

**Job Title:** Community Matron  
**Band:** Band 7  
**Responsible to:** Community Matron Lead  
**Accountable to:** Clinical Business Unit Manager  
**Base:** Hammersmith & Fulham

## **JOB PURPOSE**

- To co-ordinate care provision through a case management approach for a defined high risk patient group with complex long term conditions, such as COPD, diabetes, and CHD, with the aim to prevent hospital admissions and facilitate timely discharge.
- To provide the highest standard of clinical care by using advanced skills and expert knowledge to holistically assess needs and instigate and provide clinical treatments based on evidence-based practice.
- To participate in the delivery of educational programmes to patients, carers and health and social care workers that promotes self-care principles.
- To develop and promote robust multidisciplinary working across the wider Health and Social care sectors to ensure integrated service and support networks for patients.
- To monitor the quality-of-care provision and to identify and promote areas for service development. To be the named Community Matron for a Primary Care Network (PCN), providing support and care coordination for the wider health team within the network.
- To provide clinical representation for the PCN at the Integrated Domiciliary Service (IDS) virtual MDTs
- To work proactively with District Nursing colleagues and providing links across community nursing with the IDS.
- To provide clinical leadership and support to end of life pathways, including the Coordinate My Care framework

## **KEY WORKING RELATIONSHIPS**

- To work in partnership with community health, social care and third sector organisations
- To work in partnership with acute Trusts
- To support and coordinate the Hammersmith & Fulham Integrated Domiciliary Service
- To work as a member of a Primary Care Network in line with the Hammersmith & Fulham Integrated Care Partnership and the NWL Integrated Care Systems

## **MAIN DUTIES AND RESPONSIBILITIES**

### **CLINICAL DUTIES**

- To use advanced skills and expert knowledge to carry out a thorough assessment and history taking, including a systematic physical examination, in order to develop a comprehensive care plan.
- To initiate, and provide, advanced clinical / therapeutic care treatments, in partnership with other providers, based on best possible evidence that will improve health outcomes.

- To use advanced clinical skills and expert knowledge to proactively identify subtle changes in a patient's condition as early as possible and to manage these in a manner that optimises well-being.
- To take overall responsibility for coordinating the care, treatment and complex health funded packages of care for case managed patients in a variety of settings. This includes planning, developing, implementing, monitoring and reviewing specialised programmes of health interventions for case managed patients.
- To work within the principles of the Single Assessment Process.
- To maintain responsibility if a patient is admitted to an in-patient facility. This includes actively accessing the acute sector to provide base line health data to appropriately the receiving team and initiating early discharge for case managed patients.
- To appropriately refer patients for a range of physical and functional tests and assessments, in order to inform decision making and care pathway development.
- To apply advanced pharmacological knowledge (non-medical prescribing) and undertake medication reviews, ensuring that duties in relation to medicines management meet required professional and the Trust standards.
- To be alert to the needs of vulnerable adults, identifying the risks of possible harm and taking appropriate action as required in accordance with Safeguarding Adult Guidance.
- To take a clinical leadership role in end of life pathways, such as supporting the Coordinate My Care framework

## **COMMUNICATION**

- To communicate effectively at all levels, to a variety of health and social care professionals, users and carers, including difficult matters and all/difficult situations.
- To work in partnership with the District Nursing teams liaising on a daily basis to Identify patients who would benefit from case management, accepting and referring patients as their health conditions change, and sharing in the nursing care programmes required for case managed patients.
- To work in partnership with the patient, acting as the patient's advocate, facilitating the patient's own choices with regard to care, including planning advanced directives at end of life, whilst promoting independence and self-care and supported by the Best Interest process.
- To work collaboratively, and in partnership, with district nurses, GP and practice staff within the Primary Care Networks, to also include rehabilitation teams, clinical nurse specialists, the Community Independence Service, pharmacists, third sectors and social services to ascertain diagnosis and care programmes.
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## **MANAGEMENT AND LEADERSHIP**

- To be a change agent actively facilitating changes in practice, including the challenging of professional and organisational boundaries, which will improve clinical outcomes, and meet the needs of patients and carers.
- To constantly champion the principles of self-care and patient empowerment.

- To participate in the development, implementation, and evaluation of policies, guidelines and integrated care pathways, and service re-designs for long term conditions management.
- To proactively seek out and identify patients who would benefit from case management through regular communication with social services, hospital wards/ discharge teams, GPs and District nurses.
- To provide Clinical Supervision on a regular basis to designated staff members.
- To ensure the effective and efficient use of available resources.
- To be goal and outcome orientated whilst maintaining a high level of performance.
- To actively participate in Team, Locality and other relevant meetings.
- To monitor standards and performance of the service, in line with clinical governance objectives.
- To maintain accurate and contemporaneous computerised and paper records, including statistical returns, as required

## **PROFESSIONALISM**

- To be aware of, and act in accordance with, the Trust's Clinical Guidelines and Policies, and the professional Code of Conduct.
- To participate in the development, implementation and audit of the Trust's Clinical Guidelines and Policies.
- To be aware of and act in accordance with the Trust's Operational Policies.
- To carry out risk assessments on work practices.
- To participate in receiving regular Clinical Supervision.
- To maintain appropriate and up to date knowledge and skills and undertake educational activities in accordance with personal and service needs within a framework of a Personal Development Plan.

## **TEACHING AND TRAINING**

- To attend appropriate education and training programmes in order to develop enhanced clinical skills and knowledge.
- To work with the integrated team to develop, implement and evaluate teaching programmes for patients and their carers, that provide necessary knowledge and skills for: self care and independence; safe self management of their circumstances; planning for unavoidable progression in their conditions and effectively accessing health and social care.
- To identify learning and development needs of health and social care professionals and to participate in the creation and delivery of educational programmes in relation to managing long term conditions.
- To provide peer support to other community matrons / case managers and to teach and mentor future community matrons.
- To participate in developing and delivering experiential learning programmes for pre-registration students.
- To participate in the induction, training, mentoring, and support of health care professionals and students, support staff and others as required.

## **CLINICAL GOVERNANCE**

- To be aware of, and act in accordance with, the Trust's Clinical Guidelines and Policies, and the professional Code of Conduct.
- To participate in the development, implementation and audit of the Trust's Clinical Guidelines and Policies.

- To be aware of and act in accordance with the Trust's Operational Policies.
- To carry out risk assessments on work practices.
- To participate in receiving regular Clinical Supervision.
- To maintain appropriate and up to date knowledge and skills and undertake educational activities in accordance with personal and service needs within a framework of a Personal Development Plan.

## **RESEARCH**

- To participate in and lead on clinical and organisational audit activities related to the service.
  - To critically evaluate and interpret evidence based research findings from diverse sources making informed judgements about their implications for developing or re-designing services and clinical practice.
  - To continually evaluate the quality and effectiveness of the practice of self and others.
  - To evaluate outcomes for patients in collaboration with other health and social care colleagues.
  - To contribute to the wider development of practice through networking locally and nationally, presenting and publishing.
- 4.6 To participate in appropriate research projects.

## ADDITIONAL INFORMATION

### Trust Vision, Values and Behaviours

The Trust has a clear strategic vision in place: **to lead out-of-hospital community Healthcare**. The post-holder is expected to have a good understanding of how this post contributes to the achievement of the Trust vision.

The Trust expects all staff to share the values which are important to the Trust and to behave in a way that reflects these values.

The Trust values are:

- **We put quality at the heart of everything we do**
- **We value our relationships with others**
- **We deliver services we are proud of**
- **We make a positive difference in our communities**

#### Our values and behaviours:

##### QUALITY:

**We put quality at the heart of everything we do.**

1. I take responsibility for the standard and outcomes of my work
2. I provide services which are safe, effective and deliver a good experience
3. I use best practice and feedback to innovate and constantly improve my service

##### RELATIONSHIPS:

**We value our relationships with others.**

1. I work collaboratively and in partnership
2. I am caring compassionate and kind
3. I support the development of skills talents and abilities

##### DELIVERY:

**We deliver services we are proud of.**

1. I treat people with courtesy dignity and respect
2. I work hard to achieve the aims of my service and the organisation
3. I make the best use of resources and provide value for money

##### COMMUNITY:

**We make a positive difference in our communities.**

1. I am visible accessible and approachable
2. I ensure people, partners and purchasers are actively engaged in planning service and care
3. I embrace difference, diversity and fairness

## **Professional Standards**

All staff must comply with the Central London Community Healthcare (CLCH) NHS Trust Staff Code of Conduct and demonstrate the Trust's Values and Behaviours. Senior Managers must also comply with the NHS Code of Conduct for Managers, based on the Nolan principles of public accountability. All staff employed in recognised professions are required to ensure they work to the professional standards and/or Codes of Practice set out for their professional group. In addition staff are required to demonstrate the Customer Care Standards of the organisation.

## **Equal Opportunities and Dignity at Work**

It is the aim of CLCH NHS Trust to ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, creed, nationality, ethnic or national origin, sex, marital status or on the grounds of disability or sexual preference, or is placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job. To this end CLCH NHS Trust has an Equal Opportunities Policy and it is for each employee to contribute to its success. All staff should treat other staff, patients and the public with dignity and respect.

## **Performance Appraisal and Development Review (PADR)**

All staff will actively participate in the annual Performance Appraisal and Development Review (PADR) process with their line manager. All staff should have SMART objectives and a personal/professional development plan. Objectives and personal development plans should be reviewed together on an ongoing basis through regular one to ones and/or supervision. In conjunction with their manager, all staff should actively identify and pursue agreed learning and development opportunities. All managers are required to carry out annual Performance Appraisal and Development Reviews with their direct reports and support their appraisee to achieve their objectives through ongoing management supervision and one to one meetings.

## **Safeguarding**

CLCH NHS Trust is committed to safeguarding and protecting children and vulnerable adults. All health employees have a responsibility for safeguarding and promoting the welfare of children and young people in accordance with "Working Together to Safeguard Children" HM Gov 2006. This applies to employees with both direct and indirect contact with children and families.

Employees who do not provide specific services for children and families or vulnerable adults require basic knowledge of their responsibilities to identify and refer concerns appropriately. All employees must undertake training in safeguarding children and vulnerable adults but will have different training needs to fulfil their responsibilities depending on their degree of contact with vulnerable groups and their level of responsibility.

## **Confidentiality and Data Protection**

Employees will have access to confidential information and will be required to ensure that the highest level of confidentiality is maintained at all times, adhering to all policies relating to confidentiality.

Employees are required to obtain, process and/or use person identifiable information in a fair and lawful way. The use of such information is governed by the Data Protection Act 1998 (DPA) and includes both manual and electronic records. Staff are expected to hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose, and to disclose data only to authorised persons or organisations as instructed, in accordance with the Data Protection Act 1998.



## **Access to Health Records**

All staff who contribute to patients' health records are expected to be familiar with, and adhere to CLCH's NHS Trust Records Management Policy. Staff should be aware that patients' records throughout CLCH NHS Trust will be the subject of regular audit. In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the Data Protection Act 1998. All staff that have access to patients' records have a responsibility to ensure that these are maintained and that confidentiality is protected in line with CLCH NHS Trust Policy.

## **Health and Safety**

All staff are required to comply with the requirements of the Health and Safety at Work Act and other relevant health and safety legislation and CLCH NHS Trust Policies and Procedures. All staff are required to make positive efforts to promote their own personal safety and that of others by taking reasonable care at work, by carrying out requirements of the law or following recognised codes of practice and co-operating with safety measures provided or advised by CLCH NHS Trust to ensure safe working.

Managers are responsible for implementing and monitoring any identified risk management control measures within their designated area/s and scope of responsibility. In situations where significant risks have been identified and where local control measures are considered to be potentially inadequate, managers are responsible for bringing these risks to the attention of the appropriate Committee if resolution has not been satisfactorily achieved.

All staff must ensure that waste produced within CLCH NHS Trust is disposed of in such ways that control risk to health, or safety of staff and the public alike in accordance with relevant legislation and procedures contained within the policy.

## **Infection Control**

All staff are required to follow CLCH NHS Trust infection control policies and comply with all measures known to be effective in reducing infection risk. All staff must complete infection control training at induction, and all staff whose duties involve patient contact must also complete infection control refresher training annually.

## **No Smoking Policy**

There is a no smoking policy in operation in CLCH NHS Trust. In accordance with this policy smoking is positively discouraged and is not permitted in any areas.

## **Engaging patients and the public**

CLCH NHS Trust is committed to putting patients, their carers and the public at the heart of everything we do. **Engaging People is everybody's responsibility – regardless of the job that you do.**

Everyone is responsible for encouraging people to be engaged in decisions about their care and treatment, through providing information and responding to concerns. All staff should seek people's views about services, respond to feedback and actively involve people to find solutions to meet expectations, where possible. All staff should take part and promote Trust-wide activity, such as Patient Reported Experience Measures (PREMs) and promoting the recruitment of new Foundation Trust members. All staff should take a note of any feedback that you receive from patients and feed this back to your manager or through complaints and compliments procedures.

## **Job Description**

The above list of duties is not intended to be exhaustive and you will be required to undertake any other duties commensurate with the grade and in line with the requirements of the post. The duties and responsibilities may be subject to change, which will be done in discussion with the postholder.

## PERSON SPECIFICATION: Community Matron

FACTORS	ESSENTIAL	DESIRABLE	ASSESSMENT*
<b>1 Physical</b>	1.1 To be occupational health cleared for the role specified		1.1 HC
<b>2 Education/Qualifications</b>	2.1 Registered Nurse 2.2 First level Degree or equivalent 2.3 Relevant post-registration qualification (e.g. Specialist Community Practitioner) 2.4 Evidence of continuing professional development. 2.5 Commitment to study at Masters level.	2.6 Non-medical prescriber (willing to undertake)	2.1 AF 2.2 AF/HR 2.3 AF/HR 2.4 AF 2.5 AF 2.6 AF
<b>3 Experience</b>	3.1 Post-registration experience, with experience at a senior level. 3.2 Extensive experience of assessing and providing care to people with complex long term conditions. 3.3 Experience of effectively working in collaboration, negotiating across organisational boundaries. 3.4 Experience of change management 3.5 Experience of teaching others 3.6 Experience of receiving and delivering clinical supervision 3.7 Experience of providing evidence-based care. 3.8 Experience of audit and evaluation 3.9 Community experience	4.0 Experience of report writing 4.1 Experience of policy development	3.1 AF 3.2 AF/IV 3.3 AF/IV 3.4 AF/IV 3.5 AF/IV 3.6 AF/IV 3.7 AF/IV 3.8 AF/IV 3.9 AF/IV 4.0 AF/IV 4.1 AF/IV
<b>4 Knowledge</b>	4.1 Extensive bio-medical knowledge across a range of long term conditions 4.2 Detailed knowledge of Primary Health Care and political influences. 4.3 Knowledge of research / audit processes 4.4 Knowledge of clinical governance and its implications 4.5 Knowledge of adult safeguarding issues 4.6 An understanding of the Comprehensive assessments 4.7 Knowledge of risk management issues 4.8 Knowledge of resource management 4.9 Outstanding quality outcomes measures and relevant to service delivery.		4.1 AF/IV 4.2 AF/IV 4.3 AF/IV 4.4 AF/IV 4.5 AF/IV 4.6 AF/IV 4.7 AF/IV 4.8 AF/IV 4.9 AF/IV



<b>5 Skills / Aptitudes</b>	5.1 Evidence of a high level of clinical skills and expertise 5.2 Able to assess a situation and act appropriately 5.3 Leadership skills 5.4 Able to work across organisational boundaries 5.5 Able to work independently and within teams. 5.6 Able to work under pressure and meet dead lines. 5.7 Able to effectively communicate difficult information both verbally and in writing. 5.8 Effective skills in delegating, negotiating, facilitating and teaching. 5.9 Computer skills	6.0 Presentation skills	5.1 AF/IV 5.2 AF/IV 5.3 AF/IV 5.4 AF/IV 5.5 AF/IV 5.6 AF/IV 5.7 AF/IV 5.8 AF/IV 5.9 AF/IV 6.0 AF/IV
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\*Assessment will take place with reference to the following information:

AF = Application Form

IV = Interview

T = Test

C = Certificate

HC = Health Check

HR = Human Resources

If you are employed in an area of work, which requires membership of a professional body in order to practice (e.g. NMC registration for nursing staff), it is a condition precedent of your employment to maintain membership of such a professional body. It is also your responsibility to comply with the relevant body's code of practice.

These duties and responsibilities may be subject to change from time to time, in discussion with the post holder.

## Terms & Conditions of Service

<b>Post Title</b>	<b>Community Matron</b>
<b>Base</b>	TBC
<b>Band</b>	7
<b>Contract Type</b>	Fixed Term
<b>Hours</b>	37.50
<b>Salary</b>	£49,036 - £55,049 inclusive of HCAS
<b>Pensions</b>	You will automatically join the NHS Pension Scheme, but it is possible to opt out and make your own private pension arrangements.
<b>Annual Leave</b>	Dependent on NHS Service

### Sick Pay

Continuous Employment Period	Period of Full Pay	Period of half pay
Up to 12 months	1 month	2 months
Over 1 year and up to 2 years	2 months	2 months
Over 2 years and up to 3 years	4 months	4 months
Over 3 years and up to 5 years	5 months	5 months
Over 5 years	6 months	6 months

### Probation Period:

All posts in CLCH are subject to a 6 month probationary period, during which time you will be expected to demonstrate your suitability for the post. This does not apply to current employees.

### Nationality:

This post is open to UK nationals, EU and certain non-EU citizens. Other nationals must be free from any restriction to reside or take up employment in the UK, in order to be considered for this post.

### Notice Period:

12 weeks.

### Method of Payment:

Monthly direct credit transfer into bank or building society.

### No smoking policy:

The Trust has a no smoking policy.