

## JOB DESCRIPTION

<b>Job Title:</b>	Matron – Critical Care
<b>Band:</b>	
<b>Care Group:</b>	Scheduled Care
<b>Job Group:</b>	Nursing and Midwifery / Manager
<b>Accountable to:</b>	Head of Nursing for Scheduled care
<b>Position Number:</b>	
<b>Date:</b>	June 2019

### Job Purpose

Providing senior professional nurse leadership, the post holder is accountable for the patient experience and the delivery of high quality services within designated departments, wards and areas of the Scheduled Care Group, ensuring efficient and effective management of all resources in order to deliver safe and effective patient care in an environment of continuous improvement.

The post holder is responsible for ensuring the achievement of operational and strategic objectives within their area of responsibility, with particular emphasis on the quality of care, the patient experience, infection control, the care environment, patient nutrition, patient and public involvement, clinical service improvement and health education and promotion.

The post holder will work with other matrons, managers, centres/care groups and value stream leads as required to deliver the Trust's overall strategic objectives, ensuring that the patient experience is a key priority.

The post holder is expected to assess and deliver direct patient care in order to maintain professional competence, authority and credibility.

### Main Duties and Responsibilities

#### 1. Leadership

- To provide professional nurse leadership and leadership to other clinical staff to ensure the delivery of safe, high quality, effective and compassionate patient services within the area of responsibility.
- To demonstrate through personal behaviours the core values of the Trust.
- To act as an expert resource, providing advice on nursing issues in relation to clinical interventions, policies and protocols, service delivery and service development.
- To drive transformational change and innovation in the development of modern, evidence-based nursing practice and models of care in line with the Care Groups and Trust's long term strategies.
- To take a lead in developing the role of nurses throughout areas of responsibility.
- To ensure that appropriate resources are in place to support the delivery of high quality services within areas of responsibility.
- To ensure a regular physical presence in all areas within area of responsibility in order to provide appropriate leadership.

#### 2. Service Delivery

- To ensure the effective management of services within area of responsibility in accordance with all aspects of the Operational Delivery Plan, Accountability Agreement and performance targets.

- To take overall responsibility for the efficient and effective management of all available resources within area of responsibility.
- To ensure that appropriate systems, work processes and protocols are in place to enable delivery of high quality, safe patient services in line with contemporary evidence based practice and within available resources.
- To support patient flow, working closely with colleagues across the Trust to ensure optimum use of all available resources.
- To ensure that effective medicines management processes are established and that the statutory requirements for controlled drugs are established and maintained.
- To maintain systems for the accurate and timely recording and monitoring of all activity.
- To analyse and interpret a range of complex information in order to understand the clinical and financial performance within the area of responsibility and to prepare and present options for improvement.

### 3. Quality and Service Improvement

- To provide professional nurse leadership and be responsible for the clinical effectiveness of the nursing function through the development of evidence-based practice.
- To be responsible for ensuring high standards of cleanliness in clinical areas of responsibility.
- To be responsible for implementing strategies to eliminate, as far as possible, hospital acquired infections.
- To play a lead role in ensuring high standards in patient nutrition.
- To develop and implement health education and promotion strategies.
- To put in place protocols and policies to support delivery of high quality patient care.
- To establish clinical performance and quality standards and to ensure that systems are in place to regularly monitor and evaluate these. To take appropriate remedial action when performance and quality standards are not as expected.
- To drive process and service quality improvement and innovation for the benefit of patients and the general public in partnership with clinical and non-clinical colleagues, service users and other stakeholders.
- To promote and disseminate relevant research findings to support clinical practice and facilitate continuous improvement.
- To take a lead role in the design and implementation effective patient care pathways and models of care to ensure safe and effective services and optimum use of all available resources.
- To promote multi-disciplinary working that focuses on a positive patient experience throughout the care pathway as well as ensuring best use of all resources.
- To contribute to Trust-wide quality improvement initiatives.
- In conjunction with relevant internal managers to develop links with GPs, social care partners, voluntary groups, patient representatives and other care providers in order to design and implement contemporary service models and care pathways and to promote good working relations and effective communication across the local health economy.
- Using a range of methods, to proactively seek the views of patients and ensure that feedback is valued and acted upon.
- To ensure patient complaints and concerns and any untoward incidents are dealt with in accordance with Trust procedures. To ensure that appropriate remedial action is taken promptly and appropriate changes are made to processes and work practices to improve quality and efficiency and reduce the number of complaints received.
- To ensure active participation by teams in surveys, audit and research in support of service improvement.

#### 4. Workforce

- To be responsible for the day to day management of all non-medical staff within area of responsibility, including recruitment, induction, appraisal, disciplinary, grievance and sickness management.
- To ensure all staff have clear roles, objectives, responsibilities and development plans.
- To ensure appropriate deployment of all staff to deliver safe and effective patient care within the resources available.
- To ensure the effective performance of all staff within area of responsibility, including having in place systems for regular appraisals and the development of Personal Development Plans.
- To ensure that all staff are managed effectively within the HR policy framework.
- To promote a culture of learning and continuous improvement, ensuring sufficient capacity and capability of individuals to enable them to deliver high quality care and contribute to service transformation.
- To facilitate opportunities for education, development, teaching and supervision of nursing and other staff and students.
- To ensure effective working relationships with the medical workforce.
- To establish and operate effective systems for staff involvement, engagement and communication within area of responsibility and to support wider communications within the Centre and the Trust as a whole.
- To put in place effective strategies to enhance the experience and satisfaction of the workforce.
- To communicate complex and sometimes contentious information in a manner that is understandable and likely to achieve engagement.
- To ensure compliance with Health and Safety legislation, policies and procedures within the Centre.

#### 5. Governance and Risk

- To ensure good governance practices are embedded within the area of responsibility.
- Working closely with senior medical staff, to put in place and manage effective systems and operational and professional protocols to ensure patient safety and compliance with health service legislation, other statutory requirements and NHS policy. To ensure that these systems and protocols are adhered to.
- To ensure that effective systems are in place to assess, report, monitor and manage clinical and non-clinical risk.
- To appropriately escalate actual and potential risks and ensure that remedial action is taken promptly where unacceptable risks are identified.
- To manage health and safety risks within the working environment.

#### 6. Finance

- To have delegated responsibility for the budget within the area of responsibility, ensuring that services are delivered within agreed financial plans and budgets, including any agreed cost efficiency improvements.
- To support ward and department managers in developing strategies and plans to ensure that services are delivered within agreed financial plans and budgets, including any agreed cost efficiency improvements.
- To ensure that the Centre's assets and resources are used efficiently and economically.
- To participate in the development of efficiency improvement initiatives and plans within area of responsibility.
- To contribute to the budget setting process.
- To ensure that corrective action is taken in a timely manner where it becomes apparent that progress against plan is not as expected.

- To ensure compliance with the Trust's Standing Orders and Standing Financial Instructions.

7. Business Planning

- To contribute to the formulation and implementation of the Care Group Business Plan, ensuring that account is taken of professional, national and local standards, evidence based practice, capacity and capability issues and the views of all stakeholders in the process.
- To support the development of workforce transformation strategies and plans that reflect the changing needs of the service. To support the development of new roles that reflect modern healthcare delivery.
- To contribute to the development of robust business cases in order to deliver short and long term business strategies.

8. Representing the Care Group and the Trust

- To foster effective working relationships with GPs, commissioners of services and patient representatives
- To foster good working relationships with colleagues within the Care Group and the Trust.
- To represent the Care Group within the Trust and externally as required.
- To network with other Trusts to identify and share areas of good practice.

9. Special projects

- To undertake projects as required.
- Support other areas of the Trust as required in delivering on projects.

10. On-call

- To participate in the Trust's senior manager on-call rota.

### Range of Authority

The post holder is responsible for the day to day management of services as outlined on the organisation chart.

The post holder will make a significant contribution to all major decisions affecting the wards and departments within their area of responsibility such as patient safety, service quality, people management, contracting, budgetary management, business planning and risk management. The post holder is guided by corporate and national policies but in most situations will need to establish the way these should be interpreted. S/he will also be required to analyse and compare a range of complex and conflicting information to support the decision-making process.

Examples of areas in which the post holder is expected to act autonomously or with only occasional reference with their line manager prior to action include:

- Prioritising the use of all resources within the area of responsibility.
- Recommend action regarding staffing levels and skill mix within budgeted establishment.
- Staffing issues and performance of staff in accordance with Trust policy.
- Development and establishment of clinical standards, policies and protocols within the area of responsibility

Examples of issues that the post holder is required to discuss with their line manager prior to action include:

- Changes to staffing levels or skill mix that impact significantly on quality of patient care or exceed budgeted establishment

- Termination of employee contracts.
- Significant changes to service delivery.
- Development of standards, policies and protocols impacting on other areas of the Trust or staff groups outside of the remit of responsibility.

### **Equipment and systems**

- To ensure that all clinical and non-clinical equipment is fit for use, maintained and used appropriately and efficiently.
- To recommend the purchase of equipment that is cost effective and will enhance efficiency and the patient experience.
- To be competent in the use of a range of clinical equipment.
- To be competent in the use of a range of electronic information systems and tools.

### **Physical, Mental and Emotional Demands of the Post**

- To analyse and interpret a range of complex information in order to understand clinical and financial performance of the area of responsibility and to prepare and present options for improvement.
- To undertake presentations to groups and to senior managers as required.
- To handle emotive and challenging situations relating to patients, service users and staff, using influential negotiating and motivational skills to achieve desired outcomes.
- To deal with a wide range of complex patient complaints and staff problems.
- To cope with frequent interruptions whilst in periods of concentration.

### **Working Conditions**

- To occasionally undertake direct patient care.
- To maintain a strong presence within the patient environment.
- To work in normal office conditions, including regular VDU work.
- To travel regularly between all Trust sites.

### **Review**

This job description is an outline of the principal areas of responsibility and may be subject to periodic change. The job title is not restrictive and the job holder may at any time be required to undertake other duties within their competence beyond the confines of this job description.

The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development of the job holder. All changes will be discussed with the post holder.

### **Health & Safety**

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

## Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff; and
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

## Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

## Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and

- participate in the Trust’s appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

### Safeguarding Children and Vulnerable Adults

- We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust’s procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.
- As an employee of the Trust you have a responsibility to ensure that:
  - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
  - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

### Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

### Continuous improvement

- Continuous improvement is a key aspect of daily work to be evidenced by personal commitment to contributing to the implementation of the Transforming Care Production System (TPCS) including the development and use of standard work.
- The Trust commitment to one continuous improvement method TPCS should be reflected in individual’s continuing professional development plans (CPD) and all SaTH leaders are required to complete the lean for leaders training.
- As an employee you should be able to demonstrate how you continuously use the TCPS to improve patient care and staff experience supporting the Trust to deliver its organisation strategy

### Job Description Agreement

I have read and understood the duties that are expected of me.

<b>Manager</b>	<b>Post holder</b>
Name	Name
Signature	Signature
Date	Date