



Royal Hospital for Neuro-disability Job Description

Job title:	Modern Matron
Department:	Nursing and Quality
Salary:	Band 8a £50,639 - £59,369 per annum
Responsible to:	Director of Nursing
Accountable to:	Director of Nursing
Responsible for:	Continuing Care, Specialist Nursing Home
Behavioural Framework:	Leadership Level 2

Scope

The Royal Hospital for Neuro-disability (RHN) is a leading national centre of excellence, providing adult person-centred services that span the entire care pathway from post-acute rehabilitation services to end of life care, for people with complex Neuro-disability and their families, underpinned by a strong research and education framework.

We have an exciting opportunity to join our Senior Nursing Team, as a Matron of the Continuing Care Service.

The Continuing Care Service and Specialist Nursing Home offers care in a dedicated setting, delivered by staff who are experienced in managing neurological conditions while working to optimise independence and function wherever possible. Quality of life is the focus and accessible, specially-adapted activities are provided. This service is nurse-led and provides expertise in complex disability management. It also offers access to an onsite GP and to a specialist consultant in rehabilitation medicine as well as a full range of therapy services. The Specialist Nursing Home supports patients with highly complex physical disability and cognitive behavioural needs. The post holder will work across the MDT to ensure a holistic approach and provide leadership and oversight of patient care and goal-setting.

We are seeking an enthusiastic, driven, dynamic and senior nurse leader to join our friendly team whilst being able to be responsible and accountable for the provision of person-centred patient care through the modelling of strong clinical leadership to nursing teams across two wards, both of which are led by a senior nurse ward manager.

Being a motivated individual who is able to work autonomously or in a team, with a flexible approach to work planning and management and a 'can-do' attitude, the Matron will create a learning culture, as well as developing and maintaining high standards of evidenced-based care through the development and monitoring of capabilities and performance of nursing and health care assistant teams.

The Matron will be supported by the Director of Nursing, Senior Matron, other Matrons, a team of Clinical Nurse Specialists as well as Ward Manager and Ward Sisters/Charge Nurses. They will be highly visible across the hospital in the clinical areas and wards, working alongside multi-disciplinary colleagues, and in doing so gaining the confidence and respect of all key stakeholders.

Main Objectives of the Role

- To provide leadership and direction to the nursing workforce in the Continuing Care Service.
- To provide day-to-day management and supervision of the Continuing Care Service nursing workforce, ensuring that RHN provide clinically excellent, safe care through a person-centred model of care to each individual patient.
- To ensure nursing complies fully with the NMC code and standards of practice.
- To create a humanising culture where quality is at the centre of everything we do and it is delivered on all occasions, to the highest level, in accordance with the appropriate regulations, professional standards and legislation.
- To deliver against the nursing budget and workforce planning targets, managing staffing efficiently and effectively in line with safe staffing principles.
- To participate in 7 day working and the Clinical Response Service (Rapid Response Service) across the hospital.
- To work collaboratively with the Director of Nursing, Senior Matron, Head of Service, Practice Development and Clinical Nurse Specialist team and all key stake holders to deliver safe, effective nursing and day to day management of wards.
- To deputise for the Senior Matron/Director of Nursing as required.
- To be responsible for the implementation of organisational policies and procedures within the Continuing Care Service clinical setting.
- To participate in complaints management within the framework of the hospital complaints policy; this will include undertaking investigations, incident reporting and investigating and root cause analyses including reviewing trends and reporting and monitoring.
- To work collaboratively with other clinical and non-clinical leaders and departments as the Matron lead for one of the following five areas: education and training, workforce, safety and risk, patient experience or mental capacity and deprivation of liberty safeguards.

Key Responsibilities

1. Nursing: Patient Care and Patient Experience

- To provide a clear focus for nursing, with a highly visible presence within the wards
- To be responsible for ensuring there are systems in place that results in the provision of care in a suitable environment that is safe, providing for the physical, psychological and emotional requirements of patients, relatives, staff and other service users; identifying clinical risks and ensuring appropriate action is taken in accordance with RHN policies.
- To be responsible for recruitment and retention of nursing staff in the Continuing Care Service to ensure that the highest standards of care are delivered against agreed workforce planning targets and budgets.
- To ensure the delivery of care is within best practice guidelines and compliant with the NMC Standards and Code of Professional Standards of Practice and Behaviour for Nurses, Midwives and Nursing Associates including the Professional Guidance on the Safe and Secure Handling of Medicines and The NMC Code – Standards relevant to Record Keeping.
- To participate and lead in the clinical audit programme as required.
- To manage and monitor absence levels for nursing supported by the Senior Matron and HR Business Partner.

- To be responsible for nursing performance including any disciplinary issues within the Continuing Care Service, supported by the Senior Matron and HR Business Partner.
- To be involved in decisions making as part of the MDT which centre on the pre-assessed care needs of potential patients regarding suitability of placements and to manage the discharge pathway ensuring a smooth transition between service and/or back to the community.
- To be accountable for ensuring that infection prevention and control (IPC) audit result are acted on across the Continuing Care Service and that action plans and feedback from alert organisms are discussed at ward and department level, recording actions and compliance with those actions. This will require working closely with the Clinical Nurse Specialist for IPC.
- To provide leadership and direction in safeguarding vulnerable adults in their service, collaboratively working with the Head of Safeguarding and Senior Matron.
- To adhere to an effective method of incident management and provide quality assurance that concerns are being addressed in a timely manner.
- Awareness of the mental capacity act and deprivation of liberty legislation and its application in the context of neuro rehabilitation.

2. Leadership

- Lead and be responsible for the delivery of effective nursing for a complex group of patients and their families, ensuring compassionate, humanised and efficient care, making sure the patient is always central to the service and how it is delivered.
- Line manages the Ward Managers on the Continuing Care Wards, Ward Sisters/Charge Nurses, overseeing resource management in line with the workforce planning strategy.
- Implement and maintain a robust quality assurance system to ensure consistent high standards of care in line with regulatory requirements and best practice.
- Contribute to the review plans, policies and procedures, in line with current emergent and anticipated needs, best practice, regulatory requirements and legislation.
- Ensure the provision of high standards of holistic care which directly relates to care plans and the regularly reassessed needs of patients.
- Make decisions based on the pre-assessed care needs of potential patients regarding suitability of placements.
- Ensure robust engagement with MDT and agencies and ensure that this is reflected in patients' personalised care plans.
- Wherever possible, ensure that there are meaningful mechanisms in place which facilitate patients having an input into the running of the service, resulting in patient choice as part of the overall objective to achieve person-centred care.
- Actively encourage and support patient families and friends to maintain contact and to participate in the choices being made about care provision.
- Work closely with estates and housekeeping to ensure a patient environment which is clean, comfortable and safe; represent nursing as required to support these services.

3. Financial

- In conjunction with the Senior Matron deliver the service within the agreed budget, raising awareness of any variance and agreeing actions as required to minimise those variances.
- Support the Head of Service to meet their occupancy targets.
- Have a strong understanding of staffing requirements.

- Ability to effectively manage key performance indicators such as sickness, annual leave and training.
- With the Senior Matron, meet the workforce planning targets, minimising the dependency on agency staff through the robust management of staff rostering.

4. Human Resources and Organisational Development:

- Work closely with the HR Business Partner to manage staff performance including any performance management, conduct and disciplinary issues.
- To be responsible for managing the attendance of nursing staff, addressing prolonged absences supported by the HR Business Partner, within the framework of RHN policy.
- Being highly visible, the Matron will support the organisational development agenda and RHN values.
- With the support of their teams and HR Business Partner, the Matron will manage vacancies as they occur, supported by the Director of Nursing/Senior Matron and in line with the Nursing Strategy.

5. Organisation-wide:

- Build and maintain effective working relationships with all key stakeholders.
- Develop relationships with external agencies as required e.g., social services, national agencies and the community to support person-centred care.
- From time to time participating in additional duties as required by the Senior Matron or Director of Nursing to support the patient agenda.

Person Specification: Essential and Desirable	
Job Title:	Modern Matron
Grade:	Band 8a
Salary	£50,639 - £59,369 per annum (2021/22)
Responsible to:	Director of Nursing

Criteria	Essential/ Desirable	Assessment Method			
		A	I	T	R
Education and Qualifications					
First level Registered Nurse with current registration on the NMC register.	E		X		
First degree in relevant subject or post-registration qualification in Specialist Practice that is relative to the role or equivalent experience.	E		X		
Evidence of continuing professional development at degree level or equivalent.	E		X	X	
Teaching/Mentor qualification or the commitment to undertake and successfully complete within 12 months of appointment.	E		X		
Relevant management/leadership qualification or evidenced experience.	E		X		
Evidence of study at MSc level within either leadership or specialist area of nursing practice.		D	X		
Professional Experience					
Extensive management experience with demonstrable expertise in clinical leadership.	E		X	X	X
Credible clinical role model who is committed to improving standards of patient care.	E		X	X	
A demonstrable commitment to evidence-based practice and nursing research.	E		X	X	
Demonstrable experience service development and change management.	E		X	X	
Experience supporting and managing the performance of others through clinical supervision, mentoring, coaching and performance management.	E		X	X	
Demonstrable experience in clinical audit and quality improvement.	E		X	X	
Knowledge					
Understanding of the National Service Frameworks for patients with long-term conditions and the ability to apply this in care delivery.	E		X	X	
Understanding of the concepts of clinical governance and quality assurance.	E		X	X	
Advanced and in-depth knowledge of adult safeguarding.	E		X	X	
Advanced and in-depth knowledge of safety and risk management.	E		X	X	

Key Skills and Abilities						
Intermediate IT skills.	E		X			
Highly motivated with the ability to inspire and motivate others.	E		X	X		
Ability to support and develop others.	E		X	X		
Ability to work autonomously, and as part of a multidisciplinary team.	E		X	X		
Ability to be adaptive and work under own initiative.	E		X	X		
Ability to interpret and utilise information effectively, including numerical and financial data.	E		X	X		
Excellent time management and organisational skills.	E		X	X		X
Excellent communication, liaison and interpersonal skills both written and verbal.	E		X	X	X	
The ability to present articulately.	E			X	X	
Ability to identify stress in self and others and to take effective action.	E		X	X		
Ability to mediate and manage conflict.	E		X	X		
Other						
Awareness and respect for colleagues, patients and relatives cultural, religious and emotional needs and beliefs.	E		X	X		
Able to demonstrate behaviours consistent with the organisations values. Courteous, respectful and helpful at all times.	E		X	X		X
Good previous attendance record.	E		X	X		X
Willingness to participate in seven day working, including evenings, nights, weekends and bank holidays.	E		X	X		
Satisfactory enhanced DBS check against vulnerable groups barred lists.	E		DBS			
<i>Assessment Criteria: A = Application, I = Interview, T = Test, R = References</i>						

Our values:

Seeing the whole person

Understanding who our patients and residents are and what their specific needs involve. Taking an interest in everyone at the RHN – staff, patients, residents and their families – seeing the whole person, with interests, hobbies and commitments. Providing high quality customer service, developing ongoing relationships and caring for patients as individuals.

Treating people as individuals, meeting and exceeding their expectations and treating them with respect, dignity and consideration. It is about providing an exceptional patient/customer experience.

Delivery on promises

Doing what we say we will do. Working together to deliver the best possible service for patients, carers and key stakeholders. Taking personal responsibility, being pioneering and sharing knowledge, ensuring clarity, compassion and respect.

Willingness to learn

Giving staff and volunteers the time, support and opportunities to develop both themselves and their roles. Developing new skills, knowledge and technologies, and taking the time to reflect on successes and setbacks.

Demonstrating a commitment to continuous professional and personal development and a flexible approach to working. Being aware of what is over the horizon, anticipating opportunities and having the vision to look forward. Accepting the need for change and developing a culture of continuous learning and improvement.

Honesty and integrity

Acting as a role model and setting an example that motivates and inspires others. Providing a clear direction that recognises and utilises the strengths of our people. Working with a positive attitude, being friendly, open and honest in interactions with others. When mistakes happen, talking honestly and openly about them, to make sure that they don't happen again.