



JOB DESCRIPTION

JOB DETAILS	
JOB TITLE:	Community Matron
BAND:	8A
LOCATION:	Designated HTT <i>(In order to meet the needs of the service you will be required to work outside your normal place of work from time to time. BSMHFT reserves the right to change your normal place of work or your area of responsibility to any other location within the Trust on a rotational basis as required)</i>
ACCOUNTABLE TO:	Head of Nursing & AHPs , Acute & Urgent Care

JOB PURPOSE

The purpose of the Community Matron's role is to provide leadership and support to a defined speciality or service area. This post may be rotational as required.

Role Summary

The post holder will be responsible for:

- a) Contributing to the Implementation of strategic plans within the service and within designated Home Treatment Services.
- b) Managing resources appropriately to ensure care is delivered effectively. Including responsibility for the management of a delegated budget specific to the service area.
- c) Demonstrating a strong focus on quality of the service user experience in the way services are designed and delivered with clear processes in place for addressing any risks or issues which are identified as impacting on this.
- d) Developing implementing and monitoring quality standards across the Trust by strengthening professional clinical leadership at team and service area level.
- e) Support the development and delivery of service improvement objectives, taking into account the strategic aims and priorities of the Trust.
- f) Ensuring effective communication and engagement with service users, their carer's and all members of the multi-disciplinary teams, both internal and external to ensure the best possible experience is provided while accessing the services of BSMHFT.
- g) Advising Ward/Team Managers on professional and practice issues in consultation with other functions or specialties e.g. senior nursing colleagues, human resources etc.
- h) Being highly visible and accessible as a professional leader of the service to all stakeholders.
- i) Take the lead in supporting the achievement of key performance indicators for service area. Including quality, governance, workforce and financial measures.

ORGANISATIONAL CHART

Associate Director of Operations



Head of Nursing & AHPs



Matron 8A

KEY COMMUNICATION AND WORKING RELATIONSHIPS:

- A. Team staff
- B. Multi-disciplinary Team
- C. Service Users & Carers
- D. Support Services Employees
- E. Estates & Facilities staff
- F. Infection Control Team
- G. Clinical Directors
- H. Clinical Nurse/Service Managers
- I. Finance Managers
- J. Human Resource Managers
- K. Clinical/Ward Managers
- L. Team Leaders
- M. Risk and Security Manager
- N. Qualified and unqualified nursing staff
- O. Multi-professional teams
- P. User involvement Workers
- Q. Complaints Managers
- R. Education and development staff
- S. Services external to BSMHFT- Social Care/Commissioners

KEY RESPONSIBILITIES

Engagement, Innovation and Quality Improvements

1. Champion the development of quality initiatives to ensure that continuous improvement in service delivery and safety are maintained. Including the development of best practice approaches and utilising benchmarking data to provide

additional assurance on governance processes.

2. Ensure staff are actively engaged in shaping future service delivery and feel empowered to address quality and risk issues.
3. Encourage innovation, creativity and multi-disciplinary working to support problem solving.
4. Ensure robust processes are in place to support training and supervision of staff
5. Support the service in redesign work across other providers (i.e. MERIT partners) reshaping the Nursing workforce to deliver against new policy requirements;
6. Provide professional judgement and expert advice in relation to clinical assessments and care planning especially for patients with complex needs;
7. Take the lead in supporting the achievement of key performance indicators for service area. Including quality, governance, workforce and financial measures.
8. Act as a professional consultant to all employees on environmental patient care matters
9. Leading the delivery of high standards of care within the Service;
10. Ensuring there are robust systems in place to support patient focused nursing and appropriate documentation.
11. Represent Nursing in clinical and corporate governance forums across BSMHFT and externally.
12. Liaise with service users and carer groups with the aim of improving the provision of environmental, nutrition and nursing services and care.
13. Develop and implement strategies for user involvement and advocacy and ensure engagement at all stages of the service user experience. Take an active role in empowering service users and carers in relation to service planning, care delivery and evaluation whilst ensuring primacy of service users and carers experience in the way services are delivered.
14. Assist PALS employees to resolve the concerns of service users and their families as quickly as possible and ensure that their views are heard and acted upon. Taking responsibility for embedding any new systems as an integral part of the overall quality improvement programme.
15. Required to undertake clinical shifts as a requirement of the role.

Estates & Facilities, Infection Control, Health and Safety

16. Ensure effective housekeeping and hygiene practices.
17. Encourage employees to adhere to policy in relation to infection control and hygiene and take personal accountability for addressing responsibilities in this area.
18. Working in collaboration with Estates, Facilities, and Team/Ward Managers to ensure involvement in standard setting when contracts are set. To have authority to take action to ensure enforcement of the trust cleaning strategy and to take

appropriate action if this is compromised. Support Service Users and Carers in being involved in monitoring and reporting on standards of cleanliness

19. Day to day responsibility for ensuring effective delivery of estates and facilities services and that services are designed and delivered to achieve the highest standard of care.
20. Take a proactive role in Health & Safety for the Service, ensuring that Health & Safety Policies & Procedures are adhered to and implement any recommendations which arise from the management of issues which are identified.
21. Liaise with the Food Hygiene Advisor and Catering Manager regarding concerns impacting on food safety standards.
22. Support the improvement in the quality of hospital food and patient nutrition - including 24 hour availability and greater consistency in the choice and quality of food. Assist Team Managers in ensuring that the nutritional needs and requirements of all service users are properly met.
23. Work closely with Catering Manager to influence standards when catering contracts or in house specifications are set and address problems which are identified.
24. Participate in annual PEAT inspections and routine audits as agreed with Infection Control, Decontamination Officer and Food Hygiene Advisor
25. Develop, improve and monitor standards of patient care in relation to infection prevention and work closely with the Senior Infection Control Nurse to gain assurance of effective infection prevention services in the Trust.
26. In conjunction with Team/Ward Managers contribute to the Trust objective to reduce and prevent healthcare associated infection. Ensure evidence based guidance is provided in clear statements of best practice that can be adapted for use locally by all health care practitioners and as a tool to support clinical governance.
27. Ensure standards in infection prevention are delivered through effective communication, involvement, teaching, and audit and policy development. Provide advice and support to all employees in service development and promotion of best practice for the prevention of infection.
28. Ensure all employees receive appropriate education in infection control in line with their role.
29. Provide direct support for the delivery and co-ordination of the trust annual flu vaccination programme for service users and staff and attend training and updates in flu vaccination and infection control as agreed with infection control Lead Nurse and lead for Nurse Education.
30. Leadership

31. Support the senior team to ensure that structures and processes in the Trust enable the 'visibility and voice' of the Nursing profession, enabling Nurses to be part of the national and local professional priorities.
32. In conjunction with senior team support the clinical and professional leadership ensuring the highest standards of clinical care are provided.
33. Support investment in clinical leadership development. This will include developing skills needed to set and maintain high clinical standards, to lead by example and to inspire, motivate and empower others.
34. Lead on relevant Issues relating to patient care and nursing practice, improving the quality and profile of nursing within the Service Area.
35. In conjunction with the senior team support and have an active role in the development of Nursing in the organisation, linking in with Deputy Director of Nursing to maintain a Professional Nursing Forum.
36. Support the development, implementation and evaluation of the Trust Nursing Strategy, measuring the impact it has on patient care and the patient experience;
37. Support the development and implementation of continuous practice and professional development programmes to support modernising nursing careers and best practice, providing professional advice when required;
38. Display a leadership style that is reflective of BSMHFT Behavioural profile for managers.
39. Ensure that local and national best practice is shared and applied across teams and that learning from regulatory visits, audits and clinical reviews is embedded into team practice. Including reviewing themes identified from complaints/SULs and implements 'lessons learned' across teams as appropriate.
40. Develop a framework of systems and processes to deliver and performance manage effective clinical nursing governance across the Trust by creating a culture in which good clinical care will flourish, ensuring all employees embrace clinical governance through effective supervision and appraisal and including time for reflective practice. Support the work of the clinical governance committees in addressing issues related to the Matron agenda.
41. Participate in on call as necessary.

GENERAL RESPONSIBILITIES

Confidentiality

It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and the terms of the Data Protection Act and relevant trust policies are met in respect of information held on the Trust's computerised systems.

Equal Opportunities

The Trust is committed to equality of opportunity. all staff are required to comply with current legislation, trust policies and guidance good practice and the NHS Executive's Planning & Priorities Guidance 1996/7.

Health and Safety

Staff must ensure that they are familiar with the requirements of the Health and Safety at Work Act (1974), the Trust's Health & Safety policies/codes of practice or regulations applicable to the work place.

Conduct

It is expected that all members of staff will conduct themselves and represent the Trust in a responsible manner complying with policies and procedures.

Training education and development

All staff are required to participate in any necessary training and development, to keep up to date with the requirements of the job.

Research Governance.

Research and Development is at the heart of providing effective treatments and high quality services, supporting a culture of evidence based practice and innovation amongst staff. All staff have a duty to be aware of and comply with their responsibilities for research governance, whether as researchers, as part of the team caring for those participating in research, or as research participants themselves.

All post holders will be required to undertake on-call responsibilities in line with the service requirements.

The portfolio of services areas that sits within this structure maybe subject to change from time to time as patient pathway, contracts and service redesign is undertaken.

This job description is not intended to represent an exhaustive list of duties, and the post will continue to evolve as the Trust's priorities develop. You may also be required to provide cover in other areas to ensure continuity of service delivery and will also be required to undertake any projects as may be reasonably requested by the Associate Director of Operations.

Job Description Agreement

Budget Holder **Signature**

..... **Name**

Post Holder **Signature**

..... **Name**

Date