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SWANSEA BAY UNIVERSITY HEALTH BOARD

JOB DESCRIPTION

JOB DETAILS:

Job Title	Matron
Pay Band	8a
Division/Directorate	Emergency Care
Department	Emergency Department

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Deputy Head of Nursing
Reports to: Name Line Manager	Deputy Head of Nursing
Professionally Responsible to:	Group Nurse Director

Add organisational sour Values tatement on values and behaviours

In this Health Board we aspire to be driven by our values; where every person that works for us, regardless of their role, is expected to demonstrate the values of "caring for each other", "working together" and "always improving".

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Job Summary/Job Purpose

The Matron is responsible for defined clinical areas within a Division. The quality of the Health Boards clinical care and the safety of its patients are fundamental to its excellence and the Matron is responsible for ensuring the consistent delivery of evidence based, safe and effective nursing, infection prevention, safeguarding and patient flow standards within their defined area of responsibility.

The role will provide direct leadership to ensure that the ward managers are able to implement the nursing and quality strategy and person-centred approaches to care, to deliver a nursing service that prioritise the care needs of patients and their families to enable a positive experience for patients and their families/cares. The post holder will be responsible for the day to day management of ward managers within their areas of responsibility in line with the Health Board's values and behaviour framework of caring for each other, working together and always improving.

The post holder is expected to work with autonomy to provide highly specialised professional nursing advice to colleagues to ensure high standards of direct care delivery. This includes supporting systems for professional revalidation and performance management of ward managers that are accountable for quality, safe care.

The post holder will be required to work across geographical sites within the Division and as a member of the senior nursing team, will be clinically accountable and a point of contact on any issues which have potential to impact on nursing services regardless of service Division and hospital site they may be working.

Key expected outcomes for area of responsibility:

Ensuring the delivery of the required standards and continual improvement of the fundamental aspects of care, cleanliness and infection prevention and control

Safe and effective use of nursing resources on a day to day basis in accordance with need and appropriate skill level within designated wards Timely, safe and effective transfer of care/discharge Development of person-centred approaches to care

Ensuring positive patient experience, reduction in harm, waste and variation

A culture that fosters empowerment, collaborative learning and continuous professional development

Delivery of safe and effective care within available resources

Organisational Chart

Group Nurse Director

Head of Nursing

Deputy Head of Nursing (Designated Division)

Matron (Designated clinical areas within a Division)

Department /Sister /Charge Nurses / Clinical Nurse Specialists/ Nurse Practitioners

Key Tasks and Responsibilities of the Post

Quality and Safety

Responsible for reporting to the Deputy Head of Nursing robust quality and safety, investigation, learning across defined areas of responsibility.

Creates a culture for ensuring that the patient, family and carers are at the centre of everything we do and where safe and high quality patient care is consistently delivered.

Promotes patient safety and comfort by ensuring adherence to correct standards for optimal hospital acquired infection control, hospital cleanliness, skin Integrity, nutrition and hydration, privacy and dignity, and fundamentals of care. Monitors implementation process and ensure data is provided to inform the relevant performance dashboards.

Ensure appropriate scrutiny within the defined areas of responsibility of agreed quality indicators and audits, taking early appropriate remedial action where required and ensure improvements are implemented into practice.

Support ward sisters/charge nurses to triangulate performance information to understand quality of patient care and themes from patient feedback, complaints and incidents in order to continually improve practice and the patient experience.

Proactively contribute to minimising risk to all groups of vulnerable patients through implementation of the Health Board policies and procedure relating

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to for Children & Vulnerable Adults.

Responsible for implementing Safeguarding frameworks and legislative requirements including Mental Health Act/ Mental Capacity Act / Deprivation of Liberty Safeguards.

Works closely with multi professionals and Infection Prevention and Control team to minimise preventable healthcare associated infection, ensuring robust application of policy including decontamination and that a culture of accountable practice and sustained improvement is embedded.

In partnership with Hotel Services and Facilities Management, take a lead role on monitoring and scrutinising audits in relation to environmental cleanliness and infection prevention and control indicators.

Ensures the capture of quantitative and qualitative experiences of patients, using experiential feedback to make continuous improvements within designated areas of responsibility within the Division.

Role models and embeds a culture of being open, honest and willing to acknowledge when something has gone wrong. Make timely apologies and take action to report incidents, including near misses, to ensure that we establish a culture of learning that enables best practice in patient safety and at all times exercises a duty of candor.

Implement robust and immediate escalation in the event of safety risks and issues that cannot be addressed.

Undertake investigation of clinical incidents and complaints that involve nursing, ensuring that all timescales are met, action plans are devised and fully delivered, and lessons learned are shared and integrated into practice.

Ensures the requirements of Putting Things Right Regulations are met.

Ensure there is effective risk management and systems of governance in place and support the development of a risk register within their area of responsibility.

Undertake regular audits/ spot check audits for professional assurance relating to the expected standard and quality of care.

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Professional Leadership

Be highly visible, accessible and approachable to staff, patients and the public to ensure that open and honest communication channels are created and sustained.

Provide professional leadership in person-centred, compassionate care and role model what this means to all members of the team.

Maintain a high clinical profile through daily 'walk around' in designated clinical areas and regular quality/ward rounds.

Lead by example in practicing the highest standards of conduct in accordance with the NMC Code and NHS Code of Conduct for Managers.

Responsible for ensuring that professional regulation issues including NMC revalidation requirements for nursing are maintained to the correct standard for their area of responsibility.

Participate in peer reviews to promote independent professional scrutiny and promotion of continuous learning.

Implement systems that recognise and celebrate staff achievements in the provision of person-centred care and commitment.

Operational and People Management

Day to day management for designated ward sisters/ charge nurses /specialist/ nurse practitioners, ensuring that appropriate arrangements are in place to set challenging but realistic objectives, monitor performance and agree and review performance and personal development plans to support achievement of individuals' full potential.

Ensures that available nurse staffing resources are utilised effectively to maintain quality safe care and manage any particular risk areas, this may include redistribution of resources in line with locally agreed policy and agreed risk assessment.

Take responsibility for cost effective processing of urgent requests for bank or agency staff and liaise with the relevant senior nurse managers/ On-call manager in relation to managing any unresolved staffing issues.

Ensure at least 6 monthly reviews of nursing workforce / job plans undertaken using agreed acuity / dependency tools and participate in service wide work force review and planning.

Monitor effectiveness and efficiency of staff rostering in line with the Health Board policy.

Works collaboratively with the relevant manager in actively managing and planning for actual and potential overflow or patient surge situations.

Participate in workforce redesign and modernisation of the nursing workforce.

Takes a lead role in the effective recruitment and retention of all staff within the area of responsibility including exit interviews and rotational programmes.

Manage initial stages of staff sickness and absence in accordance with Health Board policy.

Initiate/undertake investigations for disciplinary/grievance and other HR processes, including functioning as Disciplining Officer as appropriate to band of staff/issues involved.

Fully implement all relevant HR policies and procedures within areas of responsibility.

Prepares for and takes an active part in the appraisal process in accordance with organisation policy in partnership with reviewer, identifies opportunities

to develop own competence/own skills in order to achieve objectives and meet professional revalidation requirements for registered nurses.

O Ensures nursing teams achieve compliance with the required standard of performance for staff annual development reviews and requirements for professional revalidation.

Service Delivery and Improvement

To enable the Deputy Head of Nursing to monitor compliance with the relevant Welsh Government, Health Board and relevant specialty and subspecialty policy and targets including infection prevention control policy, patient dignity and gender; patient safety and practice as well as transfers between departments for clinical and operational purposes, the Matron will ensure that these are adhered to within the designated areas of responsibility within the Division.

Implement the infrastructure that enables teams to nurture effective multidisciplinary approaches to care and develop ways to improve care coordination and patient flow so that users have positive experiences and the clinical team is better able to meet patients' needs effectively and efficiently. Challenges and addresses identified processes and/or other issues impeding the patient's flow from admission to discharge.

Within designated areas of responsibility ensure that patient flow, admission, discharge and transfer of care processes are fully embedded and continually improved upon and maintained. This includes ensuring that ward/board rounds are embedded into daily practice and the escalation of any delays is dealt with effectively.

Support quality improvement projects and encourage teams to participate in relevant improvement initiatives utilising appropriate quality improvement methodologies, which promotes a culture of continuous improvement.

Deals with informal and formal complaints and incidents and monitors the implementation of actions plans agreed as a result of complaints to avoid recurrence within the designated areas of responsibility.

Contribute to the development / review of relevant policies, procedures and protocols for areas of responsibility.

Works closely with the relevant managers to prepare and maintain effective business continuity plans for designated clinical areas.

Ensure learning from the Putting Things Right agenda continually drives improvement priorities.

Keep abreast with changing national best practice and nursing standards across areas of responsibility and embed in practice.

Communication and Engagement

Implement and embed systems that that ensure the patients' voice is heard in all key activities and at Senior Management level.

Foster involvement and engagement with patient and service users to guide learning and service development within areas of responsibility.

Role models the maintenance of patient advocacy in all situations and ensure that communication takes place in a manner that is consistent with legislation, policies and procedures and consistent with the level of understanding required, culture and organisational values.

Uses highly developed clinical and communication skills to provide appropriate information regarding highly complex, sensitive and contentious information.

Build effective working relationships and gain support from members of the multi-professional/ multi-agency teams, developing clear and agreed channels of communication to enable effective reporting of concerns to the relevant Deputy Head of Nursing/Head of Nursing.

Chairs meetings, providing effective leadership, specialist advice, guidance and clear communication on agreed priorities and ensure action is taken with an appropriate degree of urgency. This includes effective communication with outside agencies.

Act as a change agent and effective role model to challenge, motivate and overcome barriers to improve clinical practice and across professional boundaries.

Continuously build relationships and develop network opportunities within, and with colleagues in other Service Groups. Ensure that nursing staff are fully engaged in the development and implementation of local improvement plans.

Implement and embed mechanisms for staff engagement and feedback.

Education and Training

Fosters a creative learning culture, encouraging staff to participate in lifelong learning initiatives, valuing daily practice as a reflective learning opportunity where learning can be applied directly to practice.

Establish a clinical supervision infrastructure for staff to access.

Develop and deliver specialist education and training for staff.

Ensures leadership and role development opportunities are available to ward sisters/charge nurses and that they have the authority to act.

Encourage staff to critically analyse the evidence base and develop their ideas to enhance practice.

Work with ward sisters/ charge nurses and practice development nurses in assessing the clinical skills requirements required to deliver a safe and high quality service, identifying any deficits and developing programmes to

address skills capacity issues and help inform the training plan for the nursing workforce.

Compile training needs analysis following appraisals and interviews of staff in order to maintain a competent workforce.

Ensure induction, orientation, mentorship, preceptorship and clinical supervision are in place and effective for the initial preparation of all new staff joining the team and that ward sisters/charge nurses deliver the mentorship requirements in order to meet NMC standards for nursing students. This requires working in partnership with Practice Education Facilitators and partner Universities.

Ensure full compliance with mandatory and statutory, and relevant clinical skills training within the nursing workforce. This includes assurance that Health Care Support Workers have achieved their relevant competency programme.

Work with the practice development nurse to ensure the development of education and training and practice developments to meet the needs of the service.

Research and Development

Embed a culture of research and audit.

Undertake audit and research activity, which will enhance evaluation of patient care and the impact of the nursing service. Ensure an evidence-based approach to local policy development/implementation and service re-design, considering outcomes of audits and/or evaluation work on all aspects.

Promote research and ensure innovation and good practice is disseminated within area of responsibility so as to maximise efficiencies.

Information Resources

Produces reports and presentations, using computer software based on a range of information from a variety of sources.

Ensures that staff within direct line management/professional responsibility utilise and support data systems in a timely manner, which are kept live/updated etc.

Write and present reports to a wide range of groups within the Service Group and Health Board and to other partners as required.

Performance and Financial Management

Cl Meet regularly with the ward sister/charge nurses to monitor resource

management and budgetary expenditure, supporting early and appropriate remedial action and monitoring of progress.

Monitor staffing rotas, annual leave planning etc. to ensure compliance with current policies and that financial control measures are met.

Ensure that temporary staffing expenditure is managed within budgetary limits across the service.

Authorised signatory for: o Attendance, annual leave requests, time in lieu procedures, bank and agency out of hours o Charitable fund requests o Oracle orders within agreed level of expenditure

Ensure that relevant Health Board financial procedures are adhered to e.g. Patient's Property Procedure.

Regularly reviews nursing staff performance within designated areas of responsibility, ensuring that appropriate action is taken to deal with issues of staff discipline, grievance, poor performance and sickness.

Set clear and realistic objectives for staff and ensure that are mechanisms in place to manage performance.

Job Plan

Develop a job plan that maintains professional competence and clinical credibility by providing strong leadership and access to expertise across clinical areas with a 20% contribution to direct care and 50% of overall work time spent on influencing the quality of clinical care.

Designated deputy for the Deputy Head of Nursing of Division as necessary.

Works on a rotational basis specific to the needs of the individual Service Group.

Efforts and Environment

The post holder will be required to travel across geographical sites within the Divison. There will be frequent requirement for concentration when report writing and investigating complaints. There with also are competing priorities with frequent interruptions. The post holder will be exposed to frequent distressing/emotional circumstances and occasional exposure to highly distressing circumstances e.g. when dealing with a complaint or a serious incident.

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General Considerations

Performance Reviews/Performance Obligation: The post holder will be expected to participate in the Health Boards individual performance review process to ensure continued professional development.

Job Limitations: At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this, they should immediately discuss them with their Manager/ Supervisor/ Consultant. All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.

Confidentiality: In line with the Data Protection Act 1998, the post holder will be expected to maintain confidentiality in relation to personal and patient information, as outlined in the contract of employment. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of duties.

Health & Safety: The post holder is required to co-operate with the health Boards Health and Safety Policy to ensure health and safety duties and requirements are complied with. It is the post holder's personal responsibility to conform to procedures, rules and codes of practice; and to use properly and conscientiously all safety equipment, devices, protective clothing and equipment, which is fitted or made available, and to attend training courses as required. All staff have a responsibility to access Occupational Health and other support in times of need and advice.

Quality Improvement: The Health Board is keen to promote an understanding of the principles of continuous quality Improvement and encourages all staff to undertake IQT ("Improving Quality Together") training.

Corporate Governance: The post holder is required to ensure the highest standards of corporate governance and probity are maintained by ensuring all staff work within the provision of Standards of Business Conduct, Standing orders and Standing Financial Instructions.

Risk Management: The Health Board is committed to protecting its staff, patients, assets and reputation through an effective risk management process.

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Safeguarding Children: The Health Board is committed to safeguarding children therefore all staff must attend the required level of safeguarding children training. This post requires minimum level 3.

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Cognitive Dysfunction: Some degree of cognitive impairment is now common in the communities that we serve. We encourage all our staff to undertake online training for dementia awareness, so as to understand and be responsive to the particular needs of people with cognitive dysfunction.

Infection Control: The Health Board is committed to meet its obligations to minimise infection. The post holder is required to comply with current procedures for the control of infection, not to tolerate non-compliance by colleagues, and to attend training in infection control provided by the Health Board.

Records Management: The post holder has a legal responsibility to treat all records created, maintained, used or handled as part of their work within the Health Board in confidence (even after an employee has left the Health Board). This includes all records relating to patient health, financial, personal and administrative, whether paper based or on computer. All staff have a responsibility to consult their manager if they are have any doubts about the correct management of records with which they work.

Job Description: This job description is not exhaustive but is an outline and account of the main duties. Any changes will be discussed fully with the post holder in advance. The job description will be reviewed periodically to take into account changes and developments in service requirements.

For Clinical Staff Only: All clinical staff are required to comply, at all times, with the relevant codes of practice and other requirements of the appropriate professional organisations NMC, GMC, GDC, HCPC etc. It is the post holder's responsibility to ensure that they are both familiar with and adhere to these requirements.

No Smoking: To give all patients, visitors and staff the best chance to be healthy, all Health Board sites including buildings and grounds are smokefree.

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Person Specification
Job Title - Matron

	Essential	Desirable
Qualifications	Registered Nurse Level 1 (Active NMC Registration) Educated to Degree level Masters in relevant health related subject or actively working towards Recognised management qualification or equivalent demonstrable experience Improving Quality Together (IQT Bronze)	Improving Quality Together (IQT Silver)
Knowledge	Knowledge of Safeguarding Adults/Children including the Mental Health Act and Mental Capacity Act and Deprivation of Liberty Safeguards Knowledge of quality and service improvement methodologies Knowledge and understanding of current policy and issues in professional pratice, complaince, standards and the wider NHS	
Experience	Relevant clinical experience Experience of staff and service management Experience of budgetary management Experience of managing change	Experience of leading service improvement/change

Skills & Values	Person Centered Care: Demonstrates in everyday work, organisational values and role models person centred approaches to care. Team Working: ability to develop effective working relationships on an individual and multi-disciplinary basis with all levels of staff; take time to listen, understand and involve people, receptive to appropriate change. Effective communication skills: ability to communicate effectively with colleagues,	Ability to speak Welsh European Computer Driving License

	patients, clinical staff and other agencies. Communicate openly and honestly and explain things clearly. Empathy and sensitivity: ability to listen, understand and involve people; see people as individuals and do the right thing for every person. Leadership: ability to take responsibility and demonstrate leadership. Demonstrates ability to: empower others lead through change influencing skills demonstrate patience and empathy value everybody's contribution demonstrate innovation and highly complex problem solving abilities Coping with pressure: highly resilient with the ability to work effectively under pressure and cope with setbacks; ability to maintain composure and set high standards of behaviour when under pressure Service Improvement: ability and drive to use information and experience to improve the service; ability to adapt and respond to changing circumstances to improve patient care. Positive attitude, seek out learning, and continually develop our skills and services. Organisation and Planning: ability to cope with effectively managing and organising a wide range of complex services throughout areas of responsibility ensuring clear and unequivocal focus on quality and safety. Problem Solving: evidence of an enquiring and critical approach to solving work problems. Ability to analyse highly complex facts and use judgment in situations where there is no precedent and creative and original thinking is required. Information	

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	Technology: IT skills & experience in the use of software.	

Other job requirements	Able to travel across the HB as part of role Participate in the hospital on-call rota Works flexibly over a 24/7, 7 day working model	