

JOB DESCRIPTION

Family & Women's Health Group/Directorate

JOB TITLE: Matron Children & Young People

BAND: 8a

ACCOUNTABLE TO: Senior Matron Children & Young People

REPORTS TO: Senior Matron Children & Young People

OUR VALUES

CARE

We are polite and courteous, welcoming and friendly. We smile and we make time to listen to our patients and staff. We consider the impact our actions have on patients and colleagues. We take pride in our appearance and our hospitals and we try to remain positive.

We do not treat anyone unfairly. We do not let our mood affect the way we treat people. We don't talk negatively about colleagues or other teams. Offensive language, shouting, bullying and spreading rumours are unacceptable.

HONESTY

We tell the truth compassionately. We involve patients in decisions about their care and we are honest when things go wrong. We always report errors and raise concerns we have about care. Our decisions and actions are based on facts not stories and opinions.

We do not withhold information from colleagues or patients. We never discourage staff from reporting concerns. We are not careless with confidential information. We do not present myths as facts.

ACCOUNTABILITY

We are all responsible for our decisions and actions and the impact these have on care. All staff are responsible for maintaining high standards of practice and we take every opportunity to continuously learn. Everyone is encouraged to speak up and contribute their ideas to improve the care we provide.

We do not unfairly blame people. We positively embrace change and we don't discourage people from having opinions. Controlling behaviours and silo working should not be exhibited in our Trust.

JOB SUMMARY:

Under the guidance, supervision and direction of the Head of Nursing the post-holder is the line manager and professional/clinical leader of the nurses/midwives and support staff within his/her sphere of responsibility. This will be through the Charge Nurses, Specialist Nurses/Midwives and Teaching/Practice Development staff in the first instance across the paediatric Service Provision.

The post-holder will provide professional advice and support to speciality teams and service line colleagues to ensure the delivery of the highest quality of patient care and service delivery.

The Matron will supervise the assessment, planning, implementation and evaluation of patient care ensuring that nursing, midwifery and corporate standards are implemented, maintained, monitored and improved upon where necessary. This includes assuming overall accountability for the monitoring, review, improvement and provision of evidence and assurance relating to patient care.

The Matron will ensure that nursing and relevant support staff are led across the paediatric service are managed and developed in order to enable them to deliver the highest standards of patient care and service.

Specifically, the Matron is accountable through their teams for:

- Overseeing and monitoring the quality, timeliness and development of nursing and midwifery care in accordance with relevant professional standards.
- Ensuring that the environments in which patients receive care and treatment are fit for purpose, clean, well-ordered and maintained.
- Ensuring that all staff practice in accordance with statutory and corporate policies, including those specific to infection prevention and control.

The Matron will provide a highly visible, accessible and authoritative presence in their area of responsibility.

The Matron will be available to patients, their families and staff to provide assistance, advice and support and to address problems and concerns, as required.

The Matron will contribute to the strategic direction of the service and specialties through meeting key performance and national and local activity targets

The Matron is accountable jointly with the service manager(s) and service director(s) for managing patient flow efficiently and effectively and for all aspects of clinical governance within their remit.

As a member of the senior nursing and midwifery team for the organisation, the Matron will act as a professional role model to all nurses and midwives and will take any corrective action to uphold the standards required of the Trust and the profession. This will include participating in hospital-specific shift arrangements to provide professional advice and leadership during evenings [including nights in extreme circumstances]

The Matron will be required to act up in professional or managerial capacity as required and appropriate.

KNOWLEDGE AND SKILLS

1. Communication and Relationship Skills

Ensures effective communication channels exist between patients and relevant stakeholders and at all levels.

Ensures patients and their families are treated with dignity and respect and information is conveyed to them in a timely and understandable manner.

Works collaboratively with PALS and leads on complex investigations, resolutions and action planning.

Supports patients and staff in the handling of formal complaints and works to ensure early and satisfactory resolution of concerns.

The Matron takes the lead role, within their sphere of responsibility, for ensuring effective patient and public involvement, ensuring that the views and comments of patients, carers and service users are sought and acted upon.

Supports the Head of Nursing/Midwifery in the investigation of nursing practice issues, and assists with the implementation of recommendations.

Works closely with the patients and service users to consult with and involve patients in service developments and modernisation.

Interprets information provided by staff and patients, to inform improvements in care and services.

Ensures staff are updated on service changes and have the opportunity to communicate comments and concerns.

Utilises agreed mechanisms to access the Trust Board regarding matters relating to patient care,

2. Knowledge, Training and Experience

Uses knowledge and experience to support colleagues to improve the patient experience

Possesses and utilises extensive professional knowledge and expertise to oversee the care of patients within their designated area of responsibility and to assess, plan, implement and evaluate care.

Devises and follows evidence based treatment plans working to agreed policies and procedures.

Provides advice to senior members of the management team on nursing/midwifery issues that will affect the way in which services are planned and delivered.

Participates actively in key decision making at service line and speciality level alongside the service manager(s) and service director(s)

Maintains up to date knowledge in their field of practice ensuring they meet professional registration requirements.

Uses clinical, leadership and change management skills to update and develop the nursing/midwifery team and services ensuring these are modern and responsive to patient and corporate needs.

3. Analytical Skills

Ensures that day to day staffing and resources are deployed within the department to meet the needs of the service

Uses information obtained from patients and service users to make changes to the patient environment and care where appropriate or necessary.

Ensures arrangements are in place to activate emergency treatment plans for unanticipated situations such as cardiac arrest and fire.

Investigates clinical incidents and complaints/concerns as required and ensures that effective risk management and incident investigation systems are in place within their area of responsibility.

Supports the charge nurses/midwives and teams to resolve complex problems associated with running the wards/departments.

Takes every reasonable effort to ensure that issues, concerns and problems are managed efficiently and effectively

Works in collaboration with the multi-disciplinary team to implement the local and Trust-wide integrated governance strategies

Develops and monitors standards of care against national and local strategies.

4. Planning and Organisational Skills

Contributes to service redesign, developments and the planning of new building projects as required

Ensures the effective management of their area(s) of responsibility to cover the 24-hour period

The post holder is responsible for the implementation of corporate and nursing/midwifery priorities within their area of responsibility.

Ensures the continuing development and training of staff for which they are responsible.

5. Physical Skills

The post holder will wear a uniform whilst on duty and act as a role model to other staff.

Accountable for maintaining own clinical and professional competence.

Undertakes direct patient contact and oversees the direct care delivery to maintain clinical competence and uphold standards.

Maintains a highly visible and accessible presence across their designated area(s) of responsibility

Will be required to work predominantly day time/evenings but may, on occasion be required to work extended hours or other shifts during out-of-hours periods to meet service priorities and needs.

When off duty, the post holder will be required to make every reasonable effort to respond to calls for support in the event of a major incident or other extreme situation.

RESPONSIBILITIES

6. Responsibilities for Patient/Client Care

Accountable for ensuring the appropriate and effective development, delivery and monitoring of patient care and service across their designated area of responsibility

Monitors the quality and timeliness of nursing and midwifery care in accordance with relevant professional and local standards

Responsible for ensuring that care is delivered in a safe, efficient, effective and timely manner, and that plans for the discharge and transfer of patients is within acceptable parameters.

Responsible for providing senior nursing/midwifery advice across areas of the Trust as required, including participation in bleep rota cover for evenings, weekends and bank holidays.

As a corporate senior nurse/midwife, maintains a professional, visible and authoritative presence.

Ensures that self and others respond to the concerns of patients and their families/significant others in an appropriate and timely manner.

Where possible, takes every reasonable effort to prevent problems, concerns and complaints from escalating unnecessarily.

Supports Matron colleagues and Charge Nurses/Midwives to ensure the most appropriate distribution of staffing resources in order to balance risks and to ensure the safe and smooth running of the organisation.

Contributes to the pooling and management of the corporate staffing resource

Responsible for continuing to strive for improvements to patient care

Responsible for ensuring care delivery is evidence based where possible

Participates in clinical audit and promotes/identifies research activity/opportunities.

Supports the nursing/midwifery team by setting clinical standards and leading by example

Responsibilities for policy and service development:

Participates with service/speciality teams in the development of policy, processes and business plans at business unit/service line level

Represents and provides nursing/midwifery expertise and advice to business and operational discussions, meetings and forums.

Responsible for recognising service requirements and ensuring these are communicated to the service /speciality teams and Head of Nursing/Midwifery

7. Responsibilities for Policy and Service Development

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Responsible for recognising service requirements and ensuring these are communicated to the service /speciality teams and Head of Nursing/Midwifery

8. Responsibilities for Financial and Physical Resources

Within sphere of responsibility, ensures self and line-report staff manage pay and non-pay resources efficiently and effectively, and in accordance with corporate standards, procedures, policies and objectives. Proactively involved in the identification of and contribution to the CRES programme for the Health Group.

Works in partnership with service directors, service managers, finance, HR and Information analysts/support colleagues to lead the service line and specialities in a business like way and to ensure the safe and effective management and leadership of the speciality teams and services

In partnership with facilities and estates colleagues, the Matron is responsible and accountable for ensuring that the environments in which care and service are delivered are fit for purpose, clean and maintained and meet relevant national cleaning and other performance standards.

Ensures that staff for which they are responsible are trained and competent in the use of all equipment, ensuring accurate records are maintained.

The Matron is responsible for ensuring that all equipment in their wards and departments is well maintained and cleaned in accordance with relevant professional and corporate standards, ensuring accurate records are maintained.

Responsible for working with charge nurses/midwives and others to develop business proposals for new and replacement equipment/resources

Responsible for implementing effective risk assessment and management within area of responsibility

The Matron is accountable for the implementation of systems for monitoring the quality and safety of patient care and experiences including ensuring effective and efficient patient throughput in their area(s) of responsibility

Ensures that all staff practice in accordance with statutory and corporate policies, protocols, procedures and guidelines including those specific to infection prevention and control

9. Responsibilities for Staff/HR/Leadership/Training

Ensures self and others practice in accordance with the Nursing and Midwifery Council's 'The Code – standards of conduct, performance and ethics for nurses and

As an ambassador of the nursing or midwifery professions, ensures self and others represent and practice to the highest professional standards.

As part of the senior nursing and midwifery team for the organisation, the Matron contributes effectively to the positive development and reputation of the nursing and midwifery function corporately.

Responsible for leading, line managing and supporting nursing, midwifery and support staff (via charge nurses and specialist nurses/midwives) and for ensuring that each practices in accordance with his/her role, job description and professional parameters.

Ensures that the environments for which they are responsible are conducive to learning.

Responsible for the informal and formal appraisal of direct line report staff and for ensuring that they are trained, supported and developed accordingly.

Ensures all line report staff have clear and agreed performance objectives that support the delivery of the local service and corporate objectives/priorities.

Ensures charge nurses/midwives and specialist nurses/midwives manage their wards/departments and/or caseloads efficiently and effectively. Takes necessary corrective action where issues or concerns exist.

Ensures all line report staff complete the personal development and review processes for their own teams of staff.

Responsible for ensuring that the Trust's Organisational Development Strategy is supported and implemented within area(s) of responsibility

Ensures that training needs analyses are undertaken for their designated area(s)

Participates in skill mix review, workforce redesign and recruitment and retention strategies to develop and modernise the workforce in conjunction with Head of Nursing/Midwifery.

Responsible for the effective management of staff sickness and absence and the timely and clear documentation and recording of this

10. Responsibilities for Information Resources

Responsible for providing accurate and timely records on patient care and performance using paper and IT based systems.

Ensure patient confidentiality is maintained

Maintains accurate and contemporaneous records, including those relating to workforce and manpower-related matters

Responsibility for Research and Development

Ensure national and local quality initiatives are implemented for nursing/ midwifery across their designated area(s) of responsibility.

Responsible for ensuring that the areas for which they are responsible implement the Quality audits and any associated or successor initiatives to within agreed/required timescales. Maintains accurate and contemporaneous records

In collaboration with the multi professional team, ensures that evidence based practice is implemented where possible/appropriate.

Promotes an environment where research and development is valued

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Responsible for ensuring that the areas for which they are responsible implement the Quality audits and any associated or successor initiatives to within agreed/required timescales.
Maintains accurate and contemporaneous records

In collaboration with the multi professional team, ensures that evidence based practice is implemented where possible/appropriate.

Promotes an environment where research and development is valued

12. Freedom to Act

Exercises their judgement to plan and interpret his/her own workload and oversees those for whom they are directly responsible to ensure that these best meet the needs of patients and the service.

Chairs and attends meetings, interview panels and leads specific projects as appropriate.

Instigates corporate policies to manage sickness/absence and disciplinary matters

Makes complex decisions based upon clinical judgement and the effective management of risk.

Develops guidelines and protocols relevant to their area(s) of responsibility to support the delivery of safe and effective patient care and service

The Matron will challenge practice and the behaviours of staff where necessary/appropriate and take corrective action.

Provides support to the Head of Nursing/Midwifery as required and may be required to act up in their absence.

Functions as a corporate senior nurse/midwife, ensuring that relevant standards are maintained across the nursing and midwifery professions

In accordance with the Matron's Charter, the post-holder will have authority, responsibility and accountability for taking necessary corrective action with regard to adverse infection prevention and control, nutrition, cleanliness and other associated matters.

EFFORT AND ENVIRONMENT

13. Physical Effort

The post holder will wear a uniform whilst on duty and act as a role model to other staff.

Accountable for maintaining own clinical and professional competence.

Undertakes direct patient contact and oversees the direct care delivery to maintain clinical competence and uphold standards.

Maintains a highly visible and accessible presence across their designated area(s) of responsibility

Will be required to work predominantly day time/evenings but may, on occasion be required to work extended hours or other shifts during out-of-hours periods to meet service priorities and needs.

When off duty, the post holder will be required to make every reasonable effort to respond to calls for support in the event of a major incident or other extreme situation

14. Mental Effort

Responsible for maintaining accurate and contemporaneous records, producing training needs assessments and action plans, as appropriate.

Responsible for site safety/management in areas of responsibility, and when on site cover shifts

Responds to and coordinates the demands of bed management to ensure effective and timely patient flow and the appropriate placement and care of patients.

Coordinates and manages the effective deployment of staff.

Is able to respond to and manage unexpected events.

Prepares and presents investigatory reports and management cases to support issues such as disciplinary investigations.

15. Emotional Effort

Is required to deal with sensitive and complex issues affecting individuals including members of staff, patients and families. This includes the ability to manage difficult situations and to prevent them escalating, where possible.

Supports a caseload of patients through a range of treatments and experiences many of which can be highly distressing and challenging the post holder will also support junior staff in the same.

May be required to manage situations involving aggressive and angry patients, relatives and members of the public and/or media

The Matron will be required to lead and support their teams through complex and often emotionally distressing situations.

Responsible for site safety/management in areas of responsibility, and when on site cover shifts

16. Working Conditions

Undertakes direct patient contact, including the handling of body fluids

Maintains a visible and authoritative presence across their area(s) of responsibility and form maintaining on-going and proactive contact with patients, relatives and staff

Works shifts to ensure presence over the extended day and night (where necessary or appropriate) and to participate in bleep rota cover.

Is required to travel between trust sites and to external venues where necessary/appropriate

Provides leadership and this may include providing a direct presence on any shift on a ward/department as judged appropriate

HEALTH AND SAFETY

In addition to the Trust's overall responsibility for your health and safety you have a personal responsibility for your own health and safety. As such you are required to inform your line manager of any safety issues that you identify, that could affect you or others in the workplace. You must co-operate with management and colleagues at all times in achieving safer work processes and work places, particularly where it can impact on others.

As a Trust employee you will be trained in the correct use of any equipment provided to improve safety and health within the Trust. You are required to use the equipment when necessary and as instructed which will include checking the equipment is safe to use, prior to its use and must report any defects immediately to your line manager.

You are responsible for the implementation and adherence to Trust safety policies and procedures for areas within your remit.

You are required to ensure suitable and sufficient risk assessments are completed for all areas within your remit. The controls identified must be evaluated and implemented where necessary.

You are required to review all risk assessments periodically and particularly when staffing and/or equipment changes, monitoring the effectiveness of any control measure implemented.

You are to ensure suitable and sufficient equipment is provided to sustain the health and safety of staff, patients and visitors to areas within your remit and colleagues at all times in achieving safer work processes and work places, particularly where it can impact on others.

As a Trust employee you will be trained in the correct use of any equipment provided to improve safety and health within the Trust. You are required to use the equipment when necessary and as instructed which will include checking the equipment is safe to use, prior to its use and must report any defects immediately to your line manager.

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control measure implemented.

You are to ensure suitable and sufficient equipment is provided to sustain the health and safety of staff, patients and visitors to areas within your remit.

INFECTION CONTROL

In addition to the Trust's overall responsibilities under The Health and Social Care Act 2008 Code of Practice for healthcare, including primary and adult social care on the prevention and control of infections (revised December 2010) for your safety, you have a personal responsibility to ensure your work adheres to this Code in the delivery of safe patient care within the organisation. This code relates to ALL Trust staff and contractors working within the organisation who are employed to ensure this level of care is provided.

As an employee you will be trained to ensure adherence and compliance to the various Infection Control policies within the Trust.

SUSTAINABILITY

To actively support the Trust's goals for sustainability by encouraging and adopting sustainable ideas and practices.

SAFEGUARDING

The Trust has a duty and is committed to safeguarding all service users and provide additional measures for adults and children who are less able to protect themselves from harm or abuse. As an employee* you have an individual responsibility to contribute to the detection, reporting and prevention of abuse to safeguard those in our care (Section 11 Children Act, 2004, Human rights Act 1998, Equality Act 2010 Mental Capacity Act 2005 Care Act 2014) and are accountable to ensure that you know how to respond when you are concerned for the safety of a child, young person or adult at risk. The Trust will assist you in this process by providing training, guidance and advice. There are corporate safeguarding teams who can be contacted for advice, support and safeguarding supervision. All concerns must be reported as per Trust Safeguarding Policies which are available on the Trust Intranet. Every member of staff must undertake regular mandatory safeguarding training at a level relevant to the role

This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the current post. It may be subject to change in the light of developing organisational and service needs, and wherever possible change will follow consultation with the post holder.