responsible for ensuring that care is delivered in a safe, efficient, effective and timely manner
- To be responsible for providing senior nursing advice across the service areas as required, including out of hours on call
- To support Matron and senior nurse colleagues to ensure the most safe staffing resource is maintained and appropriately distributed for the provision of safe, effective and quality services
- To actively participate in clinical audit and promote/identify research activity and opportunities
- To ensure shared decision making with service users' involvement in all aspects of their care
- To take lead responsibility in the development, implementation, evaluation and review of tools that will demonstrate the quality of nursing care

- To support the embedding of a learning organisational culture to review risk, learn from incidents and near misses, by leading a solution focused approached to review, ensuring lessons are learnt and shared
- To adhere to the Nursing and Midwifery Council's (NMC) Code.

Working Relationships and Communication
- To ensure effective communication between service users and relevant stakeholders at all levels
- To ensure service users and their families/carers are treated with dignity and respect and that information is conveyed to them in a timely and understandable manner
- To work collaboratively with the Inclusion, Involvement and Experience team and leads of complex investigations, resolutions and action planning
- To support service users, families/carers and staff in the handling of complaints and work to ensure early and satisfactory resolution of concerns
- To ensure effective service user and family/carer engagement, ensuring that their views and comments are sought and acted upon
- To utilise agreed the SBU's Quality and Risk forums regarding matters relating to service user care, cleanliness and infection prevention and control where appropriate.

Leadership and Staff Management Responsibility
- To work within the Modern Matron's Charter to ensure good standards of cleanliness, health and safety
- To oversee eRostering in line with the Trust policy ensuring safe staffing levels are maintained
- To be responsible for the clinical management and development of the allocated service areas ensuring the provision of a safe, effective and quality service, considering the allocation and provision sufficient resources and opportunities to deliver person-centred nursing care involving service users and their families/carers
- To develop, maintain and monitor quality standards and policies
- To collect and collate data information effectively for the purpose of audit of quality of care and research
- To lead and participate in the development, interpretation and implementation of policies relating to professional and quality ….
- To ensure structures are in place for effective development review, personal development and performance management with regards to quality, and audit these regularly
- To act up in the absence of the Head of Nursing
- To promote and present a positive image of the services and the Trust
- To work effectively in own services and as part of the whole Trust
- To ensure that professional/clinical supervision is provided in line with Trust policy and ensure effective monitoring of both supervision and mentoring
- To monitor and regularly audit structures regarding clinical/professional practice that are in place for effective appraisals, personal development plans (PDP) and performance management.

Service Development and Improvement
- To participate with services and teams in the development of policy, processes and business plans at SBU level
- To represent and provide nursing expertise and advice to business and operational discussions, meetings and forums
- To be responsible for recognising service requirements and ensuring these are communicated to the Head of Nursing
- To ensure the Continuous Quality Improvement (CQI) approach is embedded to improve service delivery.

Analytical and Judgement Skills

- To ensure that day to day safer staffing levels are maintained with resources deployed within the service areas to meet the needs of the service in accordance
- To use information obtained from service users, families/carers and staff to make changes to the service user environment, care and experience where appropriate and/or necessary
- To investigate incidents and complaints/concerns as required and ensure that effective risk management and incident investigation systems are in place within the service areas
- To take every reasonable effort to ensure that issues, concerns and problems are managed efficiently and effectively.

Planning and Organisation Skills

- To effectively plan and organise both day to day and longer term activities, including policies, reports, training sessions and annual reviews
- To respond urgent and unpredictable requests which may lead to the reprioritisation/adjustment of the plan of work to enable appropriate resources
- To deliver a programme of work in line with the SBU's work plan and associate strategies.

Research and Development

- To ensure that the service areas adopt best practice evidence based standards
- To ensure national and local quality initiatives are implemented for nursing across the service areas
- To ensure service areas implement the quality audits and any associated or successor initiatives to within agreed/required timescales. To maintain accurate and contemporaneous records
- To promote an environment where research and development is valued.

Physical Working Conditions and Environment

- This post requires travel across the SBU; therefore a car owner/driver is essential (unless you have a disability as defined by the Equality Act 2010)
- Visual display screen equipment is regularly used and advanced keyboard use.

Knowledge and Skills Framework:

The post holder will be expected to meet the requirements of the NHS Knowledge and Skills Framework (KSF) appropriate outline for the post.

Health and Safety

The post holder has a duty of care to themselves and to others with whom they come into contact in the course of their work as laid down in the Health and Safety at Work Act 1974 and any subsequent amendment or legislation.

Infection Prevention and Control

All Trust staff will:

Act as a role model and champion for the highest standard of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust polices and guidelines.

Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.

Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

Values and Behaviours

Our values and behaviours have been developed by over 800 service users, carers and members of staff. They describe how we aim to be with service users, carers and each other. By living our values we will deliver our ambition to be a leading provider for everyone we work with.

- We are **welcoming** so you feel valued as an individual
- We are **kind** so you can feel cared for
- We are **positive** so you can feel supported and included
- We are **respectful** so you can feel listened to and heard
- We are **professional** so you can feel safe and confident.

Our values set the tone for:
- The way we plan and make decisions
- The way we behave with service users and each other
- The kind of colleagues we recruit
- The way we induct, appraise and develop our staff.

Equality and Diversity

The Trust is committed to providing an environment where all staff, service users and carers enjoy equality of opportunity. This includes recognising diversity of staff, service users and carers and not treating anyone less favourably on grounds of age, ethnic origin, religion or belief, gender, gender reassignment, culture, health status, relationship status, disability, sexuality, social background, trade union affiliation or any other unreasonable grounds.

The Trust will strive to eliminate all forms of discrimination. We recognise that this requires not only a commitment to remove discrimination, but also action through positive policies to redress the inequalities produced by past discrimination.

Confidentiality

All staff must be aware of the Data Protection Act 1984, and its subsequent amendments, which is now in force. This means that protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, the Trust and the individual may be prosecuted.

Standards of Business Conduct and Conflicts of Interest

The Trust has adopted a Standards of Conduct Policy, which reflects NHS Management Executive Guidelines. It is the responsibility of staff to ensure that they do not abuse their official position for personal gain or seek to advantage or further private business or other interests in the course of their official duties.

Staff should be informing their line manager if they are working for any other organisation to ensure that this Trust complies with the Working Time Regulations.

Information and Records Management

The postholder must be competent in using IT and have the relevant skills to carry out the activities required for the post.

To comply with the Data Protection Act 1998, Freedom of Information Act 2000 and Department of Health Code of Confidentiality in line with Trust procedures.

To adhere to the Trust's policies on records management including creation, use, storing and retention and disposal of records.

Adhere to the Trust's Corporate Identity (using the standard templates – available on nww.hpt.nhs.uk).

Organisational Change

As services develop and change, the post holder may be required to undertake other responsibilities within the Trust.

Review

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post holder.