

The Newcastle upon Tyne Hospitals NHS Foundation Trust

Job Description

1 Job Details

Job Title	Matron
Pay Band	8a
Directorate	Clinical Research (Clinical and Research Services Board)
Ward/Dept Base	Clinical Research Facility, RVI
Hospital Site	Trust Wide

Essential Requirements

- Registered Nurse (appropriate to branch)
- Current NMC registration
- Able to demonstrate academic achievement at post-graduate/masters level and willing to undertake full Master's Degree within an agreed timescale
- Significant post registration experience, some of which must be at Band 7
- Significant experience at a senior level of managing nursing / clinical teams
- Meets Nursing and Midwifery Council (NMC) requirements for mentorship relevant to role
- Good IT skills
- Excellent communication/interpersonal skills
- Audit / research experience
- Evidence of achievements in current post
- Evidence of proven leadership skills in relation to professional accountability
- Report writing skills
- Knowledge and understanding of relevant NHS policy or project specific policy context.
- Has understanding / experience of adult / child safeguarding.

Desirable Requirements

- Leadership / management qualification

2 Job Purpose

- The Matron has 24 hour accountability for the wards and departments in their Directorate.
- They must ensure appropriate systems and processes are in place to ensure the continuity of safe and effective care at all times.
- Deputies for Associate Director of Operations as required / appropriate and is part of Directorate Management Team.

3 Dimensions

The Matron must:

- Act as a guardian for professional accountability and standards, ensuring professional practices in line with the requirements of the Nursing and Midwifery Council (NMC) and the Trust
- Ensure the provision of safe and effective patient care, across all wards / departments within their sphere of responsibility – ensure there are systems in place to monitor this.
- Ensure environmental standards and cleanliness are maintained in line with national and Trust Standards across the Directorate
- Effectively manage the directorate nursing resource
- Support and contribute to the development of patient care and nursing practice within the Trust, leading on specific projects where required
- Provide appropriate support and supervision for senior nurses at Band 6 and 7 within their areas.

4. Organisational Arrangements

Reports to: Associate Director of Operations / Associate Directors of Nursing/ Associate Director of Midwifery

Professional accountable to: Executive Chief Nurse via the Deputy Chief Nurse and Associate Directors of Nursing/Midwifery

Responsible for: Nursing staff within Directorate

5. Knowledge, Training and Experience

- See essential requirements
- Maintain and improve professional knowledge, skills and competence
- Be responsible for own professional development, identifying training needs, set objectives and attend appropriate courses

6. Skills

Communication and Relationships

- Provide and receive highly complex, sensitive and contentious information to senior managers, staff, patients, carers and external agencies
- Resolve problems for patients and their relatives by building closer relationships *
- Ensure nursing quality indicators, CAT returns for ward / department are completed monthly and submitted in a timely fashion.
- Ensure and facilitate effective multi-disciplinary communication across all wards and departments.
- Ensure effective communication with Associate Directors of Operations, Clinical Directors and Associate Directors of Nursing.
- Participate in Trust Forums such as Matrons Forum and represent the Matrons perspective at Trust wide and external meetings.

- Able to articulate detailed information in very formal settings, in disciplinary hearings, Coroners Court etc.
- Ensure communications support for those with diverse needs is in place across wards and departments and effectively using Directorate scenarios.
- Ensure accurate and up to date nursing and medical records and ensures others do so in accordance with local policy and NMC Guidance.
- Provides specialist advice as required.
- Demonstrates in depth understanding of adult / child Safeguarding processes.

Analytical and Judgmental Skills

- Investigate incidents where shortfalls in standard occur and take corrective action as necessary, including reports to the Associate Directors of Nursing/Midwifery and CGARD
- Ensure appropriate monitoring and documentation arrangements are in place at ward / department level.
- Act as directorate operational lead for Infection Control and hold Senior Sisters / Charge Nurses and others accountable for any shortfalls.
- Receive regular reports from Senior Sisters / Charge Nurses about cleanliness and environmental issues and implement own programme of unannounced inspection
- Respond to verbal and written complaints, on behalf of the Associate Director of Operations.
- Lead nursing across the Directorate and ensure systems in place to provide assurance of high standards of nursing care for patients.

Planning and Organisational Skills

- Ensure monthly Senior Sister / Charge Nurse meetings are undertaken raising ward, directorate and Trust priorities. Set agenda and ensure minutes are taken and available for all staff. Set infection control, environmental cleanliness and ward accreditation scheme as a set agenda items. Offer opportunities for constructive open dialogue
- Planning and implementation of nursing policy and practice change within the Directorate ensuring the dissemination and change of practice is consistent across the Directorate
- Work with the Directorate team to reduce length of stay by ensuring efficient and effective care
- Ensure timely and effective discharge planning
- Contribute to strategic planning of directorate as member of Directorate Management Team.

Physical Dexterity Skills

- Translate theory into the practical delivery of care, which may involve a range of practical tasks e.g.
 - Intravenous drug administration
 - Venepuncture and Intravenous Cannulation.
 - IT skills
 - Electronic Patient Record

7. Key Result Areas

Patient / Client Care

- Ensure across all wards and departments nursing documentation and key nursing

assessments are completed in a timely and appropriate manner in line with NMC and Trust guidance, and that robust processes exist to ensure this happens consistently, examples will include: MRSA, MUST, Falls etc.

- Ensure the provision of safe and effective patient care
- Ensure the highest standards of patient care and safety
- Monitor and manage standards of clinical practice within the Directorate
- Ensure all nursing documentation is completed, including MRSA status, MUST, Falls, DVT, Intravenous line care, and catheter care, in line with NMC and Trust standards
- Ensure best practice is shared and celebrated
- Ensure all ward / directorate staff and other professional / staff groups visiting the ward / department provide a patient focused approach to all aspects of care
- Ensure all staff embrace the Patients are People approach to patient care and communication
- Ensure privacy and dignity is achieved for all patients, including same sex accommodation and monitoring of this, including reporting of breaches.
- Ensure systems are in place across wards/departments to meet patients' nutritional needs are met
- Ensure a safe and comfortable environment for patients, staff and visitors
- Prevent hospital acquired infection by ensuring the highest standards of infection control, cleanliness and healthcare environment.
- Ensure Infection Control practice is embedded at clinical level and undertake audit and assessment to provide assurance of this
- Monitor standards of cleanliness across the Directorate and work closely with Hotel Services and Estates to rectify any short fall in standards
- Improve the hospital cleanliness *by contributing to the inspection of all areas and implementing appropriate action to remedy any shortfall, to ensure standards are maintained
- Support and contribute to the development of patient care and nursing practice within the Trust, leading on specific projects where required
- Make sure patients receive high quality care *
- Promote a patient focused approach to all aspects of the service and ensure customer care training for all front line staff
- For all wards/departments across areas of responsibility, ensure effective and efficient systems in place to monitor and manage all aspects of patient client care.
- Ensure Safeguarding policies and processes are embedded in wards and departments.

Policy and Service Development

- Act as a guardian for professional accountability and standards, ensuring professional practices in line with the requirements of the NMC and the Trust
- Ensure 100% compliance of nursing staff with NMC registration
- Implement nursing policy and practice change within the Directorate ensuring the dissemination and change of practice is achieved and monitor adherence to policies and practice change
- Ensure all ward / department participates in the Directorate Clinical Governance Agenda
- Ensure all staff follow all infection control policies
- Ensures that Trust protocols for MRSA screening and eradication therapy are implemented in all areas and that infectious patients nursed in an appropriate environment

- Ensures all patients receive MRSA screening as indicated by Trust policy and ensure systems are in place to follow up the outcome of that screening
- Ensures all staff when undertaking patient procedures follow Trust policy including correct aseptic technique
- Ensures that 95% compliance is achieved across all ward / departments.
- Facilitate hand hygiene audits via peer review
- Contribute to the development of policy and guidelines and ensure dissemination within the Directorate and ensure 100% compliance within the year implementation at directorate / Trust level
- Lead the implementation of Ward accreditation scheme
- Ensure all staff follow Trust Policies and guidelines within their ward / department and assist with the monitoring of adherence to these.
- Participate in corporate development of nursing / midwifery / patient care
- Responsible for ensuring that Trust Policies, Procedures and Guidelines are implemented by all team members.
- Ensure environmental standards and cleanliness are maintained in line with national and Trust Standards across the Directorate

Financial and Physical Resources

- Ensure staffing is appropriate to patient needs *
- Ensure budgetary control at directorate level through prudent and flexible staff utilisation, the management of sickness and other absence, minimal use of Bank Nursing and control of ward non pay budgets
- Review ward / department resources regularly and ensure financial targets are met including cost improvement priorities
- Exercise a personal duty of care with expensive equipment provided by the Trust
- Authorised level 2 signatory
- Monitor and ensure the appropriate use of supplies and equipment with the specialty.
 - Order specialist supplies
 - Advise on Trust purchases
- Makes an active contribution to the Trust / Directorate Business Planning Process by providing information to Managers in relation to own area of practice

Human Resources

- To effectively manage the directorate nursing resource
- Ensure 100% nursing compliance with, documentation, Trust policies and guidelines, induction, preceptorship and mandatory training, particularly infection control, fire, moving and handling and Basic Life Support)
- Meet monthly with the Associate Directors of Nursing/Midwifery to discuss professional, environmental and resource issues
- Ensure 100% of appraisals.
- Ensure staff are aware of and work to KSF outlines.

Management

- Proactively manage Clinical Team Leads / Senior Sisters / Charge Nurses giving direction and support to ensure they achieve safe effective and efficient management of wards and departments and contribute to the achievement of Directorate / Trust objectives
- Proactively manage Specialist Nurses giving direction and support to ensure they deliver safe effective and efficient clinical care and contribute to the achievement

of Directorate / Trust objectives

- On behalf of the Associate Director of Operations line manage all nursing staff and groups other than nursing if required
- Undertake performance reviews for all Senior Sisters / Charge Nurses within the Directorate setting objectives in line with directorate / Trust objectives.
- Ensure performance reviews for all Nurse Specialists within the Directorate setting objectives in line with directorate / Trust objectives
- Support clinical supervision to support the personal and professional growth and development of the clinical staff.
- Recruits and retains the best nursing staff to the Directorate

Education

- Assist the Associate Director of Operations to produce the annual directorate training plan
- Initiates and leads audit at ward and departmental level.
- Ensures nursing mandatory training is up to date in designated areas.

Leadership

- Empower nurses to take on a wider range of clinical needs *
- Lead Patient / Carer, Public Involvement and Equality and Diversity
- Provide professional Nursing leadership within the directorate and act as a positive role model
- Undertake responsibility as designated by Heads of Nursing for corporate role as required.

Information Resources

- Working knowledge of all systems in the Electronic Patient Record
- Oversee / supervise / monitor EPR in own area
- Provide guidance to staff on EPR
- Ensure all staff within own area are trained and competent in EPR
- Produce reports / business cases using software packages
- Present research and audit data

Research and Development

- Ensures CAT and other clinical audits are completed
- Support the development of nurse led research and audit
- Support the implementation of the Clinical Bench Marking Tool "Essence of Care" across the specialty.
- Ensures Ward Accreditation is complete and submitted in a timely fashion, acting upon results.
- Encourages and develops research awareness in designated wards and departments.
- The post holder will be able to search, identify, critique and implement best available evidence to inform best practice, care and advice for a speciality/designated area.
- The post holder will actively lead and develop audit and research, implementing new and available findings into local and national policy and guideline to ensure best practice, care and advice.

8. Freedom to Act

- Accountable for own professional actions
 - Within policies, procedures and guidelines, which govern nursing practice at national and local level including the NMC's Code of Conduct.
- Identified as Trust Lead Specialist for designated area of practice, to interpret National Policy / NSF and apply to Policy adoption by local agreement.
- Work within general policies, with objectives set by manager.
 - Clinical parameters.
 - Patient group directions.
 - National service frameworks.

Clinical Governance

- Ensure that care is evidence based and that potential sources of risk are identified and dealt with in proactive manner.
- Apply root cause analysis of accidents and incidents. Instigating and managing change following the analysis when necessary.

9. Effort and Environment

Physical Effort

- Combination of sitting, standing and walking is required.
- May be required to move and handle objects in line with Trust guidelines using appropriate aids.
- Attend annual update.
- Will be required to attend building / demolition sites using appropriate protective clothing.

Mental Effort

- Work patterns are frequently unpredictable with regular interruptions, some requiring immediate response.
- Concentration required:
 - Assessing patients.
 - Advising on treatment.
 - Early recognition of potential clinical incidences
 - Updating patient records or writing reports.
 - Interpreting microbiological data
 - Analysing and evaluating audit material
- Prioritise and adopt a flexible approach to service demands which are constantly changing on a daily basis.

Emotional Effort

- Support distressed patients, relatives, colleagues and staff who are given unwelcome news.
- Provide support to colleagues in a personal and professional capacity.
- Deal with difficult disciplinary situations.

Working Conditions

- Deals with body fluids, foul linen etc on a daily basis dependent on area of work.
- Provide expert specialist advice during critical incidents
- Actively participate in building / demolition meetings and site meetings, when necessary, to advise on correct infection control procedures.

- Regular exposure to VDU screen.
- Regular travel between hospital sites

*** Defined Matrons 10 Key Roles**

Date: January 2009

Revised: August 2013

Revised: October / November 2016



The Newcastle upon Tyne Hospitals NHS Foundation Trust

Person Specification

JOB TITLE: Matron

BAND:

8a

SITE: Trust wide

REQUIREMENT	ESSENTIAL Requirements necessary for safe and effective performance of the job	DESIRABLE Where available, elements that contribute to improved/immediate performance in the job
KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge and understanding of relevant NHS policy or project specific policy context • Maintain and improve professional knowledge, skills and competence 	
SKILLS	<ul style="list-style-type: none"> • Good IT skills • Report writing skills • Effectively manage the directorate nursing resource • Appropriate clinical skills 	
EXPERIENCE	<ul style="list-style-type: none"> • Significant post registration experience, some of which must be at Band 7 • Significant experience at a senior level of managing nursing / clinical teams • Audit / research experience • Evidence of achievements in current post • Evidence of proven leadership skills in relation to professional accountability • Evidence of significant experience of safeguarding adults / children 	
QUALIFICATIONS	<ul style="list-style-type: none"> • Registered Nurse (appropriate to branch) • Current NMC registration • Able to demonstrate academic achievement at post-graduate/masters level and willing to undertake full Master's Degree within an agreed timescale • Meets Nursing and Midwifery Council (NMC) requirements for mentorship relevant to role 	<ul style="list-style-type: none"> • Leadership / management qualification
PERSONALITY / DISPOSITION	<ul style="list-style-type: none"> • Excellent communication / interpersonal skills • Provide appropriate support, leadership management and supervision for senior nurses at Band 6 and 7 within their areas 	
CORE BEHAVIOURS	<ul style="list-style-type: none"> • Alignment to Trust Values and Core Behaviours 	
PHYSICAL	<ul style="list-style-type: none"> • Move and handle objects in line with Trust guidelines using appropriate aids 	

**CANDIDATE:
SIGNED BY:
DESIGNATION:**

**REFERENCE NO:
DATE:**