

Job Description: Vasectomy Clinical Services Matron

General role information	
Job Title:	UK Vasectomy Clinical Services Matron
Reporting to:	Director of Quality and Governance
Salary Band:	Band E
Notice period:	3 months
Budget Responsibility?	No
Contract type?	Permanent FTC
Direct Reports?	Yes
Client facing role?	Yes
Key stakeholders – internal?	MSIUK Vasectomy Team UK Head of Vasectomy and Commissioning Services Lead Vasectomy Surgeon Director of Quality and Governance Regional Governance Partner Clinical Director Named Nurse/Midwife for Safeguarding Clinical Education Lead Infection Prevention and Control Nurse Specialist OneCall Clinical Team Manager UK Resourcing Partner Medical Director Director of Nursing Executive Team
Key stakeholders – external?	Patients, CCG's, GP's
About MSI Reproductive Choices	
<p>At MSI Reproductive Choices we are unapologetically pro-choice. We believe that every woman and man has the right to make choices about their own body and future. As one of the world's leading providers of contraception, Vasectomy and safe abortion care, we give women and men the means to do so. Our team members, working across 37 countries, provide high quality, safe services to women and men, when and where they need them. Because when a woman and man determine their own future, they can contribute to creating a better, more sustainable future for everyone.</p>	

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MSI Reproductive Choices is committed to safeguarding: promoting the welfare and safety of everyone involved in the delivery or receipt of sexual and reproductive health services, especially children, young people and vulnerable adults. We are committed to ensuring diversity, and equality for all within our organisation and encourage applicants from diverse backgrounds to apply. We expect all staff and post holders to share our values and commitments.

The department/team

MSIUK Reproductive Choices Vasectomy Team

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 Vasectomy Satellite Centre services provided by MSIUK
- Vasectomy services within MSIUK are well supported to ensure excellence in clinical practice and care.
- LARC services within MSIUK are well supported to ensure excellence in clinical practice and care
- 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 MSIUK Vasectomy service.

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

The post holder will work with the UK Head of Vasectomy and Commissioning Services and Director of Quality and Governance 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 within the Vasectomy service in order to ensure high quality patient care, experience and outcomes
- Be responsible for clinically leading the Vasectomy team, co-ordinating the delivery of patient

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care within the clinical environment

- Through clinical leadership, knowledge of MSIUK's core values and utilisation of effective management skills will ensure that the Vasectomy team is informed, trained and developed to enable high quality care to be delivered to patients. This will be achieved through appropriate deployment and supervision of clinical staff, as well as practice and professional development
- Support clinical and safeguarding supervision for the Vasectomy team, including offering optional supervision to sessional team members
- 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 service lead expert on all issues relating to clinical practice, providing guidance on clinical and policy issues
- Engage with service lead experts to facilitate active and relevant support within the Vasectomy service
- Appropriately and sensitively respond to Vasectomy-related incidents and complaints
- Act as a visible role model providing positive, professional and accountable leadership to clinical staff
- Fulfil the role of line manager for direct reports, and support with line management of associated team members
- Raise the profile of the Vasectomy and LARC services at MSIUK
- Encourage engagement and development of a specialist team, actively recruiting according to values, in order to meet clinical requirements

• Key Responsibilities

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

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- Lead workforce planning/profiling initiatives to ensure there is an optimal staff workforce which reflects good safe, timely, quality care and value for money within the Vasectomy department
- Establish and maintain effective communication links with the UK Head of Vasectomy and Commissioning Services and all staff involved with the Vasectomy service
- Establish and maintain effective communication links with the key working relationships to the role, ensuring the Vasectomy and LARC services are well supported and advised

Clinical and Professional Leadership

- Provide reports and recommendations to the UK Head of Vasectomy Services and the Director of Quality and Governance on patient quality
- Have overall responsibility and accountability for standards of clinical care and the quality of the Vasectomy service
- Ensure clinical skills are maintained and that the clinical skills of all clinical and non-clinical staff in the Vasectomy team 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 Vasectomy service:
 - Performance review process
 - Clinical quality audits
- 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 Vasectomy service
- Act as role model, mentor and coach ensuring that direct reports and indirect reports in the Vasectomy service 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 Vasectomy Services, providing timely and appropriate communication and dissemination of information
- Act as a visible ambassador for the Vasectomy service within MSI UK, presenting at internal and external professional forums, and influencing focus and change in the department
- Monitor and share both the success and the areas for improvement within the Vasectomy service
- Ensure all clinical staff in the Vasectomy team act at all in times in line with the MSIUK values and the Nursing and Midwifery Council Code of Conduct.

Ensure effective communication and staff involvement throughout the Vasectomy service, ensuring that staff views on change and service development are regularly sought and acted upon

- Lead on active engagement with Vasectomy team members on a regular basis, to facilitate an open and harmonious team (including monthly HWAID reviews; monthly team meetings; quarterly

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clinical supervision; quarterly Safeguarding supervision; bimonthly newsletters; ad-hoc 1-1's; and additional individual support where required)

- 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 investigated as appropriate
- Take the lead role in the investigations of Vasectomy 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 MSUK clinical and medical leadership
- Monitor, review and share patient and colleague feedback to the team and individuals, utilising feedback to reinforce positive practice and highlight room for improvement
- Provide holistic support for the Vasectomy team and other MDT members working alongside Vasectomy

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 throughout the Vasectomy service
- Lead the development of clinical education for the Vasectomy service
- Contribute to the development of in-house education and training programmes
- Develop a culture which encourages all staff working within the Vasectomy service 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 Vasectomy team with regards to mandatory training requirements, maintaining records of training and development undertaken
- Monitor mandatory training compliance rate for the Vasectomy service, tracking training compliance locally, and escalating for support when required
- Ensure that all staff have clear goals and objectives and regular feedback on performance
- Develop and provide adapted and flexible training support, incorporating the needs of individual team members
- Engage with the Clinical Education Lead, as well as other relevant team members, in order to develop effective and relevant training and development for the Vasectomy team

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Finance and Performance

- Support the UK Head of Vasectomy and Commissioning Services to:
 - Maximise best use of financial resources to ensure that effective client care is provided, take responsibility for initiating improvements

Clinical Governance, Risk Management and Patient and Public Involvement

- Support the UK Head of Vasectomy and Commissioning Services to:
 - Ensure effective clinical governance and risk management systems are in place to support clinical care in the Vasectomy service
 - Ensure that high quality of care for all is at the heart of everything done, and that the Vasectomy department is compliant with statutory responsibilities, including: CQC requirements, NICE guidelines and Health and Safety
 - Policies and local policies operate satisfactorily within the Vasectomy service
 - Ensure robust risk management systems and up to date Vasectomy service risk register
 - Ensure Information Governance standards are met within the Vasectomy service
 - Ensure Research Governance standards are met within the Vasectomy service
 - Embed a culture of quality and continuous improvement within the Vasectomy service
 - Be responsible for the delivery of an effective complaints process and patient feedback systems within the Vasectomy service, 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 within the Vasectomy service
 - 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 Vasectomy Satellite Centres and participate in the development of same
- Implement systems and procedures within the Vasectomy service 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
 - Take the lead in investigating clinical incidents in Vasectomy, investigating all incidents and taking action where required

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- Collate, present and respond to the known clinical complications of Vasectomy, reporting and investigating each incident, and providing a narrative for changing complication rates and action taken
- Ensure operational delivery of the highest standard of infection prevention and control within the Vasectomy service
- Ensure that assurance arrangements are in place within the Vasectomy service to meet MSI requirements
- Attend quarterly LIGM and mini-LIGM's, in order to provide Governance assurance of the Vasectomy service
- Develop and complete auditing of all Vasectomy sites that is reflective of the company-wide audit scheduling, utilising outcomes to inform site and team improvements
- Promote equality and diversity and ensure that there is compliance with statutory requirements within the Vasectomy service
- Take the lead for Safeguarding in Vasectomy, 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 Vasectomy service. Ensure long term succession planning and workforce planning is conducted to deliver sustainable clinical staffing within the Vasectomy Satellite Centres
- Ensure all staff within the Vasectomy service receive an annual performance review
- Effective delivery of Vasectomy department human resource functions including staff recruitment, retention, leave management, absence management, conduct, performance, grievance management, investigations and hearings
- Lead on recruitment for the Vasectomy clinical team, including advertising, scheduling interviews, interviewing and liaising with HR for recruitment checks

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- Complete administrative tasks for onboarded new starters, including welcome packs and letters, shift planning, expenses advice and updating shared document on team members
- Effective management of Vasectomy service 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 Vasectomy Satellite Centres

On Call

- Participate in on call Senior Manager's rota

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 or 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
- Take the lead for Safeguarding in Vasectomy, accessing support from the Named Nurse/Midwife and Named Doctor for Safeguarding
- Maintain local level Safeguarding monitoring, to evidence the impact of increasing awareness of Safeguarding in Vasectomy across the company, and ensure follow up of individuals is sufficient
- Attend weekly Safeguarding updates, as well as additional training implemented by Safeguarding
- Attend and discuss Vasectomy Safeguarding at the quarterly MSI Safeguarding group
- Engage in quarterly Safeguarding supervision with the Named Nurse/Midwife for Safeguarding
- Engage permanent team members in quarterly Safeguarding supervision, and ensure sessional team members are offered optional Safeguarding supervision

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- Champion the need for Safeguarding in Vasectomy and actively bring attention to aligning corporate policies to reflect this
- Develop Safeguarding awareness, assessments and training for the Vasectomy service

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

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- 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
- Attend monthly IPC meetings, in addition to Ad-Hoc meetings arranged due to contemporary events
- Submit quarterly IPC reports, including audit outcomes, SSI rates and concerns identified
- Maintain staff IPC information and local monitoring, for example: Covid vaccination status; Flu vaccination status; Lateral Flow testing; risk assessments
- Maintain the contemporary Vasectomy Surgical Site Infection Tracker, with details of risk factors, treatment and investigation
- Disseminate regular IPC updates and information with Vasectomy team members

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.

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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.

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: