

Job Description

Job Reference:	12-003
Job Title:	Ward / Unit Matron
Grade:	Band 7
Hours:	37.5 Hours
Department:	Division
Location:	East Sussex Health Care NHS Trust
Accountable to:	Divisional Assistant Director of Nursing
Reports to:	Head of Nursing/Clinical Services Manager
Job dimensions & responsibility for resources	
Budgetary & Purchasing, Income generation	<p>Budget / Delegated Budget managed: N/A</p> <p>Authorised signatory for: N/A</p> <p>Other financial responsibility: Identify cost savings and careful use of Trust resources.</p>
Staff	Staff(wte): Line management of Ward / Unit admin nursing and specialist staff
Job purpose	<p>The post holder is accountable for their ward/department and will:</p> <ul style="list-style-type: none"> • Be a professional role model leading and co-ordinating the ward / unit team, taking 24 hour responsibility for the management of the ward. This role involves managing a wide range of complex and competing priorities. • Promote and monitor safe and effective practice leading to high quality care. • Enhance patient experience by ensuring that patient needs are placed at the centre of care delivery. • Provide effective leadership and management • Contribute to the delivery of the organisation's objectives by maintaining robust budgetary control and levels of activity.

Department Structure

Please include or attach a department structure showing the jobs which are two levels above and two levels below this post (where appropriate) by job title only. Indicate this job by highlighting or placing a box around it.

Communications and Working Relationships

With Whom:	Frequency	Purpose
Patients	Daily / as required	To carry out treatment / care plans.
Manager / Supervisor	Daily / Weekly / or as required	Management supervision, work planning, advice and support.
Relatives / Supporters / Visitors	Daily / or as required	To carry out treatment / care plans, support and advise
Ward / unit team	Daily / or as required	Management, support and advice
All other members of the MDT i.e. medical staff Infection control Staff Housekeeping, AHP's etc	Daily / or as required	Team working to promote patient care
External Statutory and Voluntary Agencies egASC, CQC	As required	Observational Visits / Assessments

Key Duties and Responsibilities

The post holder will focus on the following key areas, working within the organisation's governance framework.

Leadership

1. Understands roles and responsibilities within teams, and shows respect for the contribution and challenge of others.
2. Can identify and take appropriate action where working and co-operating with others creates a culture of safety for patients and staff.
3. Can discuss how own behaviour impacts upon others. Demonstrates ability to manage and lead in challenging circumstances.
4. Works across boundaries to create sustainable networks for Patient care.
5. Can recognise and manage issues which trigger emotional responses in self, and can describe and demonstrate coping strategies.
6. Sets clear boundaries about what constitutes acceptable behaviour. Is firm and clear when dealing with poor or unacceptable behaviour.
7. Holds self, individuals, and teams to account for the delivery of effective patient care.
8. Identifies staff strengths and developmental needs, and takes the initiative in identifying opportunities for staff to develop and learn.
9. Is a visible role model demonstrating kindness and compassion in dealings with patients, their supporters and staff.
10. Works to create a positive, confident, and action oriented environment where solutions are found to problems without personal or organisational blame.
11. Provides a lead for service innovation and practice development.
12. Role models the trust core values by maintaining a person centred culture.
13. Encourages staff to reflect on what has happened and ensures that learning is systematically shared in appropriate learning arenas.
14. Develop and maintain a culture of person centred care in the ward / unit environment.
15. Ensures that own and teams objectives reflect Clinical Unit plans.

Clinical

1. Act as an expert practitioner demonstrating specialist knowledge, skills and expertise within the area of work and within the context of changing health care provision.
2. Take the lead in developing/implementing evidence based practice within the clinical environment. Work with a multi-professional focus, having the ability to initiate transformational change to improve quality of care.
3. Ensure a supportive teaching and learning environment is in place.
4. Ensure all staff are working to their required level of clinical and professional competence, developing all staff to attain competence as highlighted at appraisal
5. Assure the quality of patient care by the systematic use of benchmarking data and Quality metrics

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6. Ensure compliance with all regulatory standards, including CQC and professional bodies.
 7. Ensure all patients have individual assessments on admission and that these are reflected in person centred documentation and care plans
 8. Ensure the clinical environment reflects a culture where privacy and dignity, confidentiality and respect for the individual are paramount.
 9. Ensure high levels of patient satisfaction by seeking and acting upon feedback for audits, learning from complaints, and role modelling kindness and compassion in dealings with patients, their supporters and staff
 10. Ensure effective staff clinical supervision.
 11. Ensure any safeguarding issues are raised appropriately to protect vulnerable patients and enable timely investigation and learning.
 12. If role requires undertake duties in respect of non-medical prescribing and physical assessment skills
 13. Attends performance and quality meetings at the request of Head of Nursing including weekly quality reviews
 14. Resolves PALS contacts and complaints in a timely manner, seeking resolution at ward /unit level whenever possible.

Operational Management

1. Line manages the ward / unit team providing clear purpose and direction. Helps team members to develop their roles and responsibilities.
2. Ensures that team is competent to undertake their roles through the setting of clear objectives and an annual appraisal and personal development plan.
3. Ensure that risk assessments are completed and risk registers maintained and escalated through appropriate channels in accordance with Trust policy. Have an escalation system in place to alert appropriate managers when issues occur outside own span of control
4. To produce regular reports/data as requested by the Head of Nursing.
5. Actively manage budgets and performance targets, contributing to the trust overall financial and performance objectives.
6. Evidence fair and impartial application of all HR policies. Keep accurate and contemporaneous records in a secure and confidential place.
7. Demonstrates how skill mix is managed within budget constraints. Presents cogent business case for service change/development.
8. Demonstrates understanding of budget complexities by taking responsibility for remaining within own funded establishment parameters.
9. Can undertake a workload analysis using an appropriate dependency tool, and where appropriate can deploy staff to meet peaks and troughs.
10. Ensures that staff actively manage access and patient flows in recognition of patient safety and need.
11. Ensures that service provision remains effective in their absence by adequate development of junior staff.
12. Monitor compliance of staff attendance at mandatory and statutory training.
13. Use data to manage and transform services, producing activity and clinical metrics as requested.
14. Be aware of own role in the trust's emergency planning procedures.

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15. To ensure that the ward / unit environment is safe for patients including the provision of an environment meeting the standards required for infection control.
 16. To work alongside the clinical site managers as required participating in an on-site rota to provide senior professional support and to respond to any day to day operational issues

Governance

1. Ensure that own area has governance systems and processes are in place in line with the Trust governance framework.
2. Make staff aware of Trust policies and their application within own area.
3. Ensure that staff are competent and take action if patient safety is compromised.

Finance and Performance

1. Actively manage budgets and performance targets, contributing to the Trust overall financial and performance objectives
2. To manage the effective use of all resources including temporary staff within designated budgets
3. Have a system in place to ensure regular financial and performance discussions take place with the ward / unit team.
4. Participate in the Trust business planning cycle by identifying areas of service need and development.

Education and Development

1. Participates in the process of assessing the effects of training on patient outcomes and service delivery.
2. Ensure that permanent staff becomes role models for learners, monitors staff to enable decisive action when values and behaviour deviate from agreed parameters.
3. Ensure that managed area has an updated placement profile for display on the university website
4. Appraise and ensure that staff has personal development plans which address organisation and personal goals.
5. Use the link with higher education establishments to inform and refresh current L&D opportunities

Communication and Relationship Skills

1. The post-holder must demonstrate exceptional communication skills, aligned to a sound and up to date knowledge base
2. Promote the corporate image of the Trust to all groups and organisations both within the trust and to the local community.
3. To have an active email account and use this as one of the methods of disseminating information to ward team and wider organisation.
4. Involve staff in the developments and business of the Trust, actively

encouraging participation in Trust wide initiatives.

Strategic Responsibilities

1. In association with the Head of Nursing participate in any activity deemed to be appropriate for Trust wide working.
2. In collaboration with the Senior Nursing team, lead on the implementation of the Trust framework for Quality transformation.
3. Participate in East Sussex Healthcare Trust Clinical strategy plan to meet the health care needs of the local population.

Research and Development

1. Actively seek evidence based practice which will support better clinical outcomes for patients
2. In conjunction with others develop a mechanism for setting stretch quality goals and benchmarking standards of care.
3. Plan lead and delegate audit and research as required, ensuring findings are disseminated through the Clinical Unit governance framework.

General Duties & Responsibilities applicable to all job descriptions

- To be familiar with and adhere to the policies and procedures of the Trust.
 - Behave and act at all times in accordance with the Trust Values, of Working Together, Respect and Compassion, Engagement and Involvement and Improvement and Development
 - To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
 - To participate fully in the performance and development review (appraisal) process and undertake Continuing Professional Development as required.
 - To participate in surveys and audits as necessary in order to enable the Trust to meet its statutory requirements.
 - To be aware of the Trust's emergency planning processes and follow such processes as necessary, in the event of an unexpected incident.
 - This job description is not exhaustive. Staff may be required to undertake any other duties at the request of the line manager, which are commensurate with the band, including project work, internal job rotation and absence cover.
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Working Environment: Clinical management role with patient contact and responsibility for staff.					
Driving		Lifting		Verbal aggression	X
Use of PC/VDU	X	Physical support of patients	X	Physical aggression	
Bending/kneeling		Outdoor working		Breaking unwelcome news to others	X
Pushing/pulling		Lone working		Providing professional emotional support	X
Climbing/heights		Chemicals/fumes		Dealing with traumatic situations	X
Repetitive movement		Contact with bodily fluids	X	Involvement with abuse cases	
Prolonged walking/running		Infectious materials	X	Care of the terminally ill	X
Controlled restraint		Noise/smells	X	Care of mentally ill & challenging patients	X
Manual labour		Waste/dirt		Long periods of concentration i.e. hours	
Food handling		Night working		Working in confined spaces (eg roof spaces)	

Statement

1. This job description will be agreed between the jobholder and the manager to whom he/she is accountable. It may be reviewed in light of experience, changes and developments.
 2. The information being handled by employees of East Sussex Healthcare NHS Trust is strictly confidential. Failure to respect the confidential nature of this information will be regarded as a serious breach of regulations, which will result in action under the Disciplinary Procedure, including possible dismissal. This includes holding discussions with colleagues concerning patients in situations where the conversation may be overheard. It is the employee's personal responsibility to comply with the Data Protection Act.
 3. It is the employee's responsibility to ensure all records (computerised or manual) are accurate and up to date, and that errors are corrected or notified as appropriate.
 4. It is the manager's role to monitor and assure the quality of any data collected or recorded by or in his/her area of responsibility.
 5. Employees must take reasonable care, and be aware of the responsibilities placed on them under the Health & Safety at Work etc. Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.
 6. All staff have a responsibility to ensure that infection control policies, procedures and guidelines are adhered to, in addition to supporting the trusts commitment to preventing and controlling healthcare associated infections (HAI).
 7. All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000.
 8. In addition to any specific responsibility for risk management outlined in the main body of this job description, all employees must ensure they are aware of the key responsibilities applicable in relation to risk management as identified in the Trust's Risk Management Strategy.
 9. All staff will note the Trust's responsibilities under the Civil Contingencies Act 2004, and NHS Major Incident Plans Guidance (DoH 1998 and 2004)
 10. All employees are responsible for ensuring they attend the relevant mandatory training as identified in the Trust's Education Strategy and as agreed with their manager/supervisor.
 11. It is the employee's responsibility to ensure they follow the latest version of all policies and procedures which apply to them.
 12. For posts which involve contact with patients, it is required that the postholder receives satisfactory clearance from the Disclosure and Barring Service.
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PERSON SPECIFICATION

Job Title: Ward / Unit Matron		Grade: Band 7	
Department:		Date: May 2022	
Assessed by: A= Application I= Interview R= References T= Testing			
Minimum Criteria	*	Desirable Criteria	*
Qualifications / Training <ul style="list-style-type: none">Registered Practitioner on relevant part of professional register (RGN)Educated to degree/diploma levelEvidence of ongoing post registration development at postgraduate level.Mentorship qualification	AI AI AI AI	<ul style="list-style-type: none">Managerial QualificationNon medical prescribing qualificationPhysical assessment skills	A A A
Experience <ul style="list-style-type: none">Significant experience in junior sister/relevant professional roleRecent NHS experience or similar organisationDemonstrates expert clinical skills in relevant specialityVisible leader with good negotiation skills.Managing and mentoring staffExperience of managing budgets and performance.Capable of writing and presenting reportsEvidence of ongoing professional developmentAbility to attain good business and financial acumen within reasonable timeframesWorking across organisational	AI AI AI AI AI AI AI AI AI AI	<ul style="list-style-type: none">Change management skills	I

Other <ul style="list-style-type: none"> • Reliable work record • Enhanced DBS clearance • Evidence that personal behaviour reflects Trust values. 	AIR T AIR		

Managers Signature

Date

Postholders Signature

Date