

JOB DESCRIPTION

Job Details	
Job Title:	Matron
Band:	AFC 8a
Directorate:	Care Services Directorate
Reporting to:	Care Services Deputy Chief Operating Officer (CS Deputy COO)
Responsible for:	In-Patient Unit, Day-Patient Services, Lymphoedema Service, Complimentary Therapy Service
Location	Winsley

Job Summary / Main Purpose:

- To provide senior clinical leadership and operational management of the In-Patient Unit, Day Patient Services, Lymphoedema Service and Complimentary Therapy Service. This role provides visible, inclusive, compassionate clinical leadership, coupled with effective management enabling the delivery of high-quality, safe, personalised palliative and end-of-life care. The Matron will have extensive specialist palliative care experience and be easily accessible to patients, families and the workforce. They will contribute to strategic planning, service and quality improvement, promoting best practice, professional standards in line with statutory and regulatory requirements and the values of Dorothy House Hospice. The Matron role is a core member of the Care Services Directorate Senior Leadership Team.

Principal Duties and Responsibilities

Clinical Leadership

- Act as a visible, senior clinical leader and role model across designated services (IPU, DPS, lymph and complimentary therapy services), promoting excellence in care and professional standards.
- Deliver direct clinical care (approx. 40% of role) including advanced assessments, support staff with complex cases and enable high standards of documentation and care planning
- Lead on the development of nurse-led beds on the In-Patient Unit (to include future developments around additional beds or service delivery e.g. paid-for respite potentially).

- Support complex decision-making and multidisciplinary care planning.
- Lead the delivery of the Care Services Strategy and Organisational Strategy across designated services.
- Lead with integrity, role-modelling and upholding the Leadership Framework in all that you do and expect.
- To have clinical credibility and excellence in specialist palliative and end-of-life care, demonstrating high levels of competence across a range of settings (in-patients and community), coupled with high levels of understanding and a vision of enhanced and advanced practice for nursing and other professions.

Operational Management

- Plan and oversee all aspects of daily operations including rostering, bed management and patient flow, relevant to your designated services.
- To demonstrate an understanding of integrated performance management and lead on this for your designated services.
- Manage and maintain appropriate staffing/workforce levels, skill mix and deployment.
- Manage allocated budgets and resources efficiently, following the principles of financial sustainability.
- Deputise for the CS Deputy COO as required and support them in delivering against agreed outcomes.
- Ensure the delivery of contracted services aligns with the service specifications and raise concerns or escalations with the Directorate and Senior Leadership Team in a timely way.
- Authority to act on urgent operational issues within agreed policies

Quality, Safety & Governance

- Lead on all aspects of clinical governance, incident management and regulatory compliance (CQC standards) for your designated services.
- Undertake regular audits and implement action plans for improvement.
- Promote a culture of learning, openness and continuous improvement.
- To work collaboratively with the Clinical Quality Lead to deliver on contractual expectations, due diligence, governance and reporting.
- Lead on delivering and upholding professional standards and practice
- Lead investigations into complaints and incidents, utilising PSIRF, embedding learning into practice and sharing across teams.

Workforce Development

- Line-manage senior staff including personal development reviews (PDR), Clinical competence, supervision and performance management.
- Identify training needs and support professional development, enabling the workforce to realise their full potential.
- Lead recruitment and retention initiatives for the designated services.
- Promote a culture of accountability, inclusivity, and continuous learning.

Service Development

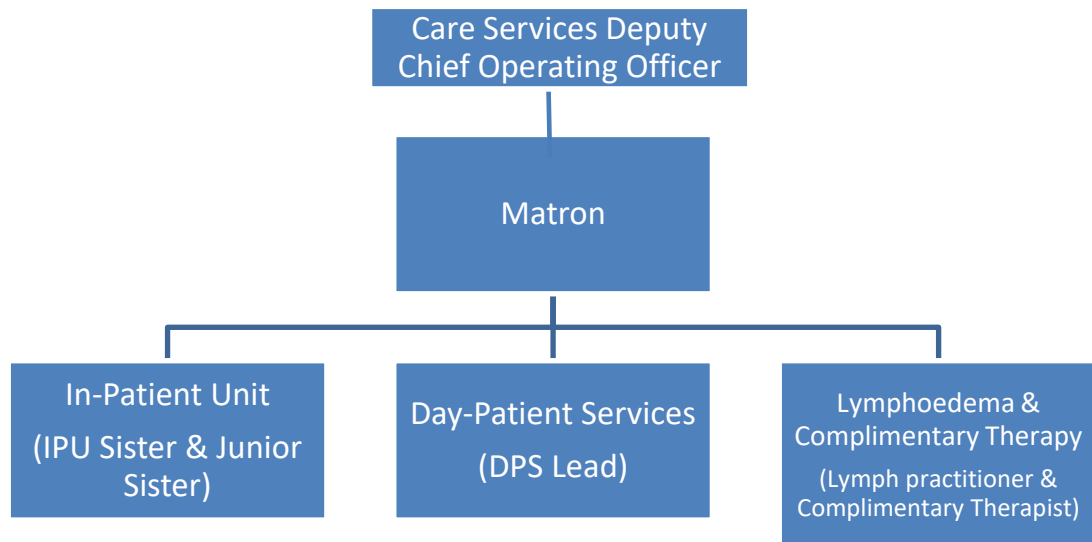
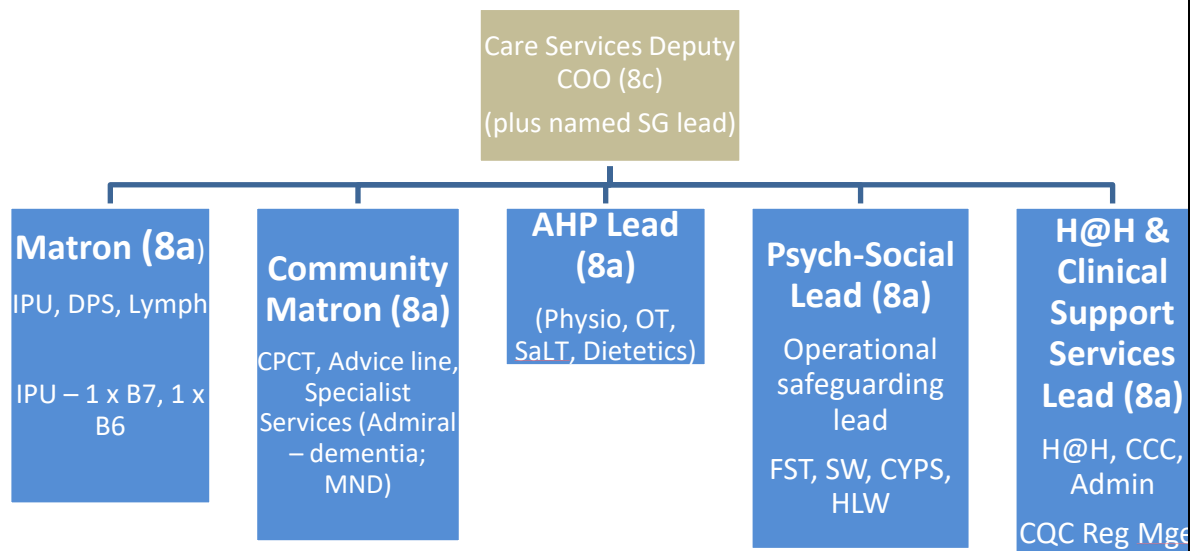
- Contribute to strategic and business planning and service redesign to meet changing needs and service demands.
- Implement relevant national and local policies.

- Represent the hospice at local and regional professional forums as required.

Other

- Any other duties commensurate with role

Structure Chart



Contacts

The matron is a core member of the Care Services Directorate Senior Leadership Team and is expected to have close working relationships with:

- Care Services Directorate Leadership Team (COO, Medical Director, Head of Education & Research, Clinical Quality Lead)
- CSD Senior Leadership Team (Community Matron, Psycho-Social Services Lead, AHP Lead, Hospice at Home and Clinical Support Services Lead, Deputy Clinical Quality Lead)
- Medical staff (Consultants, Specialty Doctor, GPST)
- Advanced Nurse Practitioners
- Clinical Leads
- Lead Nurse for Palliative Care at the Royal United Hospital, Bath
- HCRG End-of Life Lead Nurses

Special Note

This job description does not form a part of the contract of employment but indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the post holder.

Leadership Commitment

As a People Manager at Dorothy House, you play a vital role in shaping our culture, supporting our teams, and delivering our purpose “**to empower, collaborate and deliver so that no one faces death alone**”.

As part of our Manager Role Profile, this role is identified as a “**Senior Leader**”. This means that you will commit to:

Lead Me Well:

- Keeping people focused on the bigger picture and our shared purpose.
- Make values-based decisions and expect others to do the same.
- Align leadership across teams and functions.

Support My Development and Wellbeing:

- Make time for development - not just delivery.
- Spot future leaders and support their next step.
- Own succession and pipeline conversations.

Listen to Me and Keep Me Informed:

- Share what you know - even when incomplete.
- Make time to listen deeply across your area.
- Use what you hear to guide decisions and priorities.

No Smoking Policy

Dorothy House operates a No Smoking Policy for all staff, volunteers and visitors in relation to promoting health. It applies to the Hospice premises and grounds at Winsley, all Dorothy House shops and when staff are on duty in patients' homes.

Confidentiality

All of the work relating to patients, carers, donors, staff and volunteers and any other information gained are of a confidential nature and must not be communicated to other persons except in the course of duty.

Safeguarding

Dorothy House is committed to promoting the wellbeing of all adults and children who use our services, ensuring that they live a life that is free from harm, abuse and neglect. We work in an open and transparent way and encourage staff, volunteers, patients and families to raise any safeguarding concerns. All staff should ensure that they are aware of their responsibilities and attend the mandatory training as required.

Health and Safety at Work Act

It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complied with safe working practices are adhered to and that hazards are observed and reported to the appropriate office.

Person Specification –

Criteria	Essential	Desirable
Registered Nurse (Adult) with current NMC registration, with evidence of working at or beyond master's level (MSc or equivalent experience)	X	
Post-graduate qualification in palliative care, management or leadership.	X	
Substantial post-registration experience at senior level in palliative and end-of-life care including in community or hospice setting, managing multidisciplinary teams and services, leading on delivery of professional standards	X	
Demonstrable knowledge and experience in clinical governance and quality improvement, audit, legislative and regulatory requirements.	X	
In-depth knowledge of palliative/end-of-life care, safeguarding, infection control and CQC standards.	X	
Excellent leadership and motivational skills, effective communication and negotiation skills.	X	
Ability to manage complex situations and influence change	X	
Compassionate, resilient and adaptable. Demonstrates integrity and accountability. Commitment to continuous improvement and personalised care	X	

Operational management experience including budget responsibility, resource management, business planning, change management, and workforce planning	X	
Experience of strategic thinking, collaborative working, influencing, delivering innovation and impact	X	
Knowledge of lymphoedema management and commissioning processes.		X
Experience of delivering formal and informal education provision in palliative and end-of-life care		X