

Job description

Job title:	Matron	
Clinical Service Unit:	Internal Medicine	
Division:	Medicine	
Corporate Area:	Nursing	
Agenda for Change		
Salary band:	8A	
Responsible to:	Senior Matron	
Accountable to:	Chief Nurse/Director of Patient Care	
Hours per week	37.5	
Location:	MKUH	
Manages:	Direct reports:	<9
	Indirect reports:	

Milton Keynes Hospital Standards, Commitments and Behaviours

By living up to our values of We Care, We Communicate, We Collaborate, and We Contribute we deliver more than just a quality patient experience because we:

- Deliver safe effective and high quality care for every patient. We treat everyone who uses our services with dignity, respect and compassion and we treat each other as we would wish to be treated ourselves.
- We say #hellomynameis, we keep patients informed, involved, and engaged in their treatment and care; and each other about what's happening in our hospital. We know we can speak up to make sure our hospital is safe, and our patients are well cared for.
- We are #teamMKUH We work together and with GP's, primary care, community care, social care and mental health providers and other hospitals to deliver great care and services for people in Milton Keynes, Buckinghamshire and beyond.
- We develop goals and objectives in support of the hospital's vision and strategy. We are willing to join and play our part to make our hospital the best it can be. We acknowledge and share best practice so that others can learn what works well and we learn from others so that we keep improving the services we provide.

Aim of the role

Providing clinical leadership to the Clinical Service Unit through clinical and professional support to all nursing and wider team of staff.

Ensuring high quality, safe patient care is delivered by an appropriately skilled and educated workforce, through effective leadership by setting standards and performance monitoring of those standards.

Work collaboratively with all stakeholders to ensure a high standard of quality care delivery including - safety , effectiveness and patient experience, learning from feedback and patient and public involvement strategies.

Key working relationships

Internally

- All nursing staff
- Chief Nurse and Deputy Chief Nurse
- Matrons, advanced clinical practitioners, specialist nurses
- Senior Matron
- Divisional Chief Nurse, Divisional Director and Associate Director of Operations
- Head of Nursing for Quality
- Clinical Director and all Divisional staff
- Chair, CEO, Medical Director, and all Board Directors
- Council of Governors
- Consultant Medical staff, Heads of Nursing, and all other staff within the Trust

Externally

- All key members within the Integrated Care Board/ System
- Members of the public
- Patients and Families
- Outside relevant agencies

Main duties and responsibilities

Improving service

- Ensure high quality, safe patient care is delivered by appropriately skilled and educated workforce, through effective leadership the setting and performance monitoring of those standards.

- Contribute to the development of strategic plans that provide patient centred care that meets the changing and complex needs of people who access our services.
- Actively seek and lead on opportunities for quality improvement through promotion of safe , effective performance that delivers positive patient experience.
- Promote commitment to actively engage in processes that provide patient feedback (e.g. Friends and Family) and use information from feedback to inform improvements and share learning across the organisation embedding positive practice.
- Participate in the setting of standards via written policies and guidelines that are evidence based and demonstrate improvements in care and measurable outcomes.
- Participate/lead on investigations and complaints as appropriate, implementing necessary changes and continually monitor progress on action plans.
- Regularly monitor and evaluate nursing/midwifery metrics with ward and department managers and support remedial interventions as required to demonstrate improvements in metrics to provide assurance of quality.
- Support and empower ward/department managers to improve care through audit.
- Be responsive to changing needs of the service and external national and local influences , initiatives and policy.
- Celebrate and reward good practice ensuring learning is shared in order to demonstrate responsiveness and progression to excellence.
- Supporting staff in times of extreme pressure with visible leadership.

Managing services

- Ensure clinical teams are aware of the importance of, and actively promote the nutritional needs of patients, including all elements of hydration and nutrition e.g. Protected mealtimes.

- Ensure medications are safely stored and administered following the Trust policy and the management of medicine errors process is undertaken in a supportive learning focused equitable way for all staff.
- Set and monitor standards for patient access to patient information, ensuring cultural and religious requirements are observed and that systems for patient feedback are in place and working effectively.
- Ensure best practice in infection prevention and control through ensuring a clean and safe environment. Identify infection risks and respond to outbreaks in a timely manner in collaboration with nursing and operational policies
- Set and monitor standards for patient environment, working with Estates team to ensure appropriate standards of fabric and décor, maintenance and repairs based on Trust Planned and Preventative Maintenance Policy..
- Contribute to the development and application of governance systems, control processes and risk management to ensure patient safety and learning environment to improve transparency and quality care.
- Implement, monitor and evaluate effective systems for management of risk within area of responsibility. Ensure nurses/midwives report risks and incidents within a fair, no blame culture.
- Ensure nursing representation on clinical audit programs, ensuring participation in review of clinical incidents and action planning to prevent reoccurrence.
- Demonstrate devolved accountability for the nursing/midwifery budget, meeting targets set and working within agreed staffing levels.
- Actively seek opportunities for cost improvements through service review and effective use of resources whilst ensuring clinical effectiveness and safety.

Education, training and development

- Develop and maintain a positive learning environment where teams evaluate and deliver evidence based care.

- Promote confidence in teams to challenge constructively and promote an environment of effective learning from reflection of individuals and team performance.
- To recognise the need for succession planning and develop staff with opportunities to gain insight and experience for their next role.
- Develop leadership skills in ward and department managers and senior staff.
- Work collaboratively with practice development team and ward/department managers to develop an education strategy that meets individual staff members developmental needs balanced against service requirements and workforce.
- Ensure ongoing support unregistered staff and pre and post registration training staff.
- Participate in recruitment and retention initiatives including exploring the development of new roles that meet the challenges of the national and local vacancy factors.
- Be proactive in own personal and professional development in order to maintain and develop competence and improve individual leadership performance.

Operational

- Monitor patient acuity and activity and ensure that staffing in place is at a safe level and appropriate skill mix for the clinical area/division.
- Work collaboratively with colleagues across the Trust to ensure patient safety, escalating areas of concern as appropriate.
- Promote and support local and national initiatives implemented to ensure timely and safe discharge of patients that is patient focused and promote the experience of discharge Ensure business continuity plans are in place for area of responsibility and teams are aware of safe processes in response to fire, security incidents and major incident.

- Support operational and clinical site teams to manage peaks in demand specifically to ensure patient safety and optimal patient experience.
- Respond to the needs of increased patient numbers by establishing safe utilisation of escalation areas as directed.

Key Performance Indicators

Work to Key Performance Indicators for the Department for the purpose of quality and performance monitoring against organisational objectives.

The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.

Effort, skills and working conditions

Physical skills	Highly developed physical skills, accuracy important Standard keyboard skills required.
Physical effort	Combination of sitting standing and walking. Occasional moderate effort for several short periods.
Mental effort	Frequent concentration on variety of complex facts and or situations requiring analysis interpretation and comparison of a range of options. Time critical decision making.
Emotional effort	High level of empathy and reassurance. Communicating at high level where negotiation is required. Occasional/frequent direct or indirect exposure to distressing and emotional circumstances.
Working conditions	Daily presence in ward areas, involved in direct delivery of patient care, exposure to body fluids, unpleasant conditions.

Performance management and appraisal

All staff are expected to participate in individual performance management process and reviews.

Personal development and training

MKUH actively encourages development within the workforce and employees are required to comply with Trust mandatory training. MKUH aims to support high quality

training to NHS staff through various services. The Trust is committed to offering learning and development opportunities for all full-time and part-time employees.

General

All staff are required to comply at all times with any regulations issued by the Trust, especially those governing Health and Safety at Work and Infection Prevention and Control and to ensure that any defects which may affect safety at work are brought to the attention of the appropriate manager. All staff are required to work in a way that promotes the safety of our patients, staff and public by proactively preventing and managing patient safety incidences.

Reducing risk is everyone's responsibility. All staff must attend training identified by their manager or stated by the Trust to be mandatory. The Trust uses risk assessments to predict and control risk and the incident reporting system to learn from mistakes and near misses and so improve services for patients and staff. All staff are expected to become familiar with these systems and use them

The prevention and control of infection is a core element in the organisation's clinical governance, managing risk and patient safety programmes. In consequence, all employees are expected to:-

- i) Follow consistently high standards of infection control practice, especially with reference to hand hygiene and aseptic techniques,
- ii) Be aware of all Trust infection control guidelines and procedures relevant to their work.

All staff are required to respect confidentiality of all matters that they may learn relating to their employment, other members of staff and to the general public. All staff are expected to respect the requirements under the Data Protection Act 2018.

All staff have a responsibility for safeguarding children, young people, and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

The Trust values equality and diversity in employment and in the services we provide. All staff are responsible for ensuring that the Trust's policies, procedures, and obligation in respect of promoting equality and diversity are adhered to in relation to both staff and services.

Staff are responsible for ensuring that they do not abuse their official position for personal gain or to benefit their family or friends. The Trust's standing orders require any officer to declare any interest, direct or indirect with contracts involving the Trust. Staff are not allowed to further their private interests in the course of their NHS duties.

If you have responsibility for a budget you are expected to operate within this and under the Trust's standing financial instructions (available in the intranet's policies section) at all times.

This job description reflects the present requirements and objectives of the post; it does not form part of your contract of employment. As the duties of the post change and develop the job description will be reviewed and will be subject to amendment, in consultation with the post holder.

All staff are required to maintain professional standards such that they can pass all NHS Employer's standard pre-employment checks, including Fit & Proper Person Regulation tests for VSM roles, throughout the lifetime of their employment at the Trust.