ROLE SPECIFICATION

1. Job Details

   JOB TITLE: MATRON/ HEAD NURSE
   RESPONSIBLE TO: HEAD OF CARE

2. Job Purpose

   The post holder will have the primary responsibility for the Clinical Management of the Acorns Children’s Hospice Care Services and the management of the In House Team. They will be the Registered Manager under the Health & Social Care Act 2008. Additionally, they will be an active member of both the Care Management Team and the organisation’s Senior Management Team.

3. Service Delivery

   Ensure that all aspects of the Role Specification are met and that the service provided is culturally sensitive and appropriate for all sections of the communities we serve. Equal opportunities will be applied to all sections of the communities we serve.

4. Staff Support

   The postholder will make use of any support services made available.

5. Ethos

   Ensure that our services are “family centred” and “family led” and be aware of the need to promote and maintain a positive environment both within Acorns and with our external contacts.

6. Teamwork

   Take responsibility for ensuring good teamwork and a flexible approach are maintained within the Care Team and wider organisation.
7. **Communication**

Take responsibility for ensuring good communication, using appropriate channels, is maintained within the organisation at all times.

8. **Primary Tasks**

The postholder will:

a) Ensure the care provided In-house is of high quality through management of a flexible staff rota taking into account staff numbers and skills.

b) Act as a positive role model for the hospice team.

c) Ensure care delivered is evidence based and reflects current national guidance. Ensure care is monitored through regular audit and review.

d) Prioritise the effective use of resources by maximising the use of beds and responding to emergency requests in a manner meeting targets.

e) Participate in an IPR personally on a yearly basis and follow through on the resultant actions.

f) Arrange, participate in and chair meetings as appropriate to ensure effective communication across teams.

g) Ensure all medications (including controlled drugs) are stored, administered and recorded in line with regulation and policy.

h) Ensure correspondence pertaining to In-House matters is dealt with in a timely and professional manner.

i) As the Registered Manager for the Care Quality Commission ensure care delivered and records meet the regulations detailed within the care quality standards.

j) Ensure that safeguarding policies and procedures are adhered to at all times and that concerns are reported appropriately.

k) Ensure systems are in place to ensure a safe environment that meets, both statutory health and safety requirements and professional practice for children families staff volunteers and visitors.

l) All the In-House staff receive such supervision to ensure that they are supported to carry out their duties to the high standards expected.
m) Ensure staff receive all clinical and non-clinical training required to meet the care needs of children using the hospice and ensure effective working practice.

n) An Individual Performance Review (IPR) is provided for every Team member on a yearly basis to ensure they are putting their job description into practice.

o) Manage the in house budgets effectively to promote cost efficiencies but ensure adequate resources are available to deliver care.

p) Any complaints are managed in line with Acorns policies and procedures.

q) Contribute to the 24 hour management support to the whole of the Care Team in conjunction with the other senior Care Team members as part of an out of hours on call rota.

r) Manage the housekeeping functions and ensure robust cleanliness and proactive infection control throughout the hospice.

s) Manage the catering function to ensure nutritious, appetizing food is made available for children families staff and visitors within the available budget.

t) Provide active human resources management to ensure the recruitment and retention of an effective workforce.

u) Demonstrate clear leadership. Make decisions and be accountable for them.

v) Operate on a ‘collective responsibility’ basis as a member of the hospice management team.

w) Engage in any training perceived necessary by the Head of Care or Director of Care.

x) Provide reports, statistics and written information as requested.

y) Make home visits to families if required.

z) Support any events, activities publicity at the hospice and local community as required.

aa) Encourage a holistic view of service delivery that is centred on the needs of the children and families.

bb) Families’ feedback is passed on appropriately.
cc) The fabric and contents of the hospice is well maintained and cared for.

dd) Promote and maintain a family atmosphere within the hospice.

ee) Carry out any reasonable duty as requested by the Head of Care or Director of Care Services.

This Job Description is not an exhaustive breakdown of duties and will be reviewed as necessary. Flexibility is a key principle within the Care Team and will be reflected in the way all Team members carry out their duties.

December 2016
Matron
Person specification

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<tr>
<th>Criteria</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td><strong>Qualifications</strong></td>
<td>Good general level education to degree level or equivalent experience RGN/RSCN/RN Child)/Community Nursing</td>
<td>Recognised management qualification Educated to master’s degree level ENB998 or equivalent teaching qualification Nurse prescriber. Palliative care qualification</td>
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<tr>
<td><strong>Experience</strong></td>
<td>Extensive experience of paediatric nursing Experience of supporting families who have experienced loss or bereavement. Family centred work Up to date knowledge of Safeguarding children Evidence of service delivery in multi-cultural environment</td>
<td>Experience of paediatric palliative care Experience of the voluntary sector Experience of working with children with special needs or disability and their families Experience of covering a 24 hour on call rota Knowledge of the requirements of the Care Quality Commission, HSE and other regulatory bodies</td>
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<tr>
<td><strong>Critical Capabilities</strong></td>
<td><strong>Operational decision-making</strong> Demonstrable leadership ability Clinical decision making skills Role model. Ability to maintain boundaries. Ability to work under pressure/tolerate stress within themselves and others. Excellent written and verbal communications Extensive experience of managing staff and resources Working in a targeted environment Good assessment skills. Holistic approach Ability to take responsibility for setting standards</td>
<td>Setting and managing budgets IT skills in MS Office Digitally competent</td>
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<td><strong>Team Leading</strong></td>
<td>Extensive experience of leading a nursing team and multi-</td>
<td>Coaching and mentoring skills</td>
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<td><strong>Disciplinary support staff</strong></td>
<td><strong>Ability to deliver training</strong></td>
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<tr>
<td>Proven staff management skills</td>
<td>Presentation and facilitation skills</td>
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<th><strong>Organisation awareness</strong></th>
<th><strong>Excellent interpersonal skills</strong></th>
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<td>Ability to work collaboratively and contribute at senior level to operational and strategic development of care services across the organisation</td>
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<td>Ability to build good internal and external relationships</td>
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<td>Multi-disciplinary project work</td>
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<tr>
<th><strong>Flexibility</strong></th>
<th><strong>Evidence of Continuing Professional Development</strong></th>
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<tr>
<td>Flexible and accountable</td>
<td>Evidence of Continuing Professional Development</td>
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<td>Willingness to learn new skills</td>
<td>Evidence of Continuing Professional Development</td>
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<td>Excellent administrative and organisational skills</td>
<td>Evidence of Continuing Professional Development</td>
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<td>Ability to prioritise own workload and work to deadlines</td>
<td>Evidence of Continuing Professional Development</td>
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<td>Able to meet the travel commitments of the post</td>
<td>Evidence of Continuing Professional Development</td>
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<td>Valid driving licence</td>
<td>Evidence of Continuing Professional Development</td>
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TERMS AND CONDITIONS OF EMPLOYMENT

MATRON

REPORTING TO:  Head of Care

LOCATION:  Three Counties (Worcester)

HOURS OF WORK:  37½ hours per week

SALARY:  Circa £45k dependent on experience

ALLOWANCES:  Clothes & Extra Duty Allowance

NOTICE PERIOD:  12 weeks rising in line with statutory provision

HOLIDAYS:  35 days including bank holidays

PENSION:  Contribution to Group Personal Pension Plan or continuation of NHS Pension Scheme

LIFE ASSURANCE:  NHS Pension Scheme Life Assurance cover or Acorns Group Life Assurance Scheme

All terms and conditions will be detailed in writing together with Employee/Health & Safety handbook, which must be read and observed.