

**AIREDALE NHS FOUNDATION TRUST
DIRECTORATE OF NURSING
JOB DESCRIPTION**

JOB TITLE: Matron

BAND: 8a

RESPONSIBLE TO: Divisional Director of Nursing

PROFESSIONALLY ACCOUNTABLE TO: Executive Chief Nurse

JOB SUMMARY/PURPOSE

The Matron will lead and develop nursing teams within the Directorate. They will have a pivotal role on the provision of compassionate leadership across the organisation. Act as a role model at all times, reflecting the trust values and behaviours and promoting high standards of clinical care, reducing health inequalities and promoting equality for all.

Act as an advocate within area of responsibility on behalf of all patients, staff and carers. Work with members of the MDT to ensure that patients are involved in decisions about their care and treatment, respecting diverse needs.

The post holder will have responsibility for setting, maintaining and monitoring standards of nursing care within the directorate. They will work with the directorate senior leadership team to ensure development and delivery of strategic aims and objectives.

Ensure that high standards of care are delivered through visible and inclusive leadership, engagement with patients and their families, frontline staff and senior management teams. Provide assurance and evidence that safe and effective care is being delivered and that staff are supported in their roles to do this.

Display clinical and professional credibility through empowering and enabling staff. The post holder will spend time in clinical areas as agreed with the Divisional Director of Nursing both in and out of hours.

Be self-aware and open to receive and learn from feedback. Keep up to date with new and current nursing standards including pre and post registration education and development.

The post holder will be accountable for the delivery and oversight of safe and effective nurse staffing levels in their area of responsibility and will deliver on nursing workforce metrics within the directorate. Responsible for collating and validating data required as part of the establishment review process and presenting to the Divisional Director of Nursing.

The post holder will be responsible for implementing an agreed nursing assurance framework and support the Divisional Director of Nursing to actively promote modernisation, redesign and innovation in order to deliver the Trust's and Divisional service aims.

In pursuing these duties the post holder will ensure compliance with the NHS Constitution and be familiar with the NHS England Guidance 'Understanding the new NHS', The NHS Longterm plan and the Interim NHS People Plan (details of which can be found in the links section of NHS Jobs).

KEY WORKING RELATIONS

Divisional Director of Nursing
Executive Chief Nurse
Deputy Chief Nurse
Assistant Chief Nurse
Director of Operations

Clinical Directors
Chief Allied Health Professional
Multidisciplinary team
Patient flow team
Ward managers/senior sisters/charge nurses
Clinical Nurse Specialists
Patient Service Managers
HR and Finance Teams

Main components of the role

Provide outstanding nursing leadership across the division, working with the Divisional Director of Nursing and other senior nursing, and AHP leaders to ensure delivery of high-quality care and a positive patient experience.

Lead and manage the Ward Managers and clinical leads across the directorate. Work with the Divisional Director of Nursing to ensure development of clinical practice, ensuring a just and learning culture, promoting professional curiosity and creating a positive learning environment.

To work collaboratively with the Directorate Management Team to provide expert advice and guidance on all nursing related matters.

To lead and develop a safe, skilled and competent workforce working in collaboration with the divisional operational and nursing teams, ensuring the implementation of an effective plan for continuing professional development.

To work with the Clinical Director and clinical leads on the operational delivery of the key priorities set out in the trust quality and safety strategy and the patient experience strategy, ensuring the delivery of compassionate and personalised care that is evidenced based and meets the needs of the local population.

Model exemplary engagement with patients, carers and families taking a proactive role in improving patient experience and reducing health inequalities, supporting shared decision making and self-care initiatives.

Accountable for professional standards of nursing across the directorate holding teams to account for the delivery and oversight of key quality and safety performance indicators for nursing at directorate level.

To ensure implementation of national standards, guidance and best practice into operational practice at ward and department level.

Work with the Directorate Management Team to develop innovative models of care that meet the needs of the local population engaging with relevant stakeholders to co-produce pathways.

Responsible for working to an effective governance framework at directorate level to ensure risk, patient safety and quality is embedded across areas of responsibility.

Provide visible leadership to effectively engage with public, patients and their carers to gain real time feedback and resolve issues at source, taking a lead role in investigating and resolving complaints and concerns. Ensure that effective systems are in place to capture the diverse needs of this group.

Develop role at Place and system level to effectively network, build relationships and share learning and best practice as well as develop joint solutions to problems.

Ensure that the environment is conducive to a positive patient experience, working with estates colleagues to escalate and resolve issues.

Take a lead role in ensuring that infection prevention and control measures are in place across areas of responsibility.

Specific Responsibilities:

Professional and Clinical Leadership

To provide highly visible clinical and professional leadership and role modelling across areas, including undertaking regular clinical practice visits, ensuring development of nursing leadership across the organisation.

Maintain high professional standards at all times, role modelling behaviours that are in line with the trust values and behaviours framework.

To actively promote compassionate inclusive leadership, supporting the development of nursing teams.

To work collaboratively with the directorate management team providing advice and guidance on professional matters.

Lead on delivery of quality and safety objectives as agreed with the Divisional Director of Nursing

Hold nursing teams in areas of responsibility to account in line with the trust accountability framework for delivery of quality, safety and workforce metrics

Represent the division at key meetings as agreed with the Divisional Director of Nursing, ensuring that the nursing and patient voice is represented

Lead on pieces of work as agreed with the Divisional Director of Nursing

To be responsible for the promotion and embedding of a just and learning culture across areas of responsibility that encourage staff to feel confident to speak up, concerns are listened to and acted upon and to ensure effective feedback mechanisms are in place.

Lead clinical practice benchmarking and nursing contribution to clinical audit for designated wards/clinical departments

Educate other professionals and members of the public about the matron's role

Share knowledge, developing broad individual and team skills

Seek out innovative practice ideas as well as standardise practice

Understand and influence local policies, practice and frameworks and participate in national and regional activities keeping up to date with the national agenda

Identify areas of care that could be improved and data that might be required to enhance care supporting the development and implementation of technologically enabled care pathways and service and the uptake of digital enablers.

Ensure that new and existing staff are digitally literate and supported to innovate and contribute to service re design and the use of technology

Managerial Responsibilities

Provide line management of ward managers clinical leads and other senior nursing teams in area of responsibility.

Implement processes to ensure safe and effective staffing levels managing and escalating any associated risks to the Divisional Director of Nursing and wider organisation when needed

Leadership and oversight of the collation and validation of all data associated with the establishment review process, including SNCT data, quality metrics and professional judgement for presentation to the Divisional Director of Nursing as part of the Establishment review process

To ensure the personal and professional development of nursing staff across areas of responsibility, contribute to the annual learning needs analysis and work with the practice development team to develop continuous professional development plans within financial constraints

Support effective succession planning and talent management that reflects the diverse needs of the workforce and ensuring enough support and capacity to develop the workforce effectively identifying and developing new roles where appropriate

Work with HR colleagues to ensure active steps are taken to support effective retainment of staff in line with the NHS retention improvement guide

Ensure that regular and effective appraisal processes are implemented where direct line management and across wider team

Responsible for ensuring achievement of statutory and mandatory training compliance across areas of responsibility

Monitoring and management of pay (nursing and non-nursing staff) and non-pay budget, including management of delegation of budgets within delegated wards/clinical departments.

Work collaboratively with the Chief Allied Health Professional to seek and develop multidisciplinary and integrated ways of working

To manage sensitive situations that requires a senior level of decision making ensure robust record keeping and escalation as required

Work with the Divisional Director of Nursing to ensure that nursing workforce plans reflect the needs of the service, represent the diverse workforce and are aligned to the establishment review process.

Delivery of workforce key performance indicators including oversight and support for roster leads in the roster sign off process and establishing clear managerial systems and process for temporary staffing use and staff moves across areas of responsibility

Work with HR colleagues to manage staff through the Trust performance process and support disciplinary procedures as required acting as a case investigator when needed

To ensure that teams within area of responsibility are working to Trust policies and ensure that action is taken when non-compliance is identified

Ensure the Divisional Director of Nursing is appraised of any significant development within area of responsibility

Participate in the matron rota to cover matron of the day and weekend cover as required

Patient Safety and Experience

Promote and role model compassionate and inclusive leadership influencing staff to embrace experience of care across the organisation

Promote personalised care and work with clinical teams to develop a culture of shared decision making that supports equality and diversity

Remain updated on patient safety initiatives and take an active role in the promotion and adoption of the patient safety framework

Ensure that the qualitative and quantitative patient experience feedback and measurement is embedded in the performance management of areas of responsibility and is aligned to other key performance metrics.

Through visible leadership actively seek assurance from patients and services users about their experience of care.

To ensure effective investigation and management of complaints and high risk incidents, taking a lead investigator role to ensure that appropriate reports are produced, including risk assessments and action plans in line with the organisational process.

Ensure that there are effective processes for incident reporting and review of incidents in areas of responsibility. Act as a lead investigator producing high quality reports in line with local and statutory standards

In the event of an adverse incident or complex complaint ensure that immediate actions to reduce the risk of reoccurrence and lessons learnt are implemented and appropriate escalation is in place

Responsible for infection prevention control practices and standards across areas of responsibility, working with the Infection Prevention Control (IPC) team to ensure national and local policies and protocols are followed. Participate in all relevant IPC meetings and inspections as required and promote a culture that IPC is everyone's responsibility.

Ensure all IPC key performance indicators are monitored and met, identifying any areas of poor performance and ensuring early interventions to improve practice.

Support clinical leads and key members of staff in AGH Solutions to ensure that national standards of cleanliness are met and maintained evidenced through internal and external inspections.

Lead on the quality and safety discussions at key directorate governance meetings holding clinical teams to account for delivering on quality and safety key performance metrics

Analyse information and data to identify learning, themes and trends to inform quality improvement plans to address any patient safety or patient experience concerns.

Develop key relationships with stakeholders that can support the patient experience agenda such as third sector organisations and patient groups i.e., Health Watch

Quality Governance and Clinical effectiveness

Maintain effective governance processes across the division, chair key quality and safety meetings at directorate level as required.

As part of the senior directorate management team ensure that risks are identified, recorded and reviewed in line with the trust risk management policy. Ensure appropriate escalation of risks and concerns to divisional board.

Participate in the process of reviewing, updating and approving clinical policies ensuring that they are evidenced based.

To promote evidence based practice and the involvement in research activity, generation and utilisation of research findings through encouraging a culture of continuous professional development and ongoing training and development.

Promote and demonstrate a just and learning culture across the division providing evidence that learning is identified and shared with relevant stakeholders

Use of IT, metrics and guidelines to benchmark and achieve the best patient care outcomes

Collaborate with partners across place in local improvement programmes and share area specific guidance and policies

Engage with local and national campaigns for example, reduction in falls programs

Ensure that patients individual nutritional needs are met according to their clinical presentation and cultural and religious requirements and that nutritional support is monitored and actioned appropriately

Develop staff and educate teams about clinical effectiveness and processes in place to deliver and monitor this

Undertaken appropriate activities to provide assurance to the Divisional Director of Nursing and Divisional Board regarding standards of nursing care and experience eg; Matrons Assurance Audit, ensuring there is robust evidence and record keeping that supports this

Communication

To establish effective communication with staff on issues affecting the Trust and actively respond to areas of concern

To ensure area of responsibility works effectively with other areas of the trust and partner organisations in primary care, social services, local authorities and the voluntary sector to ensure services are developed and delivered to meet the needs of the local population.

To produce high quality written reports which present information clearly and produce recommendations or proposals based on the findings and your experience of the services involved.

To establish and maintain good working relationships with other professionals in the trust and external partners

Participate in relevant professional networks to represent Airedale and to support own professional development and to promote a culture of continuous learning

Ensure that roles and responsibilities of nursing teams in the directorate are clearly understood and that there is a shared understanding of priorities and individual accountability

Engage in relevant forums to support achievement of the terms of reference by actively contributing to the agenda, providing insight and challenge which promotes a just and open culture across the organisation.

PERSONNEL AND TEAM DEVELOPMENT

To support the Divisional Director of Nursing in the implementation of the trust's recruitment and retention processes in line with the trust strategic aims and objectives

To ensure that teams are compliant with processes that support nursing teams through adherence with relevant HR policies and procedures such as induction, probationary periods, flexible working

To ensure that the objectives of the trust People Strategy are operationalised and implemented across the division as directed by the Divisional Director of Nursing.

To work with the senior directorate management to evaluate staff survey findings and formulate a response that focuses on improvement and ongoing feedback and engagement.

To act as a mentor and coach to junior staff members and support effective supervision where needed.

Hold regular one to one meetings with direct reports and maintain robust record keeping of actions agreed.

Carry out talent mapping and training needs analysis supported by the HR team

To support the Divisional Director of Nursing with role redesign where this meets service requirements and improves efficiency and effectiveness of patient care and supports equality and diversity.

Support the development of team leaders, ward sisters or those in equivalent roles, ensuring that they have clarity of role and purpose and receive regular feedback and appraisal in relation to their role as leaders

PERSONAL AND PROFESSIONAL DEVELOPMENT

To participate in performance development reviews and appraisals.

To produce a personal development plan and undertake appropriate training and other developmental activity to maintain an appropriate level of professional, managerial and clinical knowledge and skills.

To maintain a CPD file, which supports clinical practice and professional development.

To keep up to date with the national and local issues affecting NHS strategy, policy and implementation.

Professional Registration/Codes of Conduct

Be aware of and comply with the relevant codes of conduct and practice set up by your professional regulatory body and maintain up to date professional registration appropriate to the post. Any breach of these codes may lead to action by the Trust independent of any taken by the regulatory or professional body.

Safeguarding Children & Adults

Understand and work within policies and local procedures relating to Safeguarding Children and the Protection of Vulnerable Adults.

Health & Safety

You are responsible, in respect to your area of work, for ensuring so far as is reasonably practicable and in accordance with Trust policies a healthy and safe environment for relevant clients and patients, employees and trainees, volunteers, visitors and members of the public on our premises, contractors and other people using the Trust's services, and for the provision of the information, training and supervision that is required to achieve this responsibility. This requires you to:

- Comply with any health and safety regulations or trust policies or procedures that affect your area of work.
- Raise matters of non-compliance with your manager or other advisers to reach appropriate solutions.
- Are familiar with the Trust's Health and Safety Policy and your department's Health and Safety Control Book or Manual.

Manual Handling

Manoeuvre **heavy** goods and equipment and assist people to move, in accordance with manual handling regulations and good practice.

Equal Opportunities

Carry out your duties in line with Trust Equality policies and procedures, including relevant legislation, to deliver and promote equity of access to healthcare and equality of opportunity at work at all times.

Infection Prevention and Control

Be responsible, in respect to your area of work, for ensuring so far as reasonably practicable and in accordance with Trust policies, that all staff are aware of their individual responsibilities in regard to infection prevention and control, and for the provision of the information, training and supervision that is required to achieve this responsibility. This requires you to:

- Maintain a safe infection prevention and control environment for yourself and others
- Be familiar with and comply with Trust guidelines, policies and procedures relating to Infection prevention and control
- Raise matters of non compliance with your manager or other advisers to reach appropriate solutions
- Ensure that infection prevention and control guidelines, policies and procedures are distributed to relevant staff
- Ensure procedures specific to your specialty are in place, in collaboration with the Infection Control Team
- Ensure that infection prevention and control forms part of staff appraisal

Mandatory Training

Be aware of and undertake mandatory and other training requirements necessary for the successful and safe performance of your job, including relevant updates.

Information Governance

Maintain and process all information concerning patients, staff, contractors or the business of the Trust to which the post holder has access, without divulging such information to any third party or make use of information gained in the course of employment, except where this is clearly within the remit of the post holder and the other party's responsibility.

Any other duties necessary for the successful performance of the role.

Restriction on Smoking

The Trust is "Smokefree". You may not smoke in Trust owned buildings or grounds except in the designated smoking zones.

The Trust is committed to supporting staff in balancing their work and home lives and encourages staff to discuss their individual needs with their department in order to arrive at mutually satisfactory working arrangements.

This job description is a reflection of the current position and may change in emphasis or detail in light of service developments. It will be reviewed annually as part of the appraisal/performance development review process.

Date Reviewed
June 2022 JM/ AMC/ MH

PERSON SPECIFICATION

TITLE OF POST	MATRON
BAND	8a
DEPARTMENT	
LOCATION	AIREDALE NHS Foundation Trust

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
QUALIFICATIONS AND PROFESSIONAL TRAINING	<ul style="list-style-type: none"> • Registered nurse (level 1) • First level degree or equivalent in relevant subject • Postgraduate qualification/certificate in Leadership or equivalent experience • Evidence of recent continuing professional development 	<ul style="list-style-type: none"> • Hold, or be working towards, a Master's degree in a nursing / leadership or related subject 	<ul style="list-style-type: none"> • Application / Interview
EXPERIENCE AND ACHIEVEMENTS	<ul style="list-style-type: none"> •-Experience of leading and managing nursing teams. •- Experience of working in partnership across the organisation •- Experience in working collaboratively with relevant stakeholders •- Leading recruitment and retention •- Leading and evaluating quality improvement projects •- Management of risk and governance structures •- Workforce development •- Evidence of effective clinical engagement •- Demonstrative success in change management. •-Dealing with and resolving conflict •- Meeting Equality and Diversity needs (staff and patients) •-Experience of MDT working •Experience in managing and resolving complaints and learning from experience 	<ul style="list-style-type: none"> • Service redesign and evaluation • Role design • Partnership working across organisation and system • Delivery of cost improvements 	<ul style="list-style-type: none"> • Application / Interview

DISPOSITION, QUALITIES AND VALUES	<ul style="list-style-type: none"> •-Ability to facilitate change and influence •-Confident and articulate •- Self-aware and reflective •-High levels of commitment and self motivation •-Team player •-Able to deal with complexity and ambiguity, always acting with integrity •-Ability to work and maintain judgement under pressure •-Good health and attendance record • -Commitment to personal and team development • Organisational skills with good attention to detail. • -Leadership and influencing skills with the ability to enthuse motivate and involve individuals and teams. 		<ul style="list-style-type: none"> • Application / Interview
KNOWLEDGE, SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Highly developed written communication skills • Highly developed verbal communication skills • Evidence of analytical and problem solving skills • Evidence of providing motivational, professional leadership with highly developed interpersonal skills • Able to communicate effectively with, listen to and motivate, stakeholders and staff at all levels •Knowledge of the NHS Constitution & 'Understanding the New NHS'. •-Knowledge and understanding of the local population and equality and diversity agenda. •-In depth knowledge of clinical/medical terminology. •-Understanding of local and national health and social policy initiatives. •-Knowledge of change management and how to implement this into practice. •-Excellent interpersonal and communication skills. •- Ability to deal with situations where there may be barriers to understanding 	<ul style="list-style-type: none"> • Skilled trainer, mentor, supervisor or coach • Knowledge and understanding of the Airedale health and social care economy including commissioner and providers 	<ul style="list-style-type: none"> • Application / Interview

	<ul style="list-style-type: none">•-Analytical and problem solving skills•-Excellent presentation skills both written and verbal•-Organisational and prioritising skills•-Effective negotiation and problem solving skills•-Flexibility in management style•-Team building and engagement•Ability to undertake investigations, identify learning and produce high quality reports		
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