

JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE: Clinical Team Manager/Matron
BAND: Band 7
HOURS: up to 37.5 hours
LOCATION: HMP Prisons
BUSINESS UNIT: Health & Justice

JOB PURPOSE

Support the Head of Healthcare in operationally leading the provision of high-quality clinical health care services ensuring a consistent and co-ordinated approach to the delivery of quality evidence-based practice.

Responsible for monitoring daily performance of the nursing team and service delivery against key performance indicators including working towards the HJIPs (Performance indicators) and effectively driving improvements to patient care and experience.

Work with subcontractors, partners and team leaders to ensure the provision of high-quality evidence based patient care and the efficient use of resources, maintaining visibility and accessibility to patients and staff.

Support the Head of Healthcare by taking a strong level of responsibility in maintaining the Care Quality Commission standards and audits against the KLOE.

To represent the Head of Healthcare in local meetings with the Prison and other interested parties e.g., Coroner's court

The post holder will be expected to be a role model to lead others in line with our shared commitment to our values; Working Together, Integrity, Respect and Recognition, Compassion and Innovation.

KEY RELATIONSHIPS

Internal	External
<ul style="list-style-type: none"> • Head of Service/Cluster Manager • Clinical Team Managers • Clinical Teams, MDT • Registered Nurses • GPs • Substance Misuse Services • Mental Health Team • Learning and Development • Quality and Patient Safety • Through the Gate Services • Families and Carers • Director of Nursing & Quality Assurance and Director of Operations 	<ul style="list-style-type: none"> • Accident and Emergency • Out of Hours Medical Provider • Public Health Team • Specialist Nurses • Hospital Specialist Nurses • Radiology Department • Emergency Services • Voluntary Agencies • NMC • Legal representatives • Care Quality Commission

1. Operational and Performance Management

- To work alongside the Head of Healthcare to provide effective leadership and development of clinical services, ensuring that developments and service improvements are centred on the needs of the patient and are evidence based, responsive to clinical needs and appropriate to the provision of a cost effective, safe, quality service.
- To provide effective operational management, leadership and role modelling for the team leaders to fully integrate nursing, pharmacy and non-clinical drug services.
- Manage all daily activity monitoring quality, productivity and efficiency taking decisive and timely action to address variances or under performance
- Proactively identify potential obstacles to achieving and delivering services aligned to the NHSE Health and Justice contract and work with the Head of Healthcare to overcome any barriers to achieving these
- Ensure services record activity onto a clinical system accurately, completely and consistently to enable monitoring, tracking and service improvement.
- Responsible for implementation of policy, protocol and standard operating procedures; and the audit cycle to ensure that all are being followed.
- Oversee and actively promote the maintenance of the highest standards of clinical and environmental hygiene to assure infection control standards and reduce the risk of infection.
- Ensure that patient experiences of the service are positive.
- Actively manage the daily resources to ensure they meet service need and remain within allocated budget
- Take responsibility for operationalising any actions or resolving issues that impact on the safe delivery of patient care
- Analyse and interpret data to drive improvements in clinical practice

2. Service Development

- Identification and delivery of service improvement opportunities to achieve agreed standards of best practice and targets working alongside key partners.
- Monitor and address service priorities, developing action plans for improvement as required by actively engaging patients, clinicians, internal and external stakeholders as required.
- Lead in the roll out of Spectrum's competency framework for all junior staff to monitor and develop skills and knowledge
- Under the direction and guidance of the Head of Healthcare take a lead in the quality assurance framework CQC/HMIP mock inspections
- Work with the senior operational team, Director of Nursing & Quality Assurance and Clinical Team Managers to plan and implement service modernisation, including the development of best practice and improvement plans to enhance the patient experience and deliver value for money.
- Work with Head of Healthcare and other Senior/Lead Nurses to develop and redesign care pathways and to implement best practice and utilise available resources appropriately.
- In collaboration with Head of Healthcare and Senior/Lead Nurses be responsible for developing, establishing and effectively communicating the overall strategic vision and key objectives for services.
- Support the development of business cases to support service developments.
- Build and sustain relationships with all key partners working within healthcare, including Prison leads to ensure high quality care of the prisoners and service-users
- Maintain up-to-date knowledge of current best practice and innovations within the health community.
- Actively encourage innovation and improvement from other team members.
- Embed research and audit and patient safety into clinical practice
- Use the data from complaints and patient engagement/feedback to lead service improvements
- Ensure the service is appropriately covered by effective rota management with a focus on reduction on agency and effective deployment of staff skills

3. Business Planning and Financial Management

- Responsible for the delegated management of staff and medical consumables within designated control levels to support the achievement of financial balance at year end.
- Identify, co-ordinate and deliver efficiency savings and cost improvement plans for the services as agreed by Directors.
- Promote organisational efficiency, demonstrate cost-effectiveness and embed a culture of value for money across the services.
- Ensure service is delivered within budget

4. Human Resource Management

- Provide leadership to nursing team, managing direct line reports in accordance with Spectrum's policies and procedures ensuring good practice in all areas e.g., recruitment, performance management etc.
- Ensure effective and timely communication of organisation policies and procedures to staff through appropriate channels.
- Monitor levels and standards of performance, staff conduct, standards of behaviour and absenteeism ensuring matters are dealt with in accordance with organisational policy.
- Manage and monitor, in conjunction with the Head of Healthcare, all aspects of training and development in line with organisational policy, ensuring that all staff have an annual appraisal and development plan and attend mandatory training.
- Work closely with Senior/Lead Nurses to ensure that staff are working to competencies which are regularly reviewed and updated. Facilitate the development of professional and personal capability to fulfil their roles.
- Support all staff to ensure there is a process in place for the effective management and clinical supervision of all staff, including a process to identify and meet any required training needs.
- Maintain a healthy learning environment using supervision and mentorship to enhance clinical practice
- Utilise team resources efficiently and effectively to ensure the structure and skill mix of services reflect the activity demands. Undertake and implement skill mix reviews to meet the changing demands of patients within the allocated budget.
- Support staff engagement by encouraging staff to be involved in shaping and influencing service delivery which will include contributing to the design of new pathways. Ensure the contributions and perspectives of staff are heard, valued and influence decision making as appropriate.
- Promote equal opportunities for staff in accordance with organisational policy.

5. Quality, Clinical Governance and Risk management

- Support the delivery of the governance agenda led by the Head of Healthcare including the establishment of systems to monitor clinical standards ensuring high quality care is delivered that is evidence-based.
- Operate within clinical governance strategies within services and ensure readiness for external inspections including CQC and HMCIP.
- Work closely with Senior/Lead Nurses, Prison Staff and other partners to review incidents, risk assessments and other audits across the services, ensuring that appropriate follow-up is taken to address and reduce risk. Ensure that lessons learnt are disseminated across the services and that risk management strategies are in place and regularly reviewed to deliver safe and effective practice.
- Identify and action opportunities for research and development within the service
- Work with staff on root cause analyses and trend analyses of all complaints, SI's, DIC's and near misses ensure lessons learnt are disseminated through staff meetings as required.

- Ensure due process is followed in relation to the completion of risk assessments, risk registers, incident forms and reporting of DIC's, SI's and allegations of abuse to the Care Quality Commission.
- Assist in promoting and developing a culture of learning that is committed to providing excellence in healthcare and promotes continuous improvement.

6. Service User Involvement

- Engage and work collaboratively with patients to improve their experience and to ensure, via effective consultation, that care pathways are created.
- Facilitate processes to monitor patient experience and to evaluate those experiences, using the information to improve services.
- Be responsible for ensuring that systems are in place to manage, monitor and resolve complaints, grievances, and incidents. Oversee changes in practice, including giving feedback to individuals and teams and using learning to improve patient experience.

VDU USER? yes

SAFEGUARDING

The post holder will be expected to undertake safeguarding training (Children and Adults) appropriate to their role and adhere to policies and procedures relevant to the area they work in.

Maintain high levels of confidentiality at all times, ensuring that information is not communicated except in the course of recognised duty and in accordance with Spectrum's policy

Duty and responsibility to comply with Spectrum's Infection, Prevention & Control Standards Precaution Policy, ensuring compliance with any specific role and responsibilities outlined within this policy.

The above indicates the main duties of the post which may be reviewed in the light of experience and development within the service or for business continuity purposes. Any review will be undertaken in conjunction with the post holder.

PERSON SPECIFICATION

Requirements	Essential	Desirable	Assessed
Education and Training	<p>Registered Health care Professional with current appropriate registration e.g., Nurse with NMC membership.</p> <p>Management qualification or equivalent experience</p> <p>Evidence of continued professional development at post graduate level, including delivery of evidence-based care</p>		<ul style="list-style-type: none"> • Application form • Interview • Portfolio • Certificates • NMC Pin number
Knowledge and experience	<p>Sustained successful experience in a management operational role, working in a complex environment with multi health professionals</p> <p>Demonstrate experience and knowledge of effective changes to practice to support regulatory compliance e.g., CQC, Regulation 28 etc</p> <p>Experience of leading teams in a complex environment to implement organisational change and deliver a successful outcome</p> <p>Experience of effectively managing a service working in partnership with multidisciplinary teams</p> <p>Experience of working with vulnerable groups and understand the complexity</p>	<p>Knowledge and understanding in relation to the government's offender health agenda</p> <p>Experience of managing offender care or secure units.</p> <p>Experience of conducting and supporting research</p>	<ul style="list-style-type: none"> • Application form • Interview

	<p>that they present</p> <p>Lead on implementation of quality initiatives</p> <p>Experience of managing and maintaining effective relationships with a variety of stakeholders.</p> <p>Experience of leading clinical governance</p> <p>Understanding and application of confidentiality</p>		
Skills	<p>Excellent leadership skills.</p> <p>Well-developed and effective communication and facilitation skills, with the ability to influence with accountability</p> <p>Effective skills in consultation, negotiation, influencing and motivating people</p> <p>Ability to manage conflict sensitively and effectively.</p> <p>Ability to lead effectively with demonstrable motivational and performance skills</p> <p>Effective delegation skills</p> <p>Ability to write clear and concise written information e.g., reports, protocols etc. and present complex information</p> <p>Keyboard skills - computer literate with a working knowledge of Microsoft Office</p> <p>Able to maintain</p>	<p>Working knowledge of clinical information systems</p> <p>Research skills</p>	<ul style="list-style-type: none"> • Interview

	contemporaneous clinical records following clinical activities.		
Personal Qualities	<p>Compassionate leader who is supportive and approachable with staff</p> <p>Leads by example by being self-motivated and works on own initiative by taking responsibility for own actions</p> <p>Creates an environment that promotes innovation excellent team working and encourages creativity and innovation</p> <p>Willing to challenge existing practice where appropriate.</p> <p>Professional attitude</p> <p>Ability to work as team member through developing and maintaining positive working relationships</p> <p>Positive attitude to change</p> <p>Non-judgmental attitude treating others with courtesy and respect at all times</p>		
Other Requirements	<p>Flexible in approach to tasks undertaken displaying resilience to sometimes challenging situations</p> <p>Flexibility with regard to patterns and places of work</p> <p>Demonstrates Spectrum's</p>		<ul style="list-style-type: none"> • Interview • Application form

	<p>values</p> <p>Committed to patient user involvement listening to their voice.</p> <p>Commitment to personal and professional development, including being up to date with mandatory and statutory training.</p> <p>Comply with and promote high standard as outlined the Infection, Prevention & Control Standards Precaution Policy.</p> <p>Ability to obtain vetting clearance to work in a prison</p>		
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Candidates will only be invited for interview if they meet the essential criteria for this post. The desirable criteria will be used to shortlist where the application of the essential criteria only, produces a large number of applicants.