Job Title:	Community Matron – Band 7
Reports to (job title):	Service Manager
Line Manager to:	

Job purpose

To provide advanced clinical nursing support for patients with complex long-term conditions and/ or elderly/frail. Working as an autonomous practitioner, the post holder will effectively manage a caseload of patients with long term conditions, stratified as high risk.

 Working in collaboration with appropriate health and social care professionals, the post holder will ensure continuity of care; aiming to reduce preventable hospital admissions and to improve quality of care for patients with long-term conditions in their usual place of residence (own home; residential or nursing home).

 To engage with innovation, including tele technologies, to continually strive to effectively support the management of patients. To promote self-management strategies for patients and their carers, through education and advice, to reduce avoidable reliance on urgent services and promote positive patient outcomes

Key responsibilities

This list is intended to summarise the key responsibilities and is not intended to cover every task that may be required of the role: -

- Ability to communicate complex information to various groups including patients, families, carers and colleagues across health and social care.

- To provide comprehensive and advanced clinical assessment and interventions for patients with complex long-term conditions and/or elderly frail.

- To deliver care in a variety of locations (including community hospital beds, patient homes and care homes).

- To work as part of a multi-disciplinary team to support the holistic management of patients on the caseload and to ensure effective care planning and personalised care is developed with the patient.

- To provide educational support to patients, their carers and all members of the multi-disciplinary team.

- To effectively manage a daily clinical caseload.

- To work as an autonomous practitioner, seeking advice and support from medical colleagues when the need arises.

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- To contribute to the admissions avoidance and discharge facilitation agenda through delivery of high quality, interventions, and management patient

- Provide significant contribution to service delivery transformation.

- To support the organisation to deliver on the Long-Term Conditions agenda.

- To provide clinical data to support the organisation in delivery in KPI's.

- Contribute to the achievement of CQUINS and Quality Standards set by commissioners.

- Undertake all aspects of line management and support clinical supervision for junior staff within their team and the community nursing service.

Analytical and Judgement Skills

- To submit relevant statistics, reports and activity data as required, carry out audit.

- Use data to support/identify patients who will benefit from case management.

- Provide accurate and timely information as requested by the business unit, completing, and submitting statistical returns as required.

Planning and Organisational Skills

- Take responsibility for coordinating and integrating care across health and social care, preventing duplication, fragmentation and delay occurring as patients move between care settings.

- To organise and plan day to day allocation of work together with other community matrons and team members.

- To act as a resource, offering advice and information, as requested by medical, nursing, and associated professions.

Responsibility for Patient/Client Care

- Work collaboratively with patients, carers, health, and social care professionals, to identify health and social care needs and circumstances.

- Take a comprehensive history, and perform a physical examination establishing baseline data to inform the development of an individualised care plan to meet the patients needs within the context of complex long term clinical management planning.

- Make direct referrals and order investigations as necessary following agreed protocols and pathways of care, ensuring that medical records are updated, and the GP is kept informed.

- Teach and educate patients and their carers how to identify subtle changes in presentation of the condition that may indicate acute exacerbation of an underlying condition, or of illness and when to call for help.

- Enable, encourage, and support individuals, families, and groups to address issues, which affect their health and social well-being.

- Provide information so patients and families can make choices about current and future care needs.

- Assess risk, which affects the health and safety of individuals, and care providers. This will include contributing to safeguarding of vulnerable individuals.

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- Maintain responsibility for patients admitted to inpatient facilities providing base line health data for the receiving team, to support integrated and consistent care and facilitate timely discharge.

- Enable patients and their families to manage disability loss preparing them for changes in condition and support choice about end-of-life care.

- Evaluate, prioritise, and manage the implementation of change in work activities and service taking a flexible approach to the development of the Community Matron role.

- Participate in an on-call rota for the Community Matron Service.

Responsibility for policy/service development

- Contribute to the development of protocols/care pathways and procedures to support effective service delivery across health and social care boundaries.

- Play an active role in raising public awareness and promoting the needs of adults with long term conditions, acting as an advocate for patients as appropriate.

- Support, identify and deliver training/talks/lectures to groups as required.

- Support Community Nursing team colleagues in developing and delivering care and learning for pre-registration nursing students.

- Adopt a positive approach to change and provide a clinical perspective on service development issues; modernising service delivery by influencing and supporting staff.

Responsibilities for Financial and Physical Resources

- To be an authorised signatory for travel claims, stationery and clinical equipment.

- To maximise best use of resources.

- Demonstrates awareness of budgets.

Responsibilities for People

- To line manager identified members of the Community Matron Service.

- Organise student placements, providing educational opportunities.

- To provide support in preceptorship, mentorship, and clinical supervision.

- To conduct appraisal and personal development planning linking with organisational objectives.

Responsibility for Research and Development (R&D)

- To participate in surveys as appropriate and contribute to the clinical audit programme.

- Contribute to the evaluation of services, outcomes of care in collaboration with GP's, consultants and colleagues across health and social care boundaries.

- Critically evaluate research and integrate theory into best practice so that all care and clinical decisions are based upon sound evidence.

Mental/Emotional Effort

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- Work patterns will necessitate an ability to adapt to a changing workload in the course of a day including being occasionally called away to deal with unpredictable situations.

- Periods of concentration are required on a daily basis for all elements of the role.

- Occasional need to cope with situations involving patients, families and colleagues when the information/situation can be distressing in an emotionally charged atmosphere i.e., in relation to Adult Protection, bereavement

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**
• 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.

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.

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.

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.

Personal Specification

Essential

Qualifications

- Relevant nursing qualification e.g. RGN.
- Education to degree level.
- ENB 998 or equivalent
- Advanced clinical assessment skills or equivalent post-graduate qualification.
- Evidence of continuing professional development

Experience

- Experience in a variety of settings including hospital and community.
- Experience of working with social services.
- Physical examination skills.
- Minimum of 3 years' experience working at Band 6/7 within a similar setting.

Knowledge and skills

- Ability to work autonomously.
- Knowledge of up-to-date clinical practice and current issues in nursing and community.
- Research awareness.
- Awareness of legal/ethical issues in nursing.
- Highly developed communication/ leadership/motivation/change management skills.
- Highly developed clinical assessment skills.
- Ability to make complex clinical decisions and take appropriate action.
- Awareness of strategic direction and ability to incorporate this with a clear vision of patient care and service delivery.
- Have a good understanding of quality standards and audit.
- Evidence of innovative clinical practice development.
- Availability to demonstrate evidence-based practice and knowledge required to provide appropriate care to patients with LTC.
- Budgetary awareness
- Good IT skills as a minimum requirement.
- Experience of managing and supervising various staff groups.
- Skilled in time management and prioritising workload.

- Ability to manage own stress levels.

- Ability to work to tight deadlines.

- Flexible and adaptable.

- Approachable

Desirable

- Independent prescriber (V300)

- Spirometry - ARTP

Experience

- Oxygen assessments

- Undertaking Capillary Blood gases

- Undertaking frailty Assessments

Knowledge and skills

- Knowledge of Frailty Assessment tools

- Line management skills

Other requirements:

- Car driver with clean UK driver's License
- Ability to drive and travel across the locality and wider areas as a requirement of the post.

Employee signature

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Manager signature

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