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| Job Title: | Outpatient Matron |
| Reports to (job title): | Head of Service |
| Line Manager to: | Farnham Outpatient Department |

Job purpose

- To facilitate the Outpatient nursing team to provide safe, effective, responsive and quality care in the Outpatient department across a range of specialities.
- To deliver best practice in accordance with HCRG Care Group policies and procedures.
- To act as a clinical and managerial resource for the Outpatient department
- To provide professional leadership including participation in standard setting and leading in the maintenance and audit of care standards for Outpatient nurses and Healthcare Assistants
- To work with the senior management team in the delivery of quality care and future transformation of the Outpatient department
- To lead on the delivery and audit of clinical governance within the Outpatient department including medicines management and the monitoring and adherence to infection control policies and procedures

Base: Outpatient Department

Farnham Hospital

Hale Road

Farnham

GU9 9QL

Key responsibilities

- To present as a dynamic, innovative, and enthusiastic role model providing leadership, guidance and advice on both operational, clinical and professional issues
- Overall responsibility for delivery of a balanced budget in conjunction with the Finance Team
- To role model HCRG Care Group values providing leadership and demonstrating a high quality of clinical care and practice
- To be accountable for the day-to-day management and delivery of quality care within the Outpatient department
- To maintain own competent clinical skills and knowledge to ensure evidence-based practice.

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- Overall responsibility for department workforce planning including recruitment, succession planning and rosters.
- Promote an effective learning environment and participate in the delivery of training and development.
- To demonstrate effective communication skills in team working and with patients and their carers
- To work with the Head of Operations and wider professional partners to provide strategic direction and professional leadership for the Outpatient department.
- Contribute to the delivery of, and to take the lead on, key service targets and service change and support Outpatient department projects and transformation.
- Contribute fully to the Outpatient department business planning, identifying key service developments and support the Operational team in the development of business cases to support new developments and service improvements.
- Manage concerns raised by patients, visitors and staff in a proactive, timely fashion and take remedial actions as necessary.

Communication

- Ensure the highest standards of courtesy with all members of the public, multidisciplinary team, and other stakeholders.
- Receive complex, sensitive, or contentious information and respond using motivational, negotiating, empathetic or reassurance skills as required or because there are barriers to communication.
- Chair team meetings, attend management meetings and have overall responsibility to maintain an effective process to cascade information.

Analysis and Judgement

- Make clinical judgement of patients in an emergency situation.
- To participate in the analysis, assessment and management of actual and potential risks within the Outpatient environment, including responsibility for risk assessments i.e. general, pregnancy, clinical, manual handling and COSHH
- To ensure equipment is regularly maintained and that all staff are competent and able to use equipment safely and correctly.

Planning and Organisation

- To provide an environment conducive to high patient and colleague morale
- Ability to establish and maintain relationships with a wide range of professionals.
- Communicate effectively at all times and maintain a harmonious working environment, demonstrates an understanding of conflict resolution in order to promote a strong, motivated, integrated team at all levels.
- Use leadership skills to ensure a safe environment for the delivery of patient care through effective clinical planning and decision making.
- Promote effective management of change by acting on audit and other reviews to implement agreed new approaches to improve quality of care

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Outline of Provisional Job Schedule:

The post is 37.5h hours per week and flexible working will be considered.

The Outpatient department operates Monday to Friday not opening on Bank Holidays

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care Think Do

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|--------------------------|----------------|
| • Inspire • Challenge • | Accountability |
| • Understand • Improve • | Involve |
| • Communicate • Learn • | Resilience |

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 1998 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice, NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

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Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

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Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

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We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

PERSON SPECIFICATION

Essential

- Registered Nurse (NMC) 1st Degree Level, Current NMC Registration, with a background in Outpatient Services or similar experience.
- Evidence of continuing professional development
- Post graduate qualification (level 6/7) or equivalent experience working at this level or willingness to work towards.
- Demonstrate a commitment to quality, promoting high standards to consistently improve patient outcomes.
- Demonstrate skills to work in an Outpatient setting delivering safe and excellent clinical care.
- Value diversity and difference, operating with integrity, openness and positivity.
- Treating others with compassion, empathy, respect and dignity
- Uses evidence-based care to make improvements, increase efficiencies and seeks out innovation.
- Can demonstrate experience of supervision of trained and untrained staff, Clinical and Safeguarding supervision and Competency sign off.
- Can demonstrate a commitment to teaching/sharing knowledge.

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- Can demonstrate effective communication skills.
- Can demonstrate confidence to take management decisions.
- Computer literacy, aptitude and engagement with computer systems/patient electronic records
- Can demonstrate evidence of professional development and awareness of current issues in Outpatient nursing.
- Can demonstrate an enthusiastic, approachable and friendly manner.
- Demonstrates ability to support wellbeing in self and others
- Can demonstrate a positive approach to change, be self-motivated and motivate others.

Desirable

- Can demonstrate learning from two years' experience in Outpatients or related area.

Employee Signature

Manager Signature

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