

# Job Description

## Matron

Job Title:	Matron
Band:	Band 8A
Base:	You may be required to work in other designated locations of the Trust as well as your primary base. In particular, flexibility is required across the three main hospital sites (Leicester Royal Infirmary, Leicester General Hospital and Glenfield Hospital). If your initial location is one of these sites excess travel reimbursement would not apply for a permanent or temporary change of base.
Reports to:	Head of Nursing
Professionally Accountable to:	Chief Nurse

Find out more about working with us:

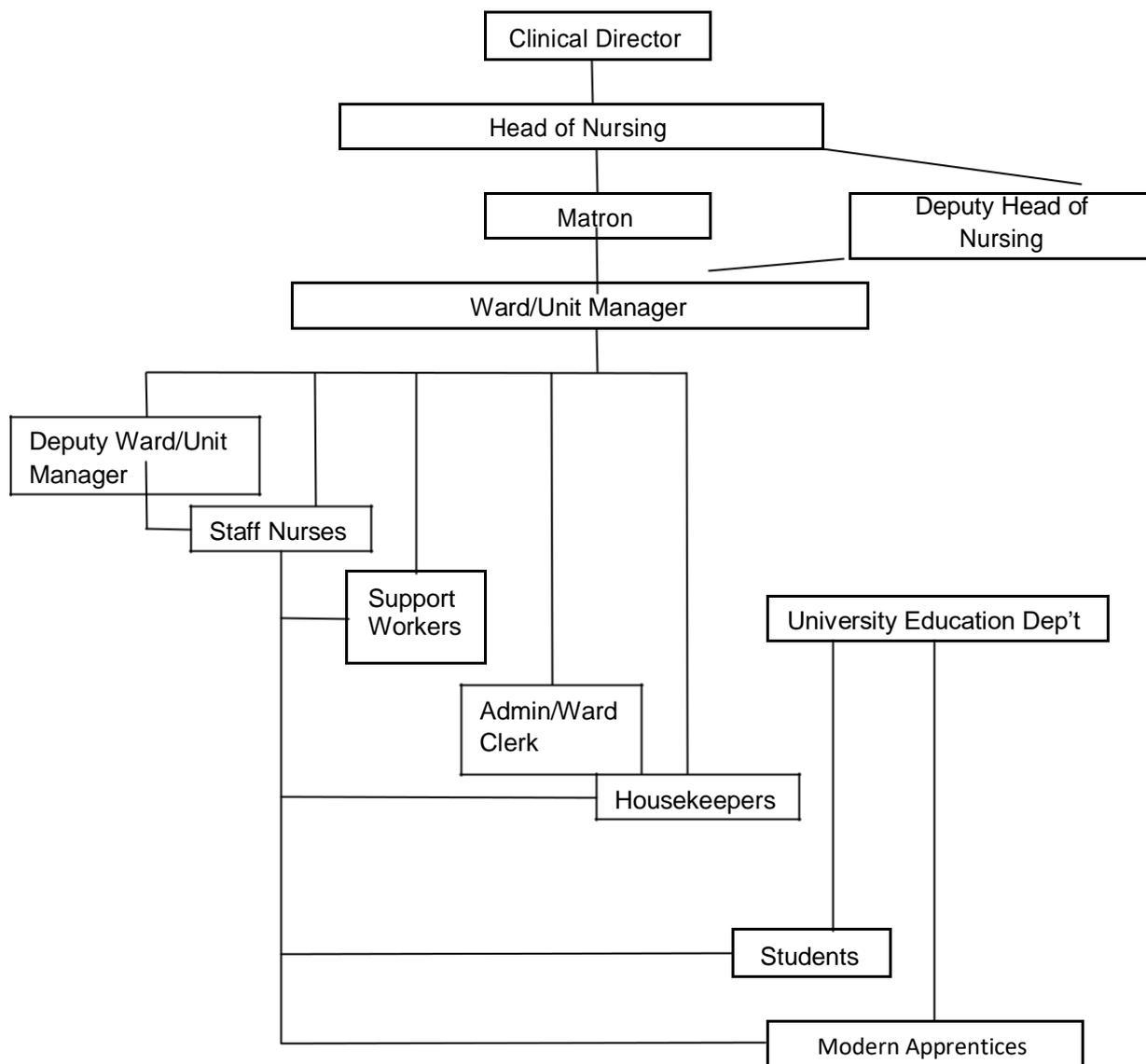
<https://www.leicestershospitals.nhs.uk/aboutus/work-for-us/>

<b>Job Summary</b>	<p>Set and maintain the highest standard of clinical care by providing leadership to staff within the CMG and the wider care group.</p> <p>Ensure that standards are monitored and maintained and where necessary appropriate corrective action is taken.</p> <p>In conjunction with the Service/General Manager, ensure that administration and support services are designed and delivered to achieve the highest standards of care.</p> <p>Provide a visible, accessible and authoritative presence in the ward and departments to whom patients and their families can turn for assistance advice and support.</p> <p>Maintain clinical competence by undertaking rostered clinical duties on a regular basis.</p> <p>Take nursing responsibility for leading, developing, implementing and evaluating innovative and efficient models of care management with regards to the CMG within the organisation and beyond, in conjunction with the Head of Nursing/Midwifery, clinical lead and Head of Operations</p> <p>Implement innovative practice and service delivery solutions to ensure that service delivery is convenient and accessible, in line with the national agenda.</p> <p>Set and monitor standards to evaluate service improvements.</p> <p>Ensure that up-to-date standard operating procedures are in place.</p> <p>Participate in the CMG out-of-hours Duty Matron rota.</p>
<b>Scope</b>	<p>The post holder will work in close liaison with the Clinical Director, Head of Operations and Head of Nursing for the CMG, ensuring the provision of high quality services and care, utilising the available resources efficiently and effectively and will work with the CMG managers to ensure all national and local targets are achieved and maintained.</p>
<b>Budget</b>	<p>Act within the Trust's Standing Financial Instructions and Scheme of Delegation, and on behalf of the Head of Nursing/Midwifery monitor the following budgets:</p> <ul style="list-style-type: none"> <li>- Staffing</li> <li>- Consumables</li> <li>- Bank and overtime payments</li> </ul>

Responsible for:

- Ensuring adherence to the Trust Policy for handling recording and safekeeping of patients' cash and valuables
- Acting as signatory for the verification of Bank/Agency Nurse attendance sheets.
- Authorising unsocial hours claim forms.
- Monitoring the designated clinical areas' budgets and reporting to the Head of Nursing any variance which causes concern.
- Authorising expenditure of the consumables budget within the agreed CMG limit

## DEPARTMENTAL/CMG ORGANISATIONAL CHART



## KEY WORKING RELATIONSHIPS

- Ward/Unit Manager
- Peer Matrons, Deputy Head and Head of Nursing/Midwifery
- Clinical Director
- Head of Operations and management team
- The multi-disciplinary team including doctors, therapists, ancillary Staff
- Patients, relatives and visitors
- External Agencies
- All disciplines of staff across the Trust
- People Services
- Finance
- Educators

## KEY RESULT AREAS

- Undertake clinical work to maintain professional competence, authority and credibility and keep up-to-date with new developments in nursing.
- Exercise judgement in assessing wide-ranging and complex patient problems. Agree solutions, ensure and promote options to enable the delivery of optimum patient care.
- Work collaboratively with the CMG management team supporting staff to establish multi-disciplinary working arrangements within the CMG.
- Act sensitively, confidentially and with empathy in demonstrating an understanding of wide-ranging physical and emotional needs. Take the lead in managing contentious, sensitive and delicate issues with patients, their relatives and staff.
- Investigate and assist with the response, and take appropriate actions, following formal complaints, participating in initiatives to promote patient involvement and PILS and to monitor their impact.
- Be able to demonstrate a working knowledge of Trust and Professional Nursing policies and procedures and adopt and advise on these accordingly.
- Ensure accurate, contemporaneous and timely care records, both written and electronic are maintained in clinical areas.
- In liaison with the Infection Control team, implement guidelines for the prevention and control of hospital acquired infection and monitor compliance and outcomes. In liaison with the Estates and Facilities directorate, set and monitor standards for cleanliness of the environment.

- Protect, improve and preserve patients' health by adherence to infection control policies and best practice at all times and to monitor compliance.
- Provide specialist advice to patients, carers, healthcare assistants and students.
- Act as a role model and teacher, providing mentorship and support and demonstrate exemplary practice to all members of the nursing team.
- Ensure that all staff are trained appropriately to the highest standard in the use and maintenance of all equipment as appropriate.
- Provide support to the nursing team to enable staff and patients to make better choices for their health and that of their families.
- Facilitate an environment conducive to continuous learning and development.
- Ensure that all staff receive an annual appraisal, undertake professional development planning, and have completed mandatory training.
- Support the Head and Deputy Head of Nursing in all aspects of their roles to ensure the smooth running of the service.
- Promote a professional and happy environment conducive to high patient and staff morale, achieved by leadership, personal example and direct involvement in the activities of the clinical environment.
- Ensure compliance with the NMC post-registration education and re-registration standards.
- Apply expert teaching and communication skills to help to develop and deliver training programmes for nurses within the ward or department.
- Actively participate in the constant review of the service, ensuring efficient and effective utilisation of resources. Lead and support the nursing team through potential changes in working practises to achieve optimum patient care, clinical outcomes and efficient use of resources.
- Work to deliver current professional, national, Trust and CMG developments.
- Participate in the CMG out-of-hours arrangements as Matron for managerial/professional issues. Key responsibilities are attached at Appendix A.
- Maintain a flexible approach and develop the role according to professional and/or service needs.

- Work within the People Services policy framework to effectively manage recruitment, sickness absence, conduct and capability. Oversee workforce planning and ensure duty rotas and clinical session slots are scheduled efficiently and effectively.
- Be proficient in producing reports as required.
- Work with the Service Manager to ensure that capacity meets demand and, where issues arise, implement action plans to ensure standards for waiting times are delivered.
- To work with the CMG management team on reviews of pathways and redesign to enhance efficiencies and patient care.

## Governance

- Work within the national and local clinical practice guidelines, including those outlined by the appropriate regulating bodies, and at all times in line with the Code of Conduct of the Nursing and Midwifery Council (NMC).
- Be responsible for developing and maintaining an effective monitoring system for Healthcare Governance. Ensure compliance with risk assessment and health and safety legislation including the use and decontamination of clinical equipment, information governance, and quality assurance measures within the clinical areas and assist in the management of health and safety and clinical risk within the speciality, ensuring that all risk assessments are regularly reviewed.

## Service Development and Research

- Implement, review and monitor the introduction of new policies and working practices within the multi-disciplinary team. In conjunction with the Ward/Unit Managers, undertake surveys, audit and research and promote clinically effective nursing whilst monitoring compliance with evidence-based practice.
- Analyse international, national and regional papers, research and guidelines to formulate and inform local policy and guidelines.
- Participate in medium- and long-term service development at local and regional level and in the strategic development of these services.
- Be responsible for identifying and implementing policy changes, making improvements to data collection and data management activities and issues relating to own work area.
- Actively participate in research projects both within the local department and nationally.
- Assist medical staff in the collection of clinical data and where necessary, the recruitment of participants to projects.

## Human Resources Management

- Directly manage Ward/Unit Manager on a daily basis, being responsible for appraisals, recruitment and retention, sickness absence management, disciplinary and grievance matters, in accordance with Trust policies.
- Be responsible for the recruitment and selection of the nursing workforce, acting responsively to national and local workforce issues.
- Be responsible for monitoring the duty rosters to ensure appropriate support for clinical activity, taking into account skill mix, workload and financial resources.

## Equipment Management Responsibilities (i.e. stock, equipment, buildings)

- Ensure the safe use of equipment. Monitor systems to ensure that stocks and supplies of consumables and drugs are ordered, checked and used safely and effectively in clinical areas/departments.
- Ensure asset registers are maintained.

## Appendix A

### Out-of-hours Matron responsibilities

- Actively participate in the Matron rotas for the UHL NHS Trust, ensuring adequate cover within the team.
- Act as the first point of contact as the most senior person on site out-of-hours for issues relating to staff, patients, general public, the environment and equipment.
- Participate in the daily staffing meeting to ensure the nurse staffing resource is adequate to meet patient care demand, redeploying staff and authorising overtime where appropriate.
- Provide an overview of the bed state to the Duty Management/Patient Flow team on a shift-by-shift basis.
- Respond promptly to emergency situations ie, bleeps for Cardiac Arrest.
- Due to the unpredictable nature of the work, prioritise duties according to need.
- Attend as requested in the event of a Major Incident and undertake the duties assigned for the CMG Matron.

- In the event of the declaration of a Major Incident follow the Action Card as directed in the Major incident policy.
- Tactfully, diplomatically and sensitively deal with complaints from patients or their relatives ensuring timescales are adhered to.
- Provide senior nursing advice regarding patient care issues to staff at ward level in the event of clinical incidents, complaints or missing patients.
- Provide senior nursing advice in the event of conduct or capability issues, which occur during the span of duty, initiating investigation or action where appropriate. Ensure the line manager is informed at the earliest opportunity.
- Inform the Duty Management Team of any incidents which would affect the business/reputation of the Trust.
- Provide advice and support to staff when concerns relating to Child or Adult Protection are raised, ensuring referral to relevant agencies and personnel where appropriate.
- Communicate and collaborate with all relevant parties i.e. Duty Managers regarding the opening or closing and staffing of additional beds or wards following discussion with the Trust Executive on-call. Ensure appropriate support departments are notified.
- Provide advice and guidance around the Mental Capacity Act and best-interest decision making, supporting the completion of documentation for Deprivation of Liberty authorisations as required.
- Act as an authorised signatory for the handling of cash/valuables.

## Appendix B

University Hospitals of Leicester  
Broad Principles of Matron Job Plan

Elements of matron role	Based on a Typical working week -37.5 hours	
<b>Clinical leadership:</b> <ul style="list-style-type: none"> <li>Operational problem solving</li> <li>Staffing support/decisions</li> <li>Coaching Ward/Unit Managers</li> <li>Participate in ward/board rounds</li> </ul>	40%	15 hours
<b>Patients:</b> <ul style="list-style-type: none"> <li>Advocating for</li> <li>Signposting</li> <li>Problem solving</li> <li>Resolving complaints</li> <li>Assisting patient flow</li> <li>Safeguarding</li> </ul>	20%	7.5 hours
<b>Clinical activity:</b> <ul style="list-style-type: none"> <li>Working as a clinical nurse with patients with purpose of maintaining credibility, seeking assurance, teaching, supervision and role modelling.</li> </ul>	20%	7.5 hours
<b>Managerial:</b> <ul style="list-style-type: none"> <li>HR activity, hearings, investigations, recruitment, business, finance, meetings, communication including email</li> </ul>	10%	3.75 hours
<b>Clinical Practice:</b> <ul style="list-style-type: none"> <li>Guideline development, audits, standards, translation of theory to practice.</li> </ul>	10%	3.75 hours

## GENERAL

This job description indicates the main functions and responsibilities of the post. It is not intended to be a complete list. You may be required to undertake other duties from time to time as we may reasonably require.

You will be required to maintain compliance with all statutory and mandatory training requirements.

The link to the Trust's policies and procedures is:

<https://secure.library.leicestershospitals.nhs.uk/PAGL/SitePages/Home.aspx>

## Person Specification

Post: Matron  
Band: 8A

Criteria	Essential	Desirable	Stage Measured at A – application I – Interview T – Test
Commitment to Trust Values and Behaviours	<p>Must be able to demonstrate behaviours consistent with the Trust's Values and Behaviours.</p> <p>Demonstrate personal and professional pride in nursing and the NHS</p>		Interview
Education/ Qualifications	<p>Adult / Child / Midwife NMC Registered Practitioner ( HCPC Registered Operating Department Practitioner dependent upon post if</p>	<ul style="list-style-type: none"> <li>Leadership qualification</li> </ul>	Application

for theatres)

Evidence of post-registration professional knowledge acquired through Diploma / Degree or above supplemented by specialist training or equivalent experience to master's degree level equivalent

Evidence of recent post-graduate / qualification professional development

Evidence of accredited management / leadership training or evidence of practical application of expertise at this level

Have successfully completed an NMC Approved Teaching and Assessing or Practice Assessor programme or equivalent

## Experience

- A proven track record of
- Developing specifications
- Interview

	<p>operational service management at a senior level in an acute hospital environment, including staff management, financial management and change management.</p> <ul style="list-style-type: none"> <li>• Is able to articulate a clear understanding of current issues in clinical practice related to the role/ speciality applied for and is able to apply National and Trust Policy to practice</li> <li>• Significant post-registration experience including ward or unit management experience</li> <li>• Evidence of monitoring and improving individual and team performance</li> </ul>	<p>for facilities</p> <ul style="list-style-type: none"> <li>• Managing domestic services</li> <li>• Monitoring facilities management services</li> </ul>	
<p>Skills</p>	<ul style="list-style-type: none"> <li>• Proven ability to analyse complex problems and to develop and successfully implement practical and workable solutions to address them.</li> <li>• Proven leadership and influencing skills</li> <li>• Evidence of ability to enthuse, motivate and involve individuals and teams in change and</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of benchmarking and clinical accreditation initiatives</li> <li>• Evidence of research</li> </ul>	<p>Application And Interview</p>

	<p>decisions.</p> <ul style="list-style-type: none"> <li>• Excellent interpersonal and communication skills with good listening skills.</li> <li>• IT Literacy skills (word processing and clinical IT)</li> </ul>		
Knowledge	<ul style="list-style-type: none"> <li>• Current nursing health service priorities</li> <li>• Sound political judgement and astuteness in understanding and working with complex policy, and diverse interest groups,</li> <li>• Knowledge of safety, quality and risk issues in relation to specialty including hospital cleanliness standards</li> <li>• Best practice in speciality</li> </ul>	<ul style="list-style-type: none"> <li>• Local re-configuration of clinical services</li> </ul>	Interview
Ability	<ul style="list-style-type: none"> <li>• High level of work organisation, self-motivation, drive for performance and improvement</li> <li>• Flexibility in approach and attitude.</li> <li>• Calm under pressure</li> </ul>		Interview  Presentation
Equality, Diversity and Inclusion	<ul style="list-style-type: none"> <li>• Able to demonstrate a commitment to and understanding of the importance of treating all individuals with dignity and respect appropriate to their</li> </ul>		

individual needs.

- All staff are expected to engage in compassionate and inclusive leadership in the provision of high quality care and interactions with others
-