

Job Description: Clinical Services Matron



General role information	
Job Title:	Clinical Services Matron
Reporting to:	Director of Quality and Governance
Salary Band:	Band 5
Notice period:	3 months
Budget Responsibility?	No
Contract type?	Permanent
Direct Reports?	Yes
Client facing role?	Yes
About MSI Reproductive Choices	
<p>Only when choice is a reality for each of us, can we create a better, more equal world for everyone. Here at MSI Reproductive Choices UK we are proud to be a social enterprise that is changing the world for the better, we reinvest and donate our profits towards creating a positive social change across 37 countries globally.</p> <p>As one of the world's leading providers of sexual and reproductive healthcare our aim is simple: to empower clients to make the reproductive choices that are right for them. That is what we mean by client-centred care.</p> <p>At MSI Reproductive Choices UK our client-centred care philosophy means respecting our clients as active partners in their own service, caring about who our clients are, their experiences, and how they feel before, during and after they access care with us.</p>	
The department/team	
<p>MSI Reproductive Choices is a reproductive health charity, best known for its abortion services which help up to 70,000 women a year. Our network of welcoming clinics and local community services, together with a 24-hour confidential helpline work, provide high quality, safe, accessible and compassionate advice, care and support for the women and men 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.</p> <p>We're looking for people who share our drive to provide the best quality care to everyone who needs our services to join our committed teams of clinical, management and support staff.</p>	

All MSI Reproductive Choices job descriptions 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 UK recruitment process, please do so via email to

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The role

As a respected professional and experienced clinician, the post holder will lead by example, motivate and empower other staff and ensure high standards of care are set and delivered. Specifically, the Clinical Services Matron (CSM) CSM will ensure that:

- Excellence in clinical practice and care is promoted across all services provided by MSIUK
- Clients are cared for in a safe, clean environment
- They promote excellence in client experience ensuring clients are treated with dignity and respect
- They provide strong clinical leadership and management of the designated centre

The Clinical Services Matron (CSM) will make a proactive contribution to planning for and improving future services within the centre and take an active lead in service transformation. This role will operate within the clinical quality governance framework of MSI and will work collaboratively with the multidisciplinary team in the Centre in the interests of developing and promoting high quality patient care

The post holder within their designated Centre will work with the Head of Clinical Services to:

- ▮ Lead the quality and standards of care agenda, particularly providing assurance around compliance with regulatory and internal standards of care.
- ▮ Ensure effective processes are in place in the designated Centre and that client flow enhances the quality of client care, experience and outcomes
- ▮ Be responsible for leading the Centre team, co-ordinating the delivery of client care within the clinical environment.
- ▮ Through clinical leadership, knowledge of MSI's core values and utilisation of effective management skills will ensure that the Centre team is informed, trained and developed to enable high quality care to be delivered to clients. This will be achieved through appropriate deployment and supervision of all clinical staff, as well as practice and professional development.
- ▮ Ensure a positive culture of clinical excellence, openness, professionalism, continuous improvement and high-quality care is embedded and promoted within all clinical staffing groups.
- ▮ Be the Centre lead expert on all issues relating to clinical practice, providing guidance on clinical and policy issues
- ▮ Act as a visible role model providing positive, professional and accountable leadership to clinical staff at the Centre
- ▮ Support the Centre's operational performance including delivery of all performance targets and KPIS within their sphere of responsibility
- ▮ Fulfil the role of line manager for direct reports

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Key Responsibilities

- Lead and champion the clinical priorities and establish performance monitoring and reporting arrangements to demonstrate progress within the Centre.
- Lead and provide professional leadership within the Centre agreeing objectives
- Ensure that the professional contribution of all staff within the Centre are firmly aligned to the achievement of the Region wide objectives.
- Ensure the implementation of the Centre's governance and risk management strategies.
 - Ensure the Centre maintains compliance via effective outcomes and governance in respect of external regulation such as the Care Quality Commission.

Clinical and Professional Leadership

- Ensure the operational day to day activities of the Centre are managed effectively
- Provide reports and recommendations to the Head of Clinical Services on Client Quality in the Centre
- Have overall responsibility and accountability for standards of clinical care and the quality of the Centre.
- Ensure clinical skills are maintained and that the clinical skills of all clinical and non-clinical staffs in the Centre are up to date. Participate in the delivery of clinical care when required to maintain own competence and credibility
- Implement robust systems to evidence and monitor the clinical contribution to national and local standards of care to lead on the following in the Centre:
 - Performance review process
 - Clinical quality audits
 - Regular establishment and activity reviews of the centre , advise on staffing levels

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- Systematically lead on the monitoring of standards of nursing, utilising nursing assurance and performance frameworks and using nursing sensitive key performance indicators which demonstrate continuous improvement and assurance in clinical care and standards for the Centre.
- Act as role model, mentor and coach ensuring that direct reports and indirect reports in the Centre are supported to achieve their potential with clear goals and priorities.
- Attend, lead and participate in meetings and professional forums as required by the Head of Clinical Services, providing timely and appropriate communication and dissemination of information
- Ensure all clinical staff in the Centre act at all times in line with the MSI values and the Nursing and Midwifery Council Code of Conduct.
- Ensure effective communication and staff involvement throughout the Centre, ensuring that staff views on change and service development are regularly sought and acted upon. Ensure the Centre has communications systems
- Maintain active status on professional register (e.g. NMC), and engage fully with revalidation
- Ensure that all adverse clinical incidents are promptly reported on Datix and take the lead role where required, in the investigations of adverse and serious clinical incidents, ensuring that learning from practice takes place
- Ensure that, following urgent or emergency clinical transfers, close communication is maintained between NHS settings and MSIUK clinical and medical leadership
- Work collaboratively with the CaSH Nurse Specialist to increase uptake of LaRC within clients attending the Centre

Education, Training and Development

- Utilise outputs from audit, feedback, risk management, incident reporting and complaints to determine changes to both education/training and clinical practice in the Centre.
- Lead the development of clinical education for the Centre
- Ensure a robust Training Needs Analysis is conducted for clinical staff in the Centre
- Contribute to the development of in-house education and training programmes.
- Develop a culture which encourages all staffs in the Centre to be innovative, creative and challenging in the interest of client care and professional practice.
- Ensure own compliance and compliance of all staff in the Centre with regards to mandatory training requirements, maintaining records of training and development undertaken
- Ensure that all staff have clear goals and objectives, regular appraisal and feedback on performance as well as a personal development plan.
- Proactively identify potential leaders through the talent management process, ensuring access to programmes of leadership and development

Finance and Performance

- Support the Head of Clinical Services:
 - Maximise best use of financial resources to ensure that effective client care is provided, take responsibility for initiating improvements
 - To develop robust financial controls with support from the Regions Finance Manager to ensure services are delivered within budget and are delivering safe and clinically effective care.
 - Ensure services are delivered within budget by having an oversight of all budgets within area of responsibility
- Accountable for monitoring of the clinical financial resource for the Centre so it balances to the appropriate budget line

Clinical Governance, Risk Management and Patient and Public Involvement

- Support the Head of Clinical Services to:
 - Ensure effective clinical governance and risk management systems are in place to support the clinical care in the Centre.
 - Ensure that high quality of care for all is at the heart of everything done, and that the Centre is compliant with statutory responsibilities, including: CQC requirements, NICE guidelines and Health and Safety,
 - Policies and local policies operate satisfactorily within the Centre.
 - Ensure robust risk management systems and up to date Centre risk register.
 - Ensure Information Governance standards are met within the Centre.
 - Ensure Research Governance standards are met within the Centre.
 - Embed a culture of quality and continuous improvement within the Centre
 - Be responsible for the delivery of an effective complaints process and patient feedback systems within the Centre, investigating complaints promptly in line with the MSI Complaints Procedure and ensuring that all complaints are used positively to improve service deficiencies. Ensuring learning is disseminated in the Centre
 - Ensure strategies are in place to minimise the risk of litigation
 - Lead serious incident reviews as required
 - Ensure compliance with policies, procedures and clinical guidelines for self and others within the Centre participate in the development of same
- Implement systems and procedures within the Centre to fulfil the requirements of the MSI Risk

Management Strategy including local management and resolution of complaints and concerns, management of Serious Incidents / Near Misses and maintenance

of Risk Registers. Ensure progress against agreed action plans is made and communicated to all necessary staff.

- Ensure operational delivery of the highest standard of infection prevention and control within the Centre.
- Ensure that assurance arrangements are in place within the Centre to meet MSI requirements.
- Promote equality and diversity and ensure that there is compliance with statutory requirements within the Centre
- Take the lead for safeguarding, including Adults at Risk, Learning Disability, Children within the Centre, in liaison with the named nurse and named doctor for safeguarding
- Translate the corporate Patient Experience and survey results for implementation at Centre level.
- Ensure lessons learned are translated into effective and sustainable change

Workforce, Planning and Role Modernisation

- Deliver safe staffing levels, within the Centre. Ensure long term succession planning and workforce planning is conducted to deliver sustainable clinical staffing within the Centre
- Ensure all clinical staff within the Centre receives an annual performance review and performance development plans.
- Effective delivery of Centre human resource functions including staff recruitment, retention, leave management, absence management, conduct, performance, grievance management, investigations and hearings.
- Effective management of Centre human and material resources.
- Supporting, promoting and modelling effective working professional relationships and effective communication, involvement, empowerment and multidisciplinary team working with and amongst staff within the Centre.
- Facilitating Centre clinical supervision, mentorship and preceptorship for clinical and healthcare support workers.
- Reviewing clinical establishments within the Centre to ensure skill mix reflects current workload requirements and delivers best use of resources.
- Oversee & control the Centre's bank and agency clinical staff and expenditure.

On Call

- Participate in on call Senior Manager's rota

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Professional Registration/Code of Conduct

- Be aware of and comply with the relevant codes of conduct and practice set up by your professional regulatory body and maintain up to date professional registration appropriate to the post- any breach of these codes may lead to action by MSI of any taken by the regulatory or professional body

Safeguarding Children and Adults

- Understand and work within policies and local procedures relating to Safeguarding Children and the Protection of Adults at Risk

Health and Safety

You are responsible, in respect to your area of work, for ensuring so far as is reasonably practicable and in accordance with MSI policies a healthy and safe environment for relevant clients, employees and trainees, volunteers, visitors and members of the public on our premises, contractors and other people using MSI's services, and for the provision of the information, training and supervision that is required to achieve this responsibility. This requires you to:

- comply with any health and safety regulations or MSI policies or procedures that affect your area of work.
- Raise matters of non-compliance with your manager or other advisers to reach appropriate solutions.
- Are familiar with MSI Health and Safety.
- Manoeuvre light goods and equipment in accordance with manual handling regulations and good practice

MSIUK Values

Responsible for embodying, and encouraging in others, the MSIUK Values, using the behaviours identified for each value as a basis for decision making and your behaviour. Also responsible for embedding the MSIUK Values in all support to staff and line management processes; recruitment, performance management, sickness management and PDRs

Carry out your duties in line with MSIUK Equality policies and procedures, including relevant legislation, to deliver and always promote equity of access to healthcare and equality of opportunity at work.

Infection Prevention and Control

Be responsible, in respect to your area of work, for ensuring so far as reasonably practicable and in accordance with MSI policies, that all staff are aware of their individual responsibilities in regard to infection prevention and control, and for the provision of the information, training and supervision that is required to achieve this responsibility. This requires you to:

- Maintain a safe infection prevention and control environment for yourself and others
- Be familiar with and comply with MSI guidelines, policies and procedures relating to Infection prevention and control
- Raise matters of noncompliance with your manager or other advisers to reach appropriate solutions
- Ensure that infection prevention and control guidelines, policies and procedures are distributed to relevant staff
- Ensure procedures specific to your specialty are in place, in collaboration with the Infection Control Nurse Specialist
- Ensure that infection prevention and control forms part of staff appraisal

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Mandatory Training

Be aware of and undertake mandatory and other training requirements necessary for the successful and safe performance of your job, including relevant updates

Information Governance

Maintain and process all information concerning clients, staff, contractors or the business of MSI to which the post holder has access, without divulging such information to any third party or make use of information gained in the course of employment, except where this is clearly within the remit of the post holder and the other party's responsibility.

MSI recognises the importance of reliable information. The quality of this data is crucial in that it should give a complete, accurate and timely representation of events to support client care, clinical governance, monitoring performance, management and service agreements for healthcare planning and

- accountability. All information entered onto any record whether manual or electronic or any other media (film, tape etc.) should be accurate, timely, complete, valid, defined, appropriately sought, appropriately recorded and should be stored securely and confidentially.

Any other duties necessary for the successful performance of the role.

This job description is a reflection of the current position and may change in emphasis or detail in light of service developments. It will be reviewed annually as part of the appraisal/performance development review process.

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Please note that you may also be required to carry out reasonable additional ad-hoc duties, at the request of your line manager.

Please read this document in conjunction with the Person Specification for the role.

Signature

By signing below, you indicate that you have read and agree to this job description.

Full name:	
Signature:	
Date:	