 **Job Description**

**Job Title**: Inpatient Unit Modern Matron

**Hours**: 37.5 per week

**Band: F** (NHS equivalent Band 7)

**Location**: Rowcroft Hospice

**Reporting to**: Deputy Director of Patient Care

**Job purpose**: Our vision is to make every day the best day possible for our patients and their families in South Devon. As the Manager of our inpatient Unit you will deliver this by leading and managing our Inpatient Unit (IPU) to deliver the highest standard of evidence based patient care, with ambitious outcomes and strong financial acumen.

**Our Values:**

Honesty & Integrity Generosity of Spirit Respect Team Player

**Key Responsibilities:**

**Management & Leadership:**

1. Manage and lead our team of employees and volunteers within our Inpatient Unit (IPU) to deliver exceptional care in line with our strategic aims.
2. Champion and enable multidisciplinary working. Support open communication between the IPU and other teams across the hospice.
3. Ensure safe and appropriate staffing of the IPU that at all times.
4. Demonstrate credible palliative care leadership in all interactions with colleagues.
5. Be a pioneer in quality improvement and innovation.
6. Work closely with the Deputy Director of Patient Care, providing regular feedback and keeping them informed of key clinical and team concerns.
7. Work collaboratively to ensure the very highest standards of care, and a commitment by the team to deliver the standards required.
8. Develop, produce, and review key performance indicators to measure the performance of the IPU, in collaboration with the Deputy Director of Patient Care and Medical director.
9. Make the best use of technology across the IPU to enable our people to focus on the delivery of exceptional patient care.
10. Lead by example honouring Rowcroft’s values and the expectations of your professional body.
11. Ensure your team are well inducted, supported and trained to deliver their roles.
12. Hold professionally run team meetings, 1-2-1s, and appraisals and ensure access to required training and development.
13. Ensure appropriate communication and management of serious incidents, drug errors and patient safety concerns.
14. Work closely with the Deputy Director of Patient Care and Director of Care and Strategy to ensure the IPU meets clinical governance, CQC requirements and other statutory regulations.
15. Create an effective work environment (in line with guidance from NHS institute for innovation) in the IPU.
16. Participate in audit assessments as appropriate.
17. Implement, report and review/adapt regular Matron’s audits on IPU.
18. Effectively manage and delegate to the Deputy Modern Matrons on IPU.
19. Work closely with the People Team to provide personnel management such as sickness management, appraisal and mandatory training compliance, workforce planning and culture change.

# Clinical Management:

1. Ensure that the IPU team are able to provide the highest standards of patient care, be committed to ensuring the right staff are in the right place to deliver the right care at the right time.
2. Ensure every shift has a clear and visible shift leader/coordinator.
3. Have daily and ongoing detailed oversight of the patients being cared for on IPU, including any specific care/medical/safety requirements.
4. Ensure robust efficient processes for admission and discharge utilising technology and a ‘lean’ approach.
5. Administer a log of IPU equipment including maintenance checks and predicted replacements. Report quarterly to the Health and Safety Committee.
6. Lead on the development and review of IPU operational policies, procedures and clinical guidance, actively working with senior nurses as appropriate.
7. Develop and maintain rigorous records to ensure safe staffing of the Inpatient Unit. Report any staffing risks such as shortages, sickness etc. to the Deputy Director of Patient Care.
8. Actively monitor the IPU’s performance and participate in benchmarking with other hospices.
9. Respond to central alerts (MHRA) within the required timescales.
10. Ensure infection control procedures and policies are implemented across the IPU.
11. Take responsibility with the MDT for bed management, ensuring fair access to the IPU for all patients who meet the admission criteria.
12. Be a lead for clinical incident reporting, review and monitoring on IPU.
13. Manage and investigate complaints or incidents, depending on the severity of these in collaboration with the senior management team.
14. Participate in the senior nurse on call system for the organisation with other senior nurses.

# Education Management:

1. Promote and enable teaching and training within the clinical environment, including research.
2. Establish a robust system to support staff to complete their mandatory and essential training, and skills and competencies required for their posts and establish a system to support the ongoing review of the competencies.
3. Work with the education team to support the educational programme at the hospice and ensure your team are freed up to deliver teaching as required.
4. Develop educational links for the IPU with other hospices and be part of the South West hospices IPU Matrons/Managers forum.

# Budget Management:

1. Effectively manage the IPU budget to deliver the best patient care possible.
2. Lead the annual budget planning for the IPU and regularly review and monitor the budget. Provide quarterly reports to the Deputy Director of Patient Care.
3. Manage ordering of stock and ensure robust processes are maintained and adhered to.

# Clinical

As a registered nurse you will have the skills to work clinically. The majority of your time will be supernumerary. Clinically, you will be required to have a detailed oversight of all the patients being cared for and to be an additional clinical resource for the team, drawing on your extensive palliative care knowledge and skills. This will enable you to support the team clinically within the appraisal process, educational opportunities etc.

This list can never be exhaustive but covers most of the work you’ll be doing - always with talent, initiative and a commitment to great customer service.

**Infection Prevention**

All Rowcroft Hospice employees in both clinical and non-clinical roles are required to adhere to the Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times to reduce the burden of Healthcare Associated Infections including MRSA.

You agree to the following:

* 1. To decontaminate your hands prior to and after direct patient care or contact with the patient's surroundings
  2. To take part in mandatory infection control training provided
  3. To responsibly manage your own infections (other than common colds and illness) that may be transmittable to patients, including to contact Occupational Health for guidance.
  4. Ensure monthly infection control audits are undertaken, acted upon and reported upon.



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| **Attributes** | **Essential** | **Desirable** |
| **Qualifications and Training** | * Registered Nurse * Qualification or equivalent experience in palliative/end of life care * Relevant first degree, or working towards * Teaching, mentoring or coaching qualification or equivalent experience | * Degree in Palliative Care * Management / Leadership Training |
| **Knowledge and Skills** | * Proven knowledge and experience in ward or department management, including budget management * Leadership skills Presentation skills * Quality improvement and service development skills * Excellent IT Skills |  |
| **Experience** | * Significant palliative/end of life/cancer care experience * Experience of the provision of clinical services, specifically related to palliative care * Experienced inspirational nursing role model | * Experienced palliative care leader/manager |
| **Personal Requirements** | * Ability to communicate with staff at all levels * Ability to provide effective leadership of a team * Ability to work under pressure and meet deadlines * Ability to complete and finish tasks * Strong emotional intelligence, influencing and negotiation skills * High degree of tact, sensitivity and diplomacy * Ability to form and develop good working relationships |  |
| **Other Requirements** | * Willing and able to work flexible hours to meet the needs of the service * Maintain professional registration. Aware of own professional development needs to be an effective and competent practitioner * Leadership through creative problem solving, a positive can-do attitude and a willingness and desire to ensure all who come into contact with Rowcroft have the best possible experience. * Proven ability to be part of a committed and hardworking team in line with the ethics and values of Rowcroft Hospice, acting in the best interests of Rowcroft at all times. * Willing and able to volunteer at least one Rowcroft event each year |  |