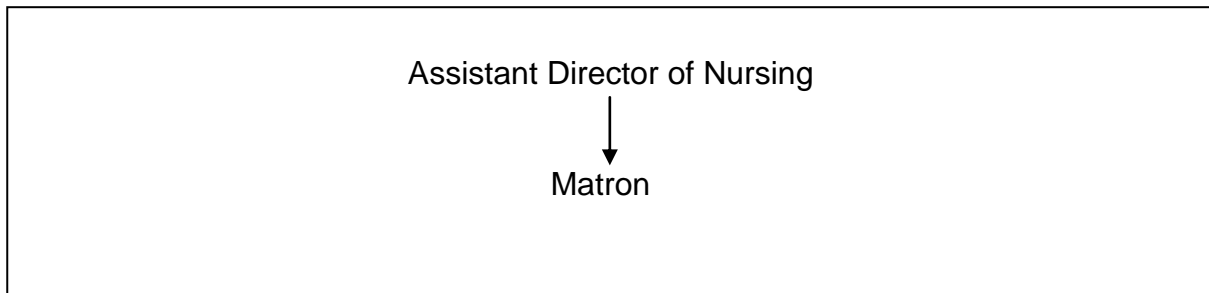


JOB DESCRIPTION

| | |
|-------------------|--------------------------------------|
| POST TITLE | Matron |
| BAND | 8a |
| DIVISION | Surgery & Anaesthetics |
| BASE | East Lancashire Hospitals |
| REPORTS TO | Assistant Director of Nursing |

ORGANISATION CHART



JOB SUMMARY

To be responsible and accountable for the overall clinical and operational day-to-day delivery of clinical standards of care and the management of the nursing workforce, in accordance with set objectives, targets, quality standards, controls and resource constraints, that ensures the delivery of a high quality, patient centred service that meets patient need.

Contributes to the development, delivery and evaluation of Trust and Group strategy within the context of the NHS Modernisation agenda. Ensure a robust professional approach to service development and improvement. Ensures that any subsequent changes to structures, services and roles are underpinned by appropriate support and on-going professional development.

Supports the Assistant Director of Nursing / Divisional Director of Nursing to provide professional leadership and management for the development, implementation and monitoring of the Strategy for Nursing & Midwifery. The core nursing team is responsible for ensuring that effective systems of work are in place to ensure the safe delivery of evidence based patient care. Support effective patient flows and management of bed resources in the Trust

This is a generic job description and Matrons may be asked to move to another Directorate by the Assistant Director of Nursing/Divisional Director of Nursing at any time as required.

Deliver SAFE, PERSONAL and EFFECTIVE care as part of a partnership between managerial and clinical staff. All aspects of the role will be conducted within a multi-disciplinary team philosophy

Main Duties

Develop and maintain communication with people on complex matters, issues and ideas and/or in complex situations

Develop oneself and contribute to the development of others

Maintain and develop an environment and culture that improves health, safety and security. Appraise interpret and apply suggestions recommendations and directives to improve services.

Contribute to improving quality

Promote equality and value diversity.

Plan, deliver and evaluate interventions and or treatments when there are complex issues and/or serious illness

Test and review new concepts, models, methods practices products and equipment,

Coordinate, monitor and review the use of financial resources

Plan, develop, monitor and review the recruitment, deployment and management of people

Facilitate the development of capacity and capability.

Responsibility for Patient Care (including monitoring, diagnostics + investigations)

Responsible and accountable for ensuring the delivery of a high quality, patient centred service that meets the needs of the patient.

Provide professional leadership to the multi disciplinary team

Ensure that there are strategies in place to enhance the patients experience in line with local and national agendas. E.g. essence of care, infection control, nutrition, health promotion, hospital cleanliness, clinical leadership development

Work closely with members of public and users of service so that health and wellbeing can be promoted and implemented.

To report any suspicions of risk to the appropriate people/or organisations.

Document any information related to the risk and actions taken.

Work in partnership to plan, develop and evaluate programmes for health promotion.

Responsibilities for Human Resources

To assess, identify and evaluate own development needs and set own personal development objectives with feedback from others

Enable others to develop and apply their knowledge and skills in practice providing timely feedback

Generate and share knowledge and expertise with all members of the multi professional team, utilising any new knowledge feedback to inform and change practice

Undertake annual mandatory training updates and other relevant courses in line with Trust and local policies

Support the development of a learning organisation

Actively support the investors in people and Improving Working Lives initiatives within the department and across the Trust evaluating the effectiveness of learning and development opportunities

Identify and contribute to ongoing clinical and service developments in order to enhance quality care

Responsible as line manager for designated clinical areas

In partnership with relevant others develops clear plans for the recruitment, deployment and management of people

Identify workforce requirements to meet the team and organisational objectives

Ensures the recruitment, deployment and management of people is in line with Trust processes and systems

Participate in team, professional and personal development activities and promote a commitment to continuous development and improvement.

Ensure systems are in place to deliver the appraisal process and personal reviews whilst working to achieve agreed objectives for themselves and others

Provide professional and clinical supervision demonstrating advanced levels of knowledge, judgement and decision making

Develop strategies for avoiding poor performance and address poor performance issues agreeing the appropriate course of action necessary to achieve this

Diffuse challenging behaviour, ensuring that the situation is managed in a sensitive way.

Act as a role model providing mentorship and/or clinical supervision to other staff/learners supporting them in applying theory to practice

Responsibilities for physical and financial resources

Budget holder with responsibility for the authorising and controlling of financial resources which includes the agreement, monitoring and reviewing of all budgets

To act as authorised signatory for ward budgets and authorise overtime

Contribute to ensuring appropriate and effective systems are in place to manage aspects of service including staff, environment, financial budgetary management and service delivery

Work within agreed budget targets and with the Business Manager identifying changes in service delivery to release agreed efficiency savings

Identify and report on the resource implications of proposed and likely developments in the service

Work collaboratively with the senior management team in the directorate in the preparation of bids for financial resources

Supports the senior management team in procurement and commissions services, products and equipment.

Identify any problems with financial resource use/availability and make recommendations which are consistent with directorate objectives and organisational policies

Plan and schedule the efficient and effective use of material resources/supplies within the directorate and actively manage variances

Ensure systems are in place to effectively monitor and manage the use of agency staff

Communications and leadership

Provides and receives highly complex sensitive or contentious information and anticipates barriers to communication, whilst recognising factors that may influence the situation and pro-actively seeking out solutions to improve communication

Communicate effectively with a wide range of people in a manner consistent with their level of understanding, culture and background and preferred ways of understanding

Provides complex information to the Trust, locally and nationally when explaining strategy and organisational decisions where negotiation and persuasion is necessary.

To be empathetic and reassuring when communicating highly sensitive information and advice to patients, carers and relatives or employees.

Uses a range of skills to adapt the delivery of information through changing the environment, methods of communication or delivery of content using persuasive, reassuring skills as required e.g. asserting a particular position or view and maintaining it in adversity, leading disciplinary hearings, serious investigations.

Identify and manage challenging behaviours

To ensure that essential information on the patients' condition and progress is recorded by self and team members appropriately according to NMC guidelines.

Provide nursing leadership, support and advice to ensure the highest standards of nursing/midwifery care

Inspire others and encourage them to seek advice and solutions to problems

Challenge others to take an active part in developing knowledge, ideas and work practice
Challenge tradition and take risks accepting joint responsibility for any arising problems and tensions and using these to inform future practice

Promote the service and disseminate good practice both internal and external to the Trust.
Implementation, monitoring and evaluation of the Strategy for Nursing and Midwifery

Implementing and evaluating leadership development and supporting and enabling staff in their leadership roles in clinical practice

Support the activities of the senior management team in delivery of National Performance Targets NHS Improvement Plan and Service redesign modelling from the SHIFT programme

Ensure working hours of staff are managed in order to maintain a health work/life balance and comply with the European Working Time Directive

Participate in the site coordinators rota to ensure effective on- call arrangements for the Trust.

Planning and organising

Plans and organises a broad range of complex activities gaining feedback on how to improve service delivery to inform future practice

Co-ordinate the planning/management and organisation of ward/unit environments, includes the adjustment of plans/rosters to cover emergencies.

Contribute to the strategic direction of the Division when negotiating, identifying, and implementing plans, which contain the required detail for services to be managed and delivered effectively

Contribute to the strategic direction of the discussion to identify plans in relation to nurse led service (s) development

Monitor the delivery of the service whilst promptly identifying and investigating any issues

Partnership working/Service development

Implement Trust policies, procedures and current legislation which relate to own workplace and contribute to service development

Contribute to defining and clarifying the strategic direction of the service and the Division Engages all interested parties/users of the service in the planning of service development in partnership with the organisation(s)

Continually review and evaluate policies, strategies and service development to maintain and improve care delivery

Encourage and facilitate changes in working practice in line with Trust objectives

Develop and facilitate team working across functional boundaries

Work with the Clinical Group to enable delivery of the clinical governance agenda and the continual improvement of services

Ensure the involvement of users in service planning and development and that their views, including complaints are effectively sought, channelled and acted upon in line with Trust policy

To contribute to local/regional/national groups related to own area

Analysis and data management

Deals with complex situations using operational judgement to manage differing views and differences of opinion

To identify and agree with others the appropriate data to be collected

Effectively use the agreed systems/methods for obtaining data collection

Monitor the quality and quantity of the data and information taking the necessary actions to deal with any problems

To collate and analyse the information obtained using the appropriate methods

To synthesise the data and information and develop justifiable and realistic conclusions and recommendations

Research, Development and Audit

Contribute and implement the Strategy for Nursing and Midwifery, and lead the implementation and monitoring of the local delivery ensuring that it is reflective of national and local agendas and priorities and contributes to the achievement of the Trust's objectives

Contribute to the development and auditing of nursing practice, ensuring that the Trust is at the leading edge of practice development and that supporting policies and procedures are developed and reviewed through a robust mechanism

To keep up to date and act consistently with quality standards and guidelines within their own clinical area and associated areas

To alert others to new developments and lead them in understanding how their practice should change to improve quality

To continuously monitor quality and take effective action to address quality issues and promote quality

To raise quality issues and related risks with relevant people and follow this up and address poor performance as per Trust policy e.g. complaints, incidents, poor communication

To inform and influence Clinical Governance Issues

To informally and formally network and share achievements

EMPLOYMENT ACTS AND CODES OF PRACTICE

All employees are required to comply with employment legislation and codes of good practice.

Equality and Diversity

We are an Equal Opportunities employer and will do all we can to make sure that job applicants and employees do not receive less favourable treatment because of their age, sex, marital status, faith, race, disability or sexual orientation, or for any other reason that is not justified.

Health and Safety

In accordance with the Health and Safety at Work Act 1974, and other supplementary legislation, all employees are required to follow Trust Health and Safety policies and safe working procedures, take reasonable care to avoid injury during the course of their work, and co-operate with the Trust and others in meeting statutory requirements.

Infection Control

All employees must comply with Prevention and Control of Infection policies and attend any related mandatory training.

Sustainability and Corporate Social Responsibility

The Trust attaches great importance to Sustainability and Corporate Social Responsibility. It is the responsibility of all members of staff to ensure that the Trust's resources are used efficiently with minimum wastage throughout their daily activities

Risk Management

Employees are required to report every incident where the health and safety of self or others has been jeopardised (including near misses) and to carry out or participate in investigations into such incidents as required.

Safeguarding

All employees have a responsibility for safeguarding and promoting the welfare of children and adults. Further guidance can be sought from your Line Manager.

Data Protection Act

All members of staff are bound by the requirements of the Data Protection Act 1998.

Rules, Regulations, Policies, Standing Orders and Financial Instructions

All employees are required to comply with the rules, regulations, policies, standing orders and financial instructions of the Trust.

Research and Development Projects

Whenever you decide to undertake a piece of research, either as a Principal Investigator or Local Researcher, or Assistant Researcher, you must comply with the principles of Clinical Governance and the Research Governance Framework.

Development Review

Key performance objectives, development needs and compilation of a Personal Development Plan will be discussed and agreed at Annual Development Review meetings.

Training

Post holders are required to attend any relevant and mandatory training for the post.

Outside Employment / Outside Interests

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of East Lancashire Hospitals Trust. In accordance with legislation on working time, it is a condition of employment that all staff must inform their line manager before taking up any private practice, work for outside agencies or other employers, other work for this Trust (including bank work) and / or voluntary work. This is to ensure there is no conflict of interest with your NHS duties.

Review of Job Description

This is not intended to be a comprehensive description of the duties of the post. Due to the Trusts commitment to continuous improvement it is likely that the post will develop over time. These duties will be subject to regular review and any amendments to this job description will be made in consultation and agreement with the post holder

STANDARDS OF CONDUCT

Conduct duties with regard to values underpinning the Trust's Vision "*to be a great Trust providing the best possible healthcare to the people of East Lancashire*":-

Values:-

- Respecting the individual
- Putting patients and customers first
- Promoting positive change
- Acting with integrity
- Serving the community

Underpinning the Trust's vision and values are the following key operating principles that influence the way in which the Trust does business:-

- Understand the world we live in and deal with it
- We are clinically led and management supported
- Support departments support the front line
- Everything is delivered by and through Divisions
- Compliance with standards and targets are a given. They are the things we do to help secure our independence and influence
- Quality is our organising principle – driving quality up and cost down is not mutually exclusive
- We deliver what we say we need to

Post holders are expected to work flexibly within their pay band. They should only be expected to carry our activities for which they are competent. Alternatively they may carry out the additional duties if they are receiving support or training in order to obtain the recognised level of competence.

The Trust operates a Tobacco Control Policy.

ACCEPTANCE OF JOB DESCRIPTION

I confirm I accept the duties contained in the above job description.

NAME:
(PRINT)

SIGNED:

DATE:

PERSON SPECIFICATION

JOB TITLE

| Knowledge, Experience and Training required for the Post | Essential at Recruitment √ | Desirable/Developed within the Role √ | Measured By A – Application I – Interview P – Presentation T - Test |
|--|--|--|---|
| Qualifications and experience | <p>Current NMC registration first level nurse</p> <p>Evidence of extensive expert professional knowledge supplemented by post reg. specialist managerial / leadership training and CPD</p> <p>Effective communicator able to communicate highly complex and sensitive information</p> <p>Evidence of persuasive and strong influencing skills and the ability to manage conflict</p> <p>Evidence of effective people management and leadership skills</p> <p>Proven record of leading and effectively managing change across organisations</p> <p>Evidence of relevant involvement in meeting the Trust clinical governance objectives</p> | <p>Post basic qualification in management / leadership</p> <p>Masters Degree or portfolio evidence</p> | |
| Knowledge and Skills | <p>Can demonstrate assertiveness, tact and diplomacy appropriately</p> <p>Evidence of involvement in policy and practice change</p> <p>Demonstrates highly developed specialist expertise and knowledge underpinned by theory acquired through CPD</p> | | |

| | | | |
|--|---|--|--|
| | <p>Demonstrates effective communication/negotiation skills Evidence of leadership development</p> <p>Has the ability to manage conflicting views and reconciles inter and intra-professional differences of opinion</p> | | |
|--|---|--|--|

EFFORT FACTORS

PHYSICAL EFFORT

| What physical effort is required for the job? | How Often? | For How Long? | What weight is involved? | Any mechanical Aids? |
|--|------------|---------------|--------------------------|----------------------|
| There is an occasional requirement to exert moderate physical effort for several short periods during a shift. | | | | |

| Is the job holder expected to sit / stand in a restricted position? | How Often? | For How Long? | What activity is involved? |
|---|--|--|----------------------------|
| Yes No | Every shift Weekly Monthly Less Often | Less than 20 mins On each occasion More than 20 mins On each occasion | |

MENTAL EFFORT

| Are there any duties requiring particular concentration? | How Often? | For How Long? |
|---|------------|---------------|
| To exert frequent concentration of unpredictable patterns with in occasions intense concentration | | |
| Are there any duties of an unpredictable nature? | How Often? | For How Long? |
| | | |

EMOTIONAL EFFORT

| Does the job involve dealing with any distressing or emotional circumstances? | Direct / Indirect Exposure | How Often? |
|--|----------------------------|------------|
| the post holder will at times be exposed to distressing and occasional highly distressing and emotional circumstances (Discusses staff problems, highly contentious patient complaints, conveying unwelcome news) | | |

| | | |
|--|--|--|
| | | |
|--|--|--|

WORKING CONDITIONS

| Does the job involve exposure to unpleasant working conditions? | How Often? |
|--|------------|
| May be on occasions exposed to unpleasant working conditions/hazards | |