

### Why Our Trust?

#### Terms and conditions

Post – Matron

Division – Surgery

Department – Theatres

Band – 8a

Salary - XXX

Location – UHBW

Annual leave – Up to 33 days dependant on NHS Service

Pension - The NHS Pension Scheme is a defined benefit scheme. Further details and outline of benefits can be found at: [www.nhsbsa.nhs.uk/pensions](http://www.nhsbsa.nhs.uk/pensions)

#### Job Purpose

This post provides strong leadership, visible, credible, senior nursing presence accessible to staff, patients and their families for advice, assistance and support. The post holder will be accountable for the delivery of optimum quality patient care in their area/s of responsibility, and in line with the ten key matron responsibilities outlined nationally (see below).

As Matron the post holder is expected to ensure that the services provided are responsive to patient needs, that the planning of services involves patients and users, and reflects the diverse population served. There is an expectation that the post holder will work closely with Matrons, Head of Nursing and ADM colleagues within the division and across divisional and Trust boundaries in the interest of patient care.

#### About us

**Our mission** is to improve the health of the people we serve by delivering exceptional care, teaching and research every day.

#### What you'll love about working here

**We are outstanding!** The CQC rated the organisation as Outstanding for services being caring and well-led. The Trust was the first in the country to go from Requires Improvement to Outstanding in 2017, and is now the first to do this and then retain this rating. The Trust is currently one of only seven in the country to have been rated Outstanding twice, and one of only three general acute Trusts to achieve this.

**A digital exemplar-** Being appointed as a Global Digital Exemplar means we can realise this vision by implementing digital technologies that will help us to transform the way we work and how we relate to our colleagues, patients and partner organizations.

**Sustainable healthcare** - We have joined the international movement to declare a climate emergency, recognising the impact climate change is having on the world. Climate change is labelled as the greatest threat to health in the 21st century, with a range of conditions related to heat, cold, extreme weather and air pollution predicted to rise. To lead the way in healthcare the Trust has set ambitious goals to become carbon neutral by 2030.

**Access to further opportunities with the Trust** - Apprenticeships are a great way to learn and earn on the job. UH Bristol and Weston provides a range of apprenticeships to support a huge number of career opportunities in clinical and non-clinical support services with apprenticeships starting at level 2 through to level 7. As an organisation we encourage further development of all employees to progress upward within their chosen field.

#### Diversity & Inclusion

A core principle of the Trust is to ensure that patients and staff are treated with dignity and respect. Promoting equality, diversity and human rights and challenging any form of inequality, discrimination, harassment or abuse are central to the Trust's Values.

'Committed to inclusion in everything we do' is the ambition set out in the Trust's Workforce Diversity & Inclusion Strategy.

The Trust will not tolerate discrimination, harassment or bullying under any circumstances and particularly because of a characteristic protected by the Equality Act 2010.

### Main Duties and Responsibilities

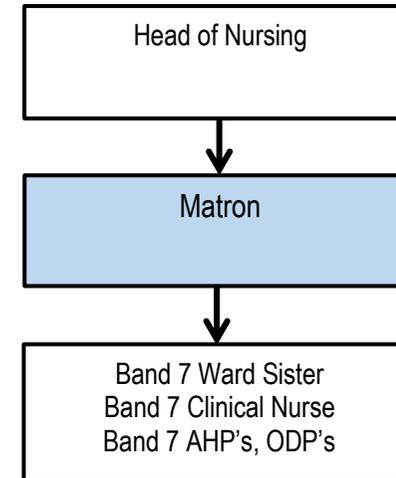
#### Communication and Relationship skills:

- Demonstrate politeness, courtesy and sensitivity in providing compassionate care for patients, visitors/relatives and colleagues.
- Contribute towards sharing good practice within the ward/department and Trust wide.
- Promote a positive image of University Hospital Bristol NHS Foundation Trust at all times.
- Work cohesively with all members of the ward team and promote effective liaison with all members of the multi-disciplinary team in ensuring that the very best services to patients are provided at all times.
- Act as an expert communicator, inspiring and acting to disseminate relevant information as well as receiving feedback from staff and patients.
- Communicate effectively within the team, participate in motivating and supporting team members and maintain confidentiality with patients and carers. Give written and verbal advice/teaching to patients and carers.
- To ensure dissemination of national and local policy and strategy within the specialist areas

#### Patient Care:

- Monitor and ensure standards of nursing/practitioner care and clinical practice are maintained in accordance with Trust policies and procedures, and through the essence of care benchmarking.
- As Modern Matron, act as a role model and professional support to nurses/practitioners at all levels within the Division. To demonstrate autonomy and expertise in the delivery of patient care.
- To take the lead and co-ordinate action on standards of cleanliness across the areas of responsibility. To ensure the environment is fit for purpose.
- Participate in Trust-wide nursing/practitioner projects and activities, communicating Division and department-specific issues to the wider Trust agenda. Provide feedback to Divisional and department nursing/practitioner on Trust issues and changes in practice.
- Contribute to clinical governance within the Division, investigating clinical incidents as requested and identifying audit topics for nursing/practitioner issues. To promote research skills and practice within the area of responsibility.

### Organisational Structure



### Key Relationships

Please detail the names and roles of all departments and stakeholders that this role will have a key relationship with.

- Act as co-ordinator for patient information and involvement within the departments. Ensure that patient literature meets Trust standards and that patient feedback is included in service planning and review.
- Maintain own professional competence in clinical practice within NMC/HCPC guidance.
- Provide specialist clinical advice to staff within the Division as required.
- To promote and lead change in nursing/practitioner and clinical practice in order to improve the patient experience.
- To ensure the area/s for which they are accountable have adequate controls in place and to take appropriate action to ensure delivery of an effective safe nursing/practitioner service within the designated area/s and the hospital. The spans of control include budgetary control and control of on duty rotas. To lead and hold to account nursing/practitioner staff, to provide a positive role model and ensure the involvement and active participation of staff groups in the division.
- To work closely with the Head of Nursing, ADM and Matron colleagues to ensure delivery on the challenging performance agenda, particularly with reference to access targets and budget management.
- To take responsibility for creating a culture of nursing/practitioner leadership that delivers tangible outcomes within defined timescales.
- To actively seek to identify opportunities for new ways of working that improves efficiency and the patient experience.
- Provide evidence of the delivery of the ten key roles for the Matron.
- To aim to ensure that nursing/practitioner services and clinical outcomes are benchmarked against high performing organisations nationally and internationally
- To ensure clinical practice follows a sound evidence base and is in the best interests of patient care.

### Leadership and Management:

- Efficiently and effectively manage the financial resources of designated areas to achieve budgetary control, cost improvements and efficiency savings to provide a cost-effective service. Support Band 7 nurses/practitioner in the efficient management of their resources. Provide regular reports to the Head of Nursing and to the General Manager/Divisional Director.
- To create cohesive and flexible nursing/practitioner teams who identify strongly with other nursing/practitioner and midwifery teams within the Division and Trust.
- To lead the development of nursing/practitioner practice and policy within the division, exploring new roles and new ways of working for nurses to support modernisation and achievement of key targets
- Efficiently and effectively manage resources so as to maximise service efficiency in order to meet Department of Health and Trust targets. Ensure the designated areas are staffed appropriately by the regular review of skill mix and benchmarking against other similar units.
- Ensure a high level of awareness of clinical and non-clinical targets, work with stakeholders to achieve targets using a rigorous but supportive culture of performance management.
- Investigate and draft responses to complaints received, ensuring that national response times are adhered to. Meet with complainants as requested. Formulate action plans for issues raised through the complaints process and ensure these are completed.
- Participate in the strategic and service planning of the Division.
- Develop collaborative and co-operative relationships with other healthcare professionals, and participate in professional and managerial meetings, liaising as appropriate.
- Develop collaborative and cooperative relationships with a multi-disciplinary team.
- Deputise for the Head of Nursing as required.
- Ensure the Head of Nursing is kept informed on all aspects of clinical practice within the designated service
- Participate in the planning and management of capital projects, as required.
- Other issues and project work as delegated by the Head of Nursing and Divisional Director.
- Have input in the formation of the Divisional annual operating plan with focus on the quality section.

### Professional Development and Education Responsibilities:

- Ensure that employment policies and procedures of the Trust are followed.
- Participate in selection and appointment of staff as appropriate.
- Monitor sickness/absence levels and take appropriate action to reduce. Support the band 7 nurses/practitioner in managing absence
- Promote staff development through regular performance reviews and personal development plans
- Maintain own professional development, and keep up to date with nursing/practitioner practice. Development in terms of master's modules or leadership programmes.
- Ensure that the education, training and professional development needs of nursing/practitioner staff are identified and appropriate plans are in place to meet these needs. Participate in the training of staff as appropriate.
- Ensure that staff are compliant with their statutory and mandatory training
- Proactively work to identify and promote sustainable workforce strategies, ensuring that retention levels are good and that nursing morale remains high.
- Liaise with the University of the West of England and facilitate the provision of placement of learners

### 10 Key Working Responsibilities

- Leading by example
- Ensuring patients get quality care (positive patient experience, effective nursing/practitioner care, patient safety)
- Ensuring staffing is appropriate to patient need
- Empowering nurses/practitioner to take on a wider range of clinical activities
- Improving hospital cleanliness
- Ensuring patients' nutritional needs are met
- Improving wards for patients
- Making sure patients are treated with respect and dignity
- Preventing hospital acquired infections
- Resolving problems for patients and their relatives

### Research Responsibilities

- Demonstrate and promote an understanding of the interplay between research on practice and vice versa to ensure patient care is supported by good evidence and continues to improve
- Demonstrate and promote the ability to access up-to-date evidence and critically analyse and synthesise this to inform care practices
- Identify gaps in knowledge or deficits in clinical practice and discuss these with relevant teams as possible areas for research or clinical audit
- Promote an ethos of striving for excellence through promotion of an enquiry-based culture where staff are encouraged to propose new areas for audit and research studies.
- Facilitate patient and staff involvement in research studies being undertaken within clinical specialty by enabling staff to:
  - have knowledge of inclusion/exclusion criteria and referral of suitable patients to research team
  - provision of appropriate space for research team to see patients
  - assist in collection of research data when part of usual clinical care
  - be involved in delivery of research intervention as appropriate and when part of usual clinical care
- Identify opportunities for staff to develop their own research studies; ensure they are supported in this through contacts with the appropriate departments and groups, e.g. Research and Innovation, Non-medical research group
- Work with senior colleagues to co-ordinate research projects within the clinical area, e.g. Masters' projects, so they will contribute to a relevant research question which can lead to a grant or fellowship application
- Participate in research /evidence into practice training
- Be involved in the line management of research teams within clinical area

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Personal Profile - (E) = Essential (D) = Desirable

### Knowledge and Experience

- Knowledge of nurse/practitioner led initiatives & national policy - E
- Strong leadership abilities - E
- IT Skills - E
- Enthusiastic, highly motivated and able to inspire others - E
- Conscientious, committed, reliable and hardworking - E

### Skills and Abilities

- Ability to establish credibility rapidly with wide range of staff - E
- Ability to communicate clearly to a range of audiences & disciplines - E
- Ability to deal sensitively with emotive - E
- Resilience - E
- Being fair - E
- Dynamic - E
- Flexible - E
- Enthusiastic & Motivated - E
- Possessed of personal insight and awareness - E
- Good team player - E
- Innovative – E

### Aptitudes

#### Aptitudes

- Respecting Everyone - E
- Embracing Change - E
- Recognising Success - E
- Working Together – E

#### Public Sector Language Competency

- Be able to speak fluent English to an appropriate standard - E

### Qualifications and Training

- RGN.1st Level or relevant children's qualification - E
- Current NMC/HCPC Registration - E
- Qualifications and Professional Training Experience / Extended Knowledge in Paediatric Nursing Degree - E
- Master's Degree or equivalent, or willingness to work towards - E
- Leadership/Management Course - D
- IOSH (or similar) Course - D
- Route Cause Analysis & Clinical Governance - E

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### Transforming Care

Delivering sustainable healthcare services to our patients, which are effective, efficient and driven by excellence, is at the heart of our organisation. Transforming Care is the Trust's overarching programme of transformational change. It enables staff to use a structured approach to continuously improve and innovates their services, strengthen our capability, and deliver our Trust's mission to improve the health of the people we serve by delivering exceptional care, teaching and research, every day.

Our Quality Improvement Academy is open to all staff and leaders across the Trust, and provides training to lead or take part in improvement and transformation activities in their departments and across the Trust. We will support staff to develop the skills and tools to improve services to deliver the best care to our patients and public.

### Information Governance

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act 2018 and the Human Rights Act. It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
- Disclose information appropriately, in line with the Data Protection Act 2018.
- To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales to PAS, the health record or the appropriate clinical or non-clinical information system
- Always trace patient notes on the Patient Administration System

Maintain the confidentiality of their passwords / usernames and if in possession of a 'Smartcard' abiding by the terms and conditions of its use.

### Workplace Wellbeing

The Trust Workplace Wellbeing Framework encourages all colleagues to look after their own wellbeing as well as supporting the wellbeing of colleagues. Line managers will oversee the wellbeing of their team, making wellbeing a priority when considering ways of working and will undertake regular health and wellbeing conversations that are supportive, coaching-style one-to-one discussions focused on building team resilience. To assist this, the Trust offers comprehensive wellbeing provision for employees, students, volunteers and managers.

### Safeguarding Children and Vulnerable Adults

The Trust is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

### Quality and Clinical Governance

Quality in the NHS has three core dimensions: Patient Safety, Patient Experience and Clinical Effectiveness. Clinical Governance is about the systems, processes and behaviours to ensure that high quality services are provided to patients. Every member of staff has a role to play in striving for excellence: it is important that everyone is aware of and follows policies and procedures that govern their work; and if something goes wrong, everyone has an obligation to report it so lessons can be learned from mistakes, incidents and complaints. If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a more senior member of management. Reference should be made to the Trust's guidance on Raising Concerns about provision of patient care.

### Health and Safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

Everyone has a responsibility for contributing to the reduction of infections.

Senior Management is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

Line Managers are responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place. Health and safety issues are dealt with at the lowest level of management practicable. Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.