**Job Description**

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Modern Matron - Planned Care</th>
<th>Department:</th>
<th>Planned Care Directorate</th>
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<tbody>
<tr>
<td>Reports to:</td>
<td>Director of Nursing &amp; Supportive Care</td>
<td>Salary:</td>
<td>Compton 8B £42,250 - £58,865 per annum dependent upon skills and experience</td>
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<tr>
<td>Accountable to:</td>
<td>Director of Nursing &amp; Supportive Care</td>
<td>Hours:</td>
<td>Full time 37.5 hours / week</td>
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<td>Responsible for:</td>
<td>Operational management, clinical quality and safety of • Day Therapies Centre • In-patient Unit • Physiotherapy • Complementary Therapies • Lymphoedema</td>
<td>Location:</td>
<td>Based at Compton Hall with remote working across Compton Care sites and within the community.</td>
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</table>

**Main Purpose of Job**

To embed and deliver the Compton Care clinical strategy to achieve excellence in care and extraordinary care experiences for patients every day.

Support the transformation of services in response to the changing needs of patients, initiating, planning and embedding service development and new models of care.

To provide clinical leadership to Managers in the Community Services Directorate comprising of • Day Therapies Centre • In-patient Unit • Physiotherapy Department • Complementary Therapies • Lymphoedema

Balance the challenges of providing safe services with excellent outcomes and in a way that delivers efficiencies and meets the expectations of patients and the public.

To provide effective clinical leadership to managers in delivering person-centred, safe and effective care and develop the leadership capability of others.

To maintain a highly visible presence as a role model to staff, patients and visitors by working a minimum of 50% time in clinical practice; this can be through face to face complaints management, hands on patient care or part of Quality Rounds for example.

To hold professional accountability for patient safety and effective care with a particular focus on the priorities of safeguarding, handover of care, practice errors, infection prevention and control, pressure ulcers, management of medicines, clinical outcomes and specific palliative and end of life care outcome measures as agreed.

You will contribute to the senior clinical leadership team and deputise for the Director of Nursing & Supportive Care.

**Main Responsibilities and Tasks**

- Operational management, clinical quality and safety of • Day Therapies Centre • In-patient Unit • Physiotherapy • Complementary Therapies • Lymphoedema
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MANAGEMENT AND LEADERSHIP FOR EXCELLENT CARE

- Implement and monitor systems for maintaining staff wellbeing, motivation, commitment and job satisfaction across the service, reporting to the senior leadership team.

- Provide and assure person-centred and compassionate care and evaluate the patient experience across services.

- Maintain a visible presence in clinical areas to enable accessibility to staff and patients.

- Foster peer support, sharing, learning and review about person-centred practice across the service.

- Role model high support and high challenge through giving and receiving feedback about person-centred care and experiences.

- Implement and monitor person-centred, compassionate care across the service and the achievement of related action plans.

- Role model involvement and engagement of participation of patients, service users and staff in planning, organising and evaluating person-centred care services.

- Facilitate local public, patient involvement and engagement.

Courageously speaking up for and listening to patients

- Implement systems that ensure that the patient’s voice is heard in all key activities across the organisation including at senior management level.

- Create an open environment which is receptive to challenges from staff on behalf of their patients and support and empower staff with meeting the needs of patients and service users inviting and using patient and service user feedback.

- Develop and implement action plans arising from patient and service user feedback.

- Develop, implement and evaluate strategies to foster engagement with patient/service user action groups for guiding service development.

Provide and assure safe care to patients and service users and maintain a safe environment for all according to local and national standards and evaluating across the service i.e. CQUINs, patient surveys, I Want Great Care feedback

Providing safe care (examples provided are not exhaustive)

- Lead on patient safety across services, using a systematic approach to reviewing and evaluating safety, including clinical audit, benchmarking, incident analysis and case reviews around patient safety facilitating effective action planning across services.

- Flag and action risks around deficiencies in resources, equipment/staff across the service e.g, Safety Crosses, Safety Thermometers and budgetary management.

Embedding the safety culture

- Establish a culture across services that systematically addresses and decreases the likelihood of errors occurring.

- Nurture a just culture that facilitates learning from patient safety incidents.
**Job Description**

- Support Managers and team leaders with the development and effectiveness of their supervisory role.

**Reviewing and improving safety practice**
- Lead, maintain and review professional standards, policies, guidelines and procedures to underpin safety throughout Compton Care.
- Lead patient safety and adverse incident investigations and working groups provide accurate and timely feedback on safety reviews to all staff and regular reports in collaboration with relevant departments relating to safety activities.
- Demonstrate contributions to reductions in adverse events i.e. never events, breaches in infection control policy, procedure and guidelines.

**Provide and assure evidence based care to individual patient/service users and groups and continually review and develop own and service effectiveness, lead service improvement and contribute to research**

**Providing effective care to individuals and groups**
- Provide a strong presence and visibility across clinical areas so as to: be accessible to patients and staff; give and receive feedback on experiences and standards; and provide expert advice and guidance.
- Review clinical decision making processes across the service to ensure that decisions are made at the appropriate level, based on best evidence, local and national guidelines and within governance frameworks.
- Lead, develop, implement and review service standards, policies, guidelines, procedures and service improvement.

**Maintaining own effectiveness and enabling others to be effective**
- Working with the Head of Quality and Compliance, establish peer review and support systems across services for the purpose of maintaining consistent professional standards, reviewing dashboard data and actions, and developing a culture of giving and receiving feedback.
- Provide expertise and advice to different members of the multi-disciplinary team across the service.
- Lead workforce development across the service to improve capacity and capability of clinical practice and clinical leadership.

**Establish an effective workplace culture across the service that sustains person-centred, safe and effective care through self-awareness, leadership, active learning, development, improvement and innovation.**
- Be self-aware and developing effective relationships.
- Build strong and collaborative relationships with both internal and external stakeholders to achieve secure goals and objectives based on a foundation of self-awareness and emotional intelligence.
- Establish and monitor a culture that enables and supports staff wellbeing across the service.

**Working as an effective team**
- Role model interdisciplinary team working at clinical and service levels.
- Create a culture of team working across Compton Care, embedding team working, identifying
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and celebrating effective teams.

- Use all opportunities to increase the level and quality of team working, enabling teams to explore alternatives, be creative and support them through learning from these experiences.

- Review and evaluate team effectiveness, supporting teams with increasing effectiveness and investigating where teamwork has failed ensuring service learning.

Leading person-centred, compassionate, safe and effective care

- Role model high quality leadership behaviours and Compton Care values translating this for others into expected patterns of behaviours to ensure safe, effective and person-centred and compassionate care by all staff.

- Endorse the importance of implementing a shared vision and common values across the service to achieve excellence in person-centred care.

- Facilitate a culture of effectiveness and excellence across Compton Care which is open and receptive to challenges from staff on behalf of their patients and supports and empowers staff with meeting the needs of patients and service users.

- Support others in their clinical leadership development through mentorship and coaching, giving and receiving of feedback, high support and high challenge enabling clinical leaders to develop their supervisory role through both words and actions.

RESEARCH AND AUDIT

- As a member of the research group, work to embed a learning culture underpinned by evidence and actively support nursing research and clinical research which drives the development of palliative and end of life care for people living with a complex, incurable condition.

- Be an active member of the audit group embedding audit across services to achieve continuous improvement.

- Lead reviews, evaluations and critical reflections on decisions made about clinical care, enable learning across the service.

- Regularly review the patient journey to reduce duplication, maximise flow and provide an holistic service to patients and service users.

- Demonstrate contribution to improvements in patient outcomes.

- Lead service improvement and implementation in relation to patient and service user feedback and service review.

- Ensure availability of accurate, valid, timely and relevant information to support organisational decision-making and objectives, and analyse and interpret data to inform action plans, their implementation and evaluation.

LEARNING AND DEVELOPMENT

Active learning for transforming care and practice

- Role model reflection, peer review and support for ongoing learning and career planning.

- Facilitate a learning culture across the service with opportunities for shared learning and development.

- Participate in the evaluation of service learning and development and its impact on practice, staff wellbeing and patient outcomes and experience.
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- Lead strategic development, improvement and innovation across specific organisational work streams that both inform and respond to organisational objectives.
- Use system drivers, engagement strategies, transparent measurement, improvement approaches, leadership, rigorous delivery and spread of innovation to achieve organisation-wide transformation of practice and services.
- Support staff in the development and implementation of innovative practice, new initiatives and interventions.

PEOPLE MANAGEMENT
- Provide leadership, management and development of all staff and volunteers within area of responsibility through effective:
  - Workforce planning, recruitment and selection.
  - Departmental communication and staff support.
  - Performance management.
  - Staff development including regular 1-2-1s and annual appraisals.
  - Staff support including health and safety and wellbeing awareness.
  - Facilitation of a culture of learning and respect for difference.

GOVERNANCE
- To ensure that Compton Care complies with Care Quality Commission, national and professional standards.
- Support the Registered Manager under the Health & Social Care Act 2008.
- Ensure that systems are in place to predict, reduce, prevent and manage clinical risk.
- Ensure the safe and sensitive management of complaints, incidents, crises and unanticipated significant events.
- To analyse reports and statistics on aspects of patient care, e.g. patient activity, staffing, clinical procedures, as required, to demonstrate the effectiveness of service delivery and improvements in those services.
- Deputise for the Director of Infection Prevention and Control (DIPC).
- To ensure line managed staff recognise their responsibility for governance and contribute fully.

PROFESSIONAL
- Act at all times within the sphere of the Nursing and Midwifery Council Code (‘The Code’) and other guidelines and policies that are still recognised by the NMC.
- Participate in Compton Care investigations and disciplinary processes regarding professional practice.
- Adhere to Compton Care policies and procedures.
- Act as a professional resource to colleagues.
- Ensure and take responsibility for own professional practice and knowledge in line with post.
**Job Description**

registration education for practice and personal development plan.

- Be personally accountable to maintain own professional registration and revalidation with the Nursing and Midwifery Council.

**ORGANISATIONAL**

- Contribute to the building and maintenance of Compton’s external reputation by ensuring you effectively represent Compton Care on appropriate external steering groups, and promote our agenda and views with external stakeholders, at conferences, and through other organisation strategic plans.

- Actively support the charity by participating in marketing and PR campaigns, promoting the activities of the fundraising and retail departments and encouraging the involvement of other staff and volunteers.

- Be an ambassador for the charity and act consistently in a manner that upholds its reputation and raises organisational awareness within the community.

- Be part of the cross organisational management team. In this role, you will lead on, or be part of a team, working on cross organisational projects and initiatives that drive achievement of the organisations objectives.

- Have a collaborative approach to working with peers across the organisation, supporting inclusivity and promoting a culture of learning and improvement.

**VALUES AND BEHAVIOURS**

The post holder is required to uphold and model Compton Care values in everything they do.

**SPECIAL FEATURES OF THE JOB**

- Participate in the on call rota when introduced
- The post holder may be required to work unsocial hours subject to the requirements of the role.
- Represent Compton Care at local, regional and national meetings and events as required.

- Act as an ambassador for the charity and encourage others to do the same.
- Work closely with colleagues in Fundraising and Marketing to promote the charitable activities of Compton Care and participate in fundraising as required.

**Other**

**Governance and Risk**

- Ensure that all staff for which the post holder has responsibility to participate in the development and implementation of clinical governance.

- Promote and facilitate the development of clinical audit and the management of clinical risk including patients’ impact wherever possible and appropriate.

- Be responsible for ensuring that effective monitoring systems are in place to include areas such as recruitment, appraisal, CPD, clinical supervision, performance management and registration verification.

- Investigate and implement lessons learned with regard to all complaints / incidents within section, ensuring that those are shared across the directorate as appropriate.

**Smoking**

Compton Care, The Mill House, 5 Bridgnorth Road, Wolverhampton, WV6 8AA

t: 0300 323 0250 e: recruitment@comptoncare.org.uk w: www.comptoncare.org.uk
Job Description

- Compton acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted except in designated areas and in accordance with the guidelines set down within the No Smoking Policy.

Information Governance

- Compton Care requires its staff to comply with Information Governance related standards and policies at all times when dealing with confidential information, which includes any information relating to the business of the organisation and its service users and employees.
- All Compton Care employees are bound by a duty of confidentiality and must conduct their duties in line with the organisations Confidentiality Code of Practice, General Data Protection Regulation (2016/679 EU) (GDPR), will come into effect on 25 May 2018 throughout the EU and will replace the Data Protection Directive (95/46/EC), which is implemented in the UK through the Data Protection Act 1998.
- New governing legislation for collecting and processing personal data in the EU and Freedom of information Act which all employees must adhere to as this a binding legislative act from the European Union for the protection of personal data.
- Post-holders must maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately and kept up to date. The post-holder must only access information, whether paper, electronic or in other media, which is authorised to them as part of their duties.
- All Information obtained or held during the post-holder’s period of employment that relates to the business of the organisation and its service users and employees will remain the property of the Compton Care. Information may be subject to disclosure under legislation at the Organisation discretion and in line with national rules on exemption.
- Any breach of confidentiality or computer misuse could lead to disciplinary action, and in serious cases could result in dismissal. Breaches after the post-holder’s employment has ended could result in the organisation taking legal action against them.
- Post-holders must ensure that they are aware of their responsibilities by attending the Compton Care Mandatory Training and Induction programmes.
- Your obligations of confidentiality shall not prevent you from raising genuine concerns about healthcare, or a belief that criminal conduct, breach of a legal obligation, health and safety breaches or damage to the environment has been, is being, or is likely to be committed, or any information tending to show any of the above has been, is being, or is likely to be, deliberately concealed.
- This is provided that any such disclosure is made in good faith and in accordance with the provisions of the Public Interest Disclosure Act 1998 and the Compton’s Whistle Blowing Policy.

Corporate communication to support the charity

- Compton may require employees to support the organisations charitable activities.
- All charitable activities are managed by the Marketing and Fundraising departments, and there may be times when the organisation will require employees to participate in promotional or publicity activities.

Customer Care - Our Mission will be a leader defining palliative care excellence in the UK

- The aim of the organisation is to provide patients and other service users with the best possible care and service, therefore all our staff are required at all times to put patient and our service user first and to do their utmost to meet their requests and needs courteously and efficiently. All staff to abide by Compton Care Values:
  - Excellence and Innovation
  - Respect and accountability
  - Community and partnership
  - Passion and determination
  - Compassion and empathy

Equality and Diversity

Compton Care, The Mill House, 5 Bridgnorth Road, Wolverhampton, WV6 8AA

t: 0300 323 0250  e: recruitment@comptoncare.org.uk  w: www.comptoncare.org.uk
Job Description

- Compton’s committed to promoting equal opportunities to achieve equity of access, experience and outcomes, and recognising and valuing people’s differences. All employees have an obligation to help achieve this through personal example, open commitment and clear action.
- Each individual will take responsibility for promoting inclusive and accessible service provision, employee development and a culture that values and respects difference.
- All employees should be familiar with and actively promote and work within Equality and Diversity policies at all times ensuring that they do not unlawfully discriminate, either directly or indirectly, on the grounds of race or ethnicity, nationality, religion or belief, sex, marital or civil partnership status, sexual orientation, disability, gender reassignment, age, pregnancy/maternity or any other grounds.
- We take our legal and moral obligations with respect to equal opportunities seriously and welcome dialogue with groups and individuals on ways in which our equal opportunities policies and practice can be enhanced.

Health and Safety

- As an employee you have a responsibility to abide by all of the safety practices and codes provided by Compton Care and have an equal responsibility with management for maintaining safe working practices for the health and safety of yourself and others.
- All employees must comply with the Compton Care Health & Safety Policy. All employees must attend Health & Safety training as required within their department or as directed by their line manager.
- All employees must adhere to their duties under the Health and Safety at Work Act 1974 and other associated safety legislation. In addition, employees must comply with Compton’s policies relating to Health & Safety and Risk Management to secure a safe workplace and will draw management’s attention to any deficiencies and/or hazards, which might prove detrimental to themselves or others.

Risk Management:

- All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and, when requested, to co-operate with any investigation undertaken.

Infection Control

- Staff will work to minimise any risk to clients, the public and other staff from Healthcare Associated Infection including MRSA and C difficile by ensuring they are compliant with the Health Act 2006 - Code of Practice For The Prevention and Control of Healthcare Associated Infections (They Hygiene Code); and by ensuring they are familiar with the Compton Care Infection Control Policies, located on the Intranet.
- All employees must comply with the Compton Care Infection Control Policy. All employees must attend infection control training as required within their department or as directed by their line manager.
- Compton is committed to reducing the risk of health care acquired infections. Accordingly it is essential that employees adhere to all infection control policies, procedures and protocols (to include hand decontamination, correct use of PPE (Personal Protective Equipment) and care and management of patients with communicable infections). Employees should participate in infection prevention initiatives and challenge infection prevention practices, reporting breaches using Compton’s incident reporting system.

Job Design and Review

Patient Experience and Public Involvement (PEPI)

- Compton is committed to gaining feedback from all those that use services provided by Compton through a variety of methods.
- Feedback is used to ensure that future services meet the needs of the patients and demonstrate
Job Description

continuous improvement.

Policies and Procedures

Safeguarding

- All employees have a responsibility to support the safety and well-being of children, young people and adults at risk of harm and to practice in accordance with legislation.
- Knowledge, skills and competency are to be maintained according to role and responsibilities in order to fulfil safeguarding children and adults at risk responsibilities.
- All employees are expected to comply with existing local Safeguarding policies and procedures, and Compton and Wolverhampton Safeguarding Children Board and Safeguarding Adults at Risk requirements.

Disclosure and Barring Service

- There are some roles within the organisation that require enhanced DBS screening in order to be able to start work within the Organisation.
- Where relevant to the role employees will be required to undertake this screening as part of the recruitment process and this will be updated on a regular basis whilst in employment.

Statutory and Mandatory Training

- All employees are required to complete any statutory or mandatory training as required by Compton or statutory auditing and regulatory bodies.
- Employees also required to refresh training as required and undertake any additional training as part of being employed by the organisation.

Use of Information Technology

- All employees are required to undertake duties and development related to computerised information management to meet the changing needs and priorities of Compton, as determined by your manager and in accordance with the grade of the post.

This job description may be subject to change in the future. Any proposed changes will normally be discussed fully with the post holder and confirmed with an updated job description.
# Job Description

## Person Specification

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<tr>
<th>Requirements</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td><strong>Education and Qualifications</strong></td>
<td>Registered Nurse</td>
<td>Post registration qualification in palliative care</td>
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<td>First Degree</td>
<td>Masters Degree related to Nursing</td>
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<td>Masters Degree or willing to work towards</td>
<td>8 years post registration experience</td>
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<td></td>
<td>Evidence of ongoing personal and professional development related to role</td>
<td>Management Qualification</td>
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<td>Minimum of 3 years at Band 7 (or higher clinical grade) in a community setting</td>
<td>Monitoring and audit of facilities services and clinical environment</td>
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<td>Minimum 6 years post registration experience</td>
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<td>Ability to evidence continuous quality improvement</td>
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<td>Ability to evidence resolving user concerns effectively</td>
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<td><strong>Experience, knowledge and skills</strong></td>
<td>Patient and carer centred approach</td>
<td>Experience of palliative care / complex care / long term conditions nursing</td>
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<td>Clinical credibility and knowledge of evidence based clinical practice</td>
<td>PLACE Programme</td>
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<td><strong>IT Skills</strong></td>
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<td>Highly developed verbal and written communication skills</td>
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<td>Influencing and negotiating skills</td>
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<td>Coaching and facilitating skills</td>
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<td>Staff development and empowerment</td>
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<td>Ability to lead team</td>
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<td>National and local nursing agenda</td>
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<td>Clinical Governance</td>
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<td>Health &amp; Safety</td>
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<td></td>
<td><strong>Personal skills and attributes</strong></td>
<td>Ability to handle difficult situations with tact and diplomacy</td>
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<td>Ability to manage conflicting and complex issues</td>
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<td>Flexibility</td>
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<td>Ability to prioritise workload and</td>
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## Job Description

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<tbody>
<tr>
<td></td>
<td>cope under pressure in order to meet deadlines</td>
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<td>Calm under pressure</td>
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