**Job Description**

**Job Title: Quality Matron/Professional Lead**

**Based: Various sites across Liverpool**

**Accountable to: Deputy Director of Nursing**

**Reports to: Clinical Lead for Service Area**
**Salary:** £53.755-£55(DOE) **(may include clinical on call)**

**Hours:** **Full time**

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| **Job Summary** |
| **BACKGROUND**PC24 Community Care Division are looking to appoint an experienced Quality Matron to support and lead the onboarding of new services including two care homes with the provision of Registered Nurses and the delivery of high-quality care to the residents.The role will work in collaboration with the Local Authority and encompasses leadership, education, development, quality improvement, and management of the nursing teams within the care homes, whilst providing oversight and support to colleagues from the Local Authority employed as carers and senior carers within the facilities. The role requires collaborations and integrated working with local providers to ensure quality person-centred care is provided at all times.The individual will also support PC24 primary care division with input to quality improvement initiatives and the role out of the internal quality accreditation program. There will be a key emphasis on innovation and transformation to ensure care and new clinical pathways are embedded across the system and in partnership with the Local Authority and other key stakeholders.There will be an expectation that the individual will provide direct patient care as required. This will depend on the requirements of the service but is expected to be a 70 leadership /30 clinical ratio. The Community Care Division also includes PC24 primary care which will be part of the individual’s portfolio. Input and support to this area will be on a needs basis and will be working as part of the established leadership team.  **KEY RESPONSIBILITIES*** Provide dedicated on-site support to complete an initial assessment into current provision. In collaboration with the local authority, assess on-going quality compliance with CQC regulations and identify gaps in service provision. Develop and implement improvement plans.
* Investigate complaints/quality concerns and ensure adult safeguarding policies and procedures are in line with PC24 and Local Authority requirements.
* Ensure robust systems are in place to report and manage incidents, escalating as appropriate and providing feedback to staff to ensure a culture of learning and transparency is adopted. Contribute and support integrated governance arrangements with the LA and other providers
* Prioritise team workload and oversight of staffing requirements, across both units to meet safe staffing guidelines. Ensure daily ‘Safety Huddles’ are conducted and escalate any areas of concern.
* Undertake line management responsibilities including staff appraisal, one-to-one meetings, performance and sickness reviews and clinical supervision including both supervisory and supportive function providing structure, direction and support to ensure that team functions are met.
* Provide education and training for care home staff in matters relating to quality and patient safety to ensure that they have the correct skills and competencies. This will include early recognition and deterioration of patients and escalation into established care pathways.
* Advise providers on how to improve service delivery and knowledge. Identify gaps in delivery of care within key clinical areas, including greater use of anticipatory care planning and excellence in frailty management.
* Challenge traditional practice, ensuring contemporary, evidence-based care is delivered and support the development of health education/promotion and the harm free care agenda.
* Maintain an up-to-date awareness of all key aspects of the role including interpretation and implementation of policies, relevant legislative changes, regulation, national, regional and local publications.
* Utilise agreed risk management processes for adult health and care services and escalating issues as appropriate.
* Support the Operational Managers to produce relevant KPIs in relation to patient experience, safety and the effectiveness of care in preparation for presentations at governance and ICB meetings.
* Ensure robust documentation is embedded and standardized wherever possible.
* Provide advice, guidance and up to date information for families, carers and the wider MDT
* Oversee and review admission criteria/eligibility in relation to patient dependency tools and available staffing resources.
* Ensure collaborative /partnership working is a priority.
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**Communication**

* Utilise and demonstrate high level communication skills and knowledge.
* Act as an advocate for the patient and communicate effectively with a wide range of Health and Social Care Professionals on their behalf.
* Apply the principles of consent to ensure patients are fully informed and consent to treatment.
* Communicate effectively with patients, careers and all members of the multi-disciplinary team
* Liaise with other services and organisations regarding services provided and current practises to develop best evidence-based practice.

**Delivering a quality service**

* Work within own competence and standards for professional practice as defined by the NMC.
* Produce accurate, contemporaneous and complete records consistent with legislation and policy.
* Prioritise, organise and manage own workload in a manner that maintains and promotes quality.
* Deliver care according to NICE guidelines and evidence-based practice.
* Assess effectiveness of care delivery through self and peer review, benchmarking and evaluation.
* Utilise the audit cycle to evaluate the quality of work of self and the team, implementing improvements where required.
* Working with the governance manager and team leads ensure that appropriate Health and Safety risk assessments and audits are conducted and acted upon.
* Support the implementation of the Nursing Assessment and Accreditation Tool – QS24 (quality standard 24)
* Evaluate patients’ response to health care provision and the effectiveness of care.
* Identify, assess, manage and escalate risks, support and participate in shared learning within PC24 following incidents and or examples of good practice.
* Contribute to the application of frameworks to support lessons learnt e.g. (e.g. root-cause analysis) to manage, review and identify learning from patient complaints, clinical incidents and near-miss events.
* Be fully up to date in the safeguarding of vulnerable adults and children legislation.
* Ensure vulnerable patients are identified and appropriate safeguards put in place.
* Engage in the process of regular Clinical Supervision.

**Team working**

* Demonstrate commitment to developing the RN role within the teams
* Work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working.
* Delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence.
* Prioritise own workload, ensure effective time-management strategies are embedded in the team.
* Work collaboratively to clearly define values, direction and policies impacting upon care delivery.
* Work collaboratively with the team to create opportunities to continually improve patient care.
* Agree plans and outcomes by which to measure success.

**Management of risk**

* Manage and assess risk, ensuring adequate measures are in place to protect staff and patients.
* Monitor work areas and practices to ensure they are safe, free from hazards and conform to health, safety and security legislation, policies, procedures and guidelines.
* Apply infection-control measures within practice according to local and national guidelines.

**Safeguarding**

* Safeguarding is everyone’s responsibility, and all employees are required to act in such a way that always safeguards the health and well-being of children and vulnerable adults.
* Employees must be aware of the organisational procedure and raising concerns about the welfare of anyone and whom they must contact.
* To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse, or individuals at risk, and those who may not have capacity to give or withhold, informed consent to treatment at the time they need it (as per the Mental Capacity Act 2005) and to report and act on any concerns you may have appropriately.
* Ensure that you consider safeguarding factors when taking history and examining adult and paediatric patients.
* Ensure you have professional curiosity during consultation and examination of your patients.
* Any immediate adult or paediatric safeguarding concerns must be acted upon without delay and discussion with appropriate professionals to safeguard the patient.
* Concise documentation must be recorded in patient notes and any actions / referrals made to other professionals.

**Managing information**

* Use technology and appropriate software as an aid to management in planning, implementation and monitoring of care, presenting and communicating information.
* Manage information searches using the internet and local library databases.
* Understand responsibility of self and others regarding the Freedom of Information Act 2000.

**Learning and development**

* Understand own role and scope and identify how this will develop over time.
* Undertake mentorship for new staff, assessing competence against set standards.
* Actively engage in clinical supervision, self-reflection and learning through the audit process.
* Engage with yearly appraisal.
* Regularly reflect on your practice and keep an up-to-date professional learning portfolio
* Assess own learning needs and undertake learning as appropriate.
* Provide an educational role to patients, carers, families and colleagues in an environment that facilitates learning.
* To be actively involved in health promotion in line with Government targets.

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| Person Specification- Quality Matron/Professional Lead |
| Education | **Essential** | **Desirable** |
| 1st Level Registered Nurse with valid PIN | Y |  |
| Degree /or demonstrable relevant experience  | Y |  |
| Evidence of further education/CPD | Y |  |
| Skills/Experience  |  |  |
| Experience of working in elderly care/community setting/Local Authority | Y |  |
| Extensive experience of working in a community bedded area- care homes, Intermediate Care Beds. | Y |  |
| Clinical Leadership Skills | Y |  |
| Strong interpersonal skills with the ability to demonstrate to co-ordinate and motivate teams |  |  |
| Proven communication skills both written and verbal | Y |  |
| Proven communication of difficult messages to patients and families | Y |  |
| Negotiation and conflict management skills | Y |  |
| Change management skills | Y |  |
| Prioritisation and organizational skills | Y |  |
| Up to date knowledge and skill in identification and safeguarding of vulnerable adults and children. | Y |  |
| Participating in clinical audit and audit skills | Y |  |
| Knowledge |  |  |
| Accountability of own role and other roles in all settings | Y |  |
| Experience of CQC regulatory requirements and implementing quality improvements | Y |  |
| Management of patients with long term conditions | Y |  |
| Management of patients with complex needs | Y |  |
| Up to date knowledge of Infection Prevention and Control  | Y |  |
| Clinical Governance and risk management experience  | Y |  |
| Local and National health Policy | Y |  |
| Personal Qualities |  |  |
| Team Focused  | Y |  |
| Able to work with internal and external, multi- professional teams , multi-providers organisations  | Y |  |
| Adaptability to change, influence and negotiate | Y |  |
| Innovative and receptive to new ways of working | Y |  |
| Flexible in approach to needs of the situation  | Y |  |
| Committed to providing excellent patient experience  | Y |  |

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