

Candidate Brief  
Clinical Matron  
October 2022



## **Welcome to Epsom and St Helier University Hospitals NHS Trust**

Thank you for showing an interest in working with us at Epsom and St Helier – a family of more than 7,000 colleagues.

We are truly an integrated health and care Trust. In simple terms, that means that as well as the services we provide at our acute care hospitals (Epsom in Surrey and St Helier nearby in south west London) we work with local GPs, mental health services, community providers and local authorities, with the joint aim of preventing local people from becoming unwell, and when they do, that they receive the right care, in the right place, with the right support.

So, as well as great hospital care, together we offer an increasing range of services. These include adult community health, sexual health and children's therapies. Many of these community services are run by the partnerships we host, Surrey Downs Health and Care and Sutton Health and Care.

Continuing the partnership theme, we also host and run some exceptional hospital-based services including the South West London Elective Orthopaedic Service – rated 'Outstanding' by the Care Quality Commission (CQC) – and we also have the largest nephrology (care around kidney disease) service in the UK, that isn't co-located with a transplant service.

We also work as part of the St George's, Epsom and St Helier Hospital and Health Group, with a shared leadership and increasing collaboration to develop stronger clinical and corporate services between two major providers serving Surrey and South West London.

These partnerships are at the forefront of joining together health and care for local people, and part of the national NHS ambition to provide the best care locally.

In autumn 2019, as an entire Trust, we moved up to become rated 'Good' by the CQC and we seek to continually improve. As part of that, we have secured £500m as part of the government's Hospital Infrastructure Plan to enable us to build a brand new Specialist Emergency Care Hospital in Sutton and finish the refurbishment of the existing buildings on the Epsom and St Helier hospital sites.

We are committed to making all of our work places great places to work, with the right support and culture to help you excel. We spoke with more than 3,000 colleagues about what makes a good day at work and as a result introduced a new core value – 'Respect'. And as a result 'Respect' is at the heart of everything we do. This means we want everyone who works with us to be able to do the best that they possibly can with opportunities available for everyone to grow and develop. It also means that there is no place for bullying, racism, discrimination or other poor behaviours.

We continue to develop as a Trust and with our partners. There is lots to do and we welcome you to help us on that journey, starting with the following job description, which we hope inspires you to be part of our success.

## Our shared purpose

Developed by our patients and staff in the Your Voice Your Values project, 2018.



## All of us who work at Epsom and St Helier

Choosing to work at Epsom and St Helier means I choose to sign up to our values, behaviours and expectations.

-  Respect and value other people's views, experience and skills
-  Develop myself to be a great role model of our behaviours
-  Treat patients with respect and as equal partners in their care
-  Treat everyone fairly regardless of protected characteristics, profession, role or level
-  Speak up whenever I have a concern, give feedback respectfully, receive feedback gracefully, admit mistakes, resolve issues together
-  Respect myself, looking after my own health and wellbeing
-  Create a respectful environment free from disrespectful behaviour
-  Respect my role, doing a good job to meet my objectives as they change, and doing the best I can with available resources.

Our ambition is to provide an outstanding level of care to our patients and communities.

**Above all we value respect.** This means everyone at the Trust – whether a member of staff, a patient or their loved ones – can expect to be treated with respect, whatever their role or background. This ensures kind, positive, professional teamwork, delivering great care to every patient, every day.

By choosing to work here, you also choose to value and role model respect. This means having respect for the Trust and your roles and responsibilities, as well as colleagues, patients and anyone who interacts with the Trust.



We offer an extensive range of services, including cancer, pathology, surgery, and gynaecology to 500,000 people in south west London and north east Surrey. We operate two busy general hospitals, Epsom Hospital and St Helier Hospital, and run services from other locations, including Sutton Hospital.

St Helier Hospital is home to the South West Thames Renal and Transplantation Unit and Queen Mary's Hospital for Children, while Epsom Hospital is home to the South West London Elective Orthopaedic Centre (SWLEOC). Both Epsom and St Helier hospitals have Accident and Emergency departments (A&E) and Maternity services (Obstetrics).

We also play an active role in the local healthcare economy, and are the lead provider in two innovative health and care partnerships.

In Surrey Downs (that's the Epsom, East Elmbridge and Dorking areas), we have partnered with CSH Surrey, the three GP federations in the Surrey Downs area, and Surrey County Council (who are an associate member), to provide adult community health services. This innovative partnership is called Surrey Downs Health and Care.

In Sutton, we have joined forces with the London Borough of Sutton, Sutton GP Services and South West London and St George's Mental Health Trust to provide adult and children's community health services and sexual health services to local people. Together, we are called Sutton Health and Care – you can visit our website [www.suttonhealthandcare.nhs.uk](http://www.suttonhealthandcare.nhs.uk).

## **Job Description**

**Job Title: Clinical Matron**

**Band: AfC 8a**

**Department: Acute Care and Medicine**

**Reports To: Head of Nursing**

**Accountable To: Associate Director of Nursing**

### **Job Summary**

The Clinical Matron (CM) will have accountability for quality, staff, finance and performance of their clinical area. This will include a particular focus on ensuring that patients receive high quality, evidenced based compassionate care, and that staff are supported and developed to deliver this and to value and respect each other in line with the Trust values.

They will have enhanced clinical skills and provide clinical expertise both within their own clinical environment and across the organisation as needed. This will involve being responsible for the development and implementation of service and quality improvement in their area. They will work in partnership with the clinical lead consultant to provide day to day professional leadership for the multi-disciplinary clinical team.

### **Main Responsibilities and Duties**

- Provide professional leadership and line management to a range of staff, holding accountability for the care delivered within the ward/unit.
- Develop exceptional working-together relationships both within and outside the organisation that promote a culture of continuous improvement in quality and safety, and assist in the implementation of the quality governance strategy.
- Create and maintain environments that support the implementation of the vision and values of the Trust and assist with embedding this into objectives, plans and business developments.

### **Professional leadership and management**

- Provide effective, visible leadership that fosters a culture of professionalism, compassion, excellence and quality improvement including the development of effective team working and maintaining clinical expertise.
- Establish and maintain processes that optimise people and team performance, supporting the recruitment and retention of high quality staff.
- Ensure that staff development opportunities for self and for the team are developed and available.
- Develop and maintain processes that ensure the effective implementation of quality governance and patient safety.
- Work with medical and AHP leads to ensure that there is effective multi-disciplinary leadership and team working within the clinical area.

### **Clinical leadership**

- Maintain a broad, high level clinical skill set within the team to create an environment that ensures the safe reception, treatment, transfer and discharge of patients, their relatives and carers.
- Lead on the complex patient assessment, requiring high level analysis and interpretation skills and the comparison of a range of options to achieve effective treatment or discharge planning.
- Establish on-going methods for analysing and measuring performance to make effective plans for improvement or change; accountable for collaborating with members of the health care team and patients/carers' to design, implement, and measure safe, cost-effective, evidence-based care strategies.
- Establish and lead effective systems within the clinical area to gain patient/client and carers' feedback on their experience of care, including the dissemination of shared learning, leading changes in practice in response to patient and family needs.
- Create a care environment that stimulates continuous self-learning, reflective practice, feeling of ownership and demonstration of responsibility and accountability.
- Develop and maintain an inclusive culture of person-centred care within the multidisciplinary team.
- Be an effective role model, demonstrating high levels of resilience, motivation, sensitive negotiation and high level communication.

### **Finance and Resources**

- Demonstrate fiscal responsibility and accountability for the delegated budget and effective use of clinical resources within the ward/unit acting in accordance with standing financial instructions.

- Develop systems to ensure that clinical capacity is understood and is managed in a proactive and business focused way providing timely and accurate business and quality information as required by the Trust.
- Ensure safe and effective use of equipment through staff training, appropriate maintenance and repair.

# Person Specification

Job Title: Clinical Matron

Department: Acute Care and Medicine

	Essential	Desirable	Method of Assessment
<b>Qualifications and Training</b>	<p>Up to date clinical professional registration</p> <p>Evidence of continuous professional practice and education, clearly recorded in current professional profile.</p> <p><b>Educated to master's degree level or able to demonstrate equivalent knowledge and expertise gained through any combination of alternative study and/or work experience</b></p>	<p>Demonstration of Leadership or management experience</p> <p>Independent prescriber/advanced physical assessment qualification</p> <p>Advanced practice qualification</p>	<b>Application and Interview</b>
<b>Experience</b>	<p>Substantial experience post registration</p> <p>Ability to work autonomously, demonstrating a high level of professional and personal credibility, inspiring confidence in others</p> <p>Ability to provide inspirational leadership for the clinical team in keeping with Trust values</p> <p>Advanced communication skills, including the ability to present complex information using both verbal and written disciplines and to liaise and negotiate effectively at all levels and to manage any barriers to communication, including managing patient and relative complaints, and delivering bad news sensitively.</p> <p>Organisation and planning skills for own workload and that of others in a fast paced and unpredictable environment</p> <p>Experience of staff supervision and mentorship including management of</p>	<p>General management experience</p> <p>Experience of project management</p> <p><b>Ability to use IT packages to their full effect to analyse data.</b></p> <p><b>Develops and implements policies; involvement in development of Trust policies.</b></p> <p><b>Has an understanding of Research and Development and regularly contributes to both within the local and national level.</b></p>	<b>Application and Interview</b>

	<p>performance, conduct, sickness absence and training needs analysis</p> <p>Ability to undertake Root Cause Analysis and Investigations</p> <p>Ability to demonstrate service improvement skills and delivering on change management projects</p> <p>Undertaking audits within the clinical area, participating in peer reviews and experienced in constructive feedback in a supportive way to ensure improvements are made. Including for complaints, clinical incidents, infection control, and clinical standards.</p> <p>Responsibility for ensuring that policies are highlighted, understood, and embedded in practice</p>		
<p><b>Skills and abilities</b></p>	<p>Passionate about the provision of excellent patient care with the ability to ensure that the delivery of care by all staff is of the highest standard and appropriate in meeting the needs and expectations of the patients and their relatives.</p> <p>Ability to lead and work in partnership with the multidisciplinary team</p> <p>Be able to monitor patient and carer satisfaction and evaluate outcomes as well as implement strategies for patient engagement.</p> <p>Advanced clinical expertise in chosen field with the proven ability to fully understand the context in which complex problems arise and to co-ordinate multi-disciplinary unit wide interventions, often looking at problems from a unique or different angle.</p> <p>Able to work in partnership with the multidisciplinary team</p> <p>Highly developed physical skills and accuracy/and or speed required for relevant professional practice</p> <p>Able to sign off expenses, and oversee management of budget, contributing to identification of savings</p>		<p><b>Application and Interview</b></p>

	<p>within their department.</p> <p>Able to produce and manage reports as required</p>		
<b>Personal Attributes</b>	<p>Passion and commitment to delivering high standards of care, ensuring delivery of the 6Cs at all times.</p> <p>Ability to remain calm under pressure</p> <p>Ability to make informed and measured decisions in all circumstances</p> <p>Ability to manage conflicting priorities</p> <p>Positive, optimistic attitude</p> <p>Commitment to continuing professional and personal development</p> <p>Enthusiastic and self-motivated</p>		<b>Application and Interview</b>
<b>Other relevant requirements</b>	<p>Ability to be flexible in terms of work pattern and geographical location to respond to the needs of the service at all times</p> <p>Available to work shifts including weekends and nights</p> <p><b>Commitment to be a part of an on-call rota</b></p>		

