

# Person Specification: Clinical Services Matron



## Introduction

at MSI Reproductive Choices UK we are proud to be a social enterprise that is changing the world for the better, MSI Reproductive Choices UK is best known for its abortion services which help up to 70,000 clients a year globally.

Our UK network of welcoming clinics and local community services, together with a 24-hour confidential helpline work to provide high quality, safe, accessible, and compassionate advice, care and support for the people who need our services. 95% of our services are commissioned by the NHS. The remaining 5% are self-funding or supported by use of charitable funds.

We're proud to be champions for reproductive choice and we are looking for people to join our committed teams of both clinical and non-clinical colleagues. We want individuals who believe in our mission and who can clearly describe how and why they feel that what MSI Reproductive Choices UK does is important.

To achieve this, every candidate is given the opportunity to provide their thoughts and opinions on our mission statement in the online application form. We only consider applications from candidates who are aligned with MSI Reproductive Choices UK mission and vision. For this reason, only **fully pro-choice candidates** will be considered for any role within MSI.

Please note this role will be subject to full pre-employment background checks which may include, but is not limited to employment references, right to work verification, adverse financial checks, basic criminal record checks and risk database screening checks.

## Key Skills

To perform this role, it is essential that you have the following skills:

- Ability to work in a diverse and inclusive environment, respecting and collaborating with all individuals equally, and with a commitment to overcome bias and prejudice
- Pro-choice
- Professional role model: appearance and manner
- Ability to analyse and interpret data
- Excellent written communication and report writing skills
- Effective IT skills, MS/Outlook, Excel and PowerPoint or equivalent
- Problem solving/planning and organisational skills for complex situations/activities

## Key Experience

All MSI Reproductive Choices person specifications are subject to a language neutrality test prior to approval and we're always looking for new ways to make our recruitment process as fair and unbiased as we can. If you'd like to provide feedback on MSI Reproductive Choices recruitment process, please do so via email to

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To perform this role, it is **essential** that you have the following experience:

- Proven experience of managing clinical team to include budget management experience
- Demonstrate sound knowledge and experience of health services and ability to interpret policy at local level
- HR processes, financial management and clinical standards
- Understanding of legislation and governance framework
- Dealing with a range of complex issues both in writing and in person e.g. client complaints/concerns, staff grievances/disciplinary
- Evidence in developing a quality improvement programme within a multi-professional environment
- Experience in leading and managing staff
- Ability to think strategically

## Formal Education/qualification

- Registered Nurse or Registered Midwife
- Degree/working towards (desirable) / evidence of study at equivalent level / similar experience
- Management qualification or equivalent in experience
- Leadership development
- Evidence of continuing professional development

## Personal Attributes

MSI Reproductive Choices is dedicated to equal opportunity for all and recognises that every individual is unique. Whilst we always seek to embrace individual differences and celebrate the diversity of our workforce, we also want to ensure that every team member is suited to their role and that they are given the best opportunity to succeed.

The personal attributes described below have been developed in accordance with the job description and other contextual factors relating to the role and are considered **essential**.

For this role, we're looking for an individual who is:

- Committed to the protection of team members and clients, with a focus on vulnerable groups
- Able to role-model inclusive and culturally sensitive attitudes and behaviours
- Problem solving/planning and organisational skills for complex situations/activities
- Ability to maintain effective working relationships with others
- Excellent verbal communication skills with the ability to influence and constructively challenge others.
- Ability to resolve conflict and overcome resistance
- Highly motivated and a desire to perform well
- Reliable, adaptable, flexible, capable, willing, approachable and honest

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- Self-confident and emotionally resilient
- Passion for improving the customer experience.
- Able to work with and through ambiguity
- Friendly and approachable with a flexible approach to work.
- Willingness to develop and learn.
- Good time management with flexible approach to working times
- Assertive yet approachable
- Networking skills
- Ability to provide and receive complex information
- Ability to present to large audiences
- Ability to work with and influence others
- Willingness to travel across UK

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## MSI Behaviours and Values

### Team Member Behaviours

#### Work as One MSI

- You contribute, use, and share accurate data and evidence to improve understanding, insight and decision- making across MSI, enabling us to maximise our ability to influence others
- You share relevant knowledge, expertise and resources to strengthen teamwork and prevent duplication of effort
- You actively work as part of a team, providing support and flexibility to colleagues, demonstrating fairness, understanding and respect for all people and cultures.

#### Show courage, authenticity and integrity

- You hold yourself accountable for the decisions you make and the behaviours you demonstrate
- You are courageous in challenging others and taking appropriate managed risks.

#### Develop and grow

- You seek feedback to enable greater self-awareness and provide the same to others in a way which inspires them to be even more effective
- You manage your career development including keeping your knowledge and skills up to date.

#### Deliver excellence, always

- You strive to consistently meet and exceed expectations, putting clients at the centre of everything, and implement smarter, more efficient ways of performing your role
- You build and maintain effective long-term working relationships with all stakeholders, and are a true MSI ambassador.

#### Leadership (For Leaders only)

- You inspire individuals and teams, through situational leadership, providing clear direction
- You seek and provide opportunities which motivate team members, helping to develop skills and potential whilst strengthening our talent and succession pipeline
- You are aware of emerging developments in our sector, demonstrating strategic insight about our clients and business and encourage this in your team
- You articulate a vision of the future which inspires and excites others.

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## MSI Values

- **Mission driven:** With unwavering commitment, we exist to empower women and men to have children by choice not chance
- **Client centred:** We are passionate about our clients and dedicate our efforts to delivering agreed objectives to the highest possible quality
- **Accountable:** We are accountable for our actions and take responsibility for everything we do to ensure long term sustainability and increased impact
- **Courageous:** We recruit and nurture talented, passionate and brave people who have the courage to push boundaries, make tough decisions and challenge others in line with our mission.

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