

# Job Description: Facilities Matron



Function:	Operations
Job:	<b>Facilities Matron</b>
Position:	Facilities Matron
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Head of Marketing
Additional reporting line to:	
Position location:	Imperial Contract - St Mary's Hospital, London

## 1. Purpose of the Job – State concisely the aim of the job.

- The post holder will play a key role in developing a partnership relationship between the clinical teams and Sodexo managers and team leaders, identifying potential problems and finding solutions. S/he will be an effective communicator and an excellent team worker
- The post holder will provide clinical and professional leadership. Reporting to the Sodexo Operations Director, the post holder will ensure the key functions of the matron are undertaken on behalf of Sodexo.
- Demonstrate effective leadership, setting, monitoring and maintaining professional standards, working collaborative, manage complaints and lead the nursing contribution for clinical governance on behalf of Sodexo in line with the Nursing & Midwifery Strategy.
- Be an integral member of the Sodexo management teams, providing nursing advice in terms of working within clinical areas and delivering high standards of patient experience
- Act in accordance to the NMC Code of Professional Conduct.
- Have a responsibility to ensure all information processed for patients and staff is kept confidential, accurate and in line with the Data Protection Act 1998 and Caldecott Policy.

## 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Revenue FY13:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region	Workforce	tbc
		EBIT margin:	tbc							
		Net income growth:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc	
		Cash conversion:	tbc							
Characteristics										

## 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.

#### **4. Main assignments** – Indicate the main activities / duties to be conducted in the job.

##### **Leadership & Consultancy**

- Provide effective clinical and professional leadership acting as a role model for all staff
- Ensure effective communication systems, written, verbal and the use of Information Technology is embedded in the department/directorate/s.
- Liaison with all support services and departments to ensure they and the organisational cultures are meeting the needs of patients in the clinical areas. Facilitate and negotiate change and new ways of working where necessary to support new care delivery process.
- Represent the Sodexo at professional and academic forum.
- Advise the department/directorate's management team on policies, which influence or may impact on the departmental/directorate services.
- Engage in Clinical Governance reviews to support the work of Sodexo in ensuring that the Trust's Health and Safety and Risk Management Strategy is implemented within the department/directorate.
- Work in close collaboration with Patient's Representative Department, PALs and Team Leaders/Sisters/Charge Nurses to ensure a robust patient advocacy and liaison service providing negotiation, mediation and advocacy for patients and their families within area of responsibility.

##### **Management**

- Participate in the review and writing of reports
- Provide the lead for complaints management ensuring that investigation and response is accurate and timely to meet the Trust guidelines.
- Work collaboratively with clinical teams to ensure all standards of cleanliness are agreed with Team Leaders/Sister's/Charge Nurses in line with the contract. Encourage and support Team Leaders/Sister's/Charge nurses to monitor, challenge individuals as appropriate when standards of environmental cleanliness are not achieved or maintained.
- Assist Team Leaders/Sister's/Charge Nurses to implement improved food delivery methodology improving the dining experience. Ensure action is taken when standards of quality, quantity and timeliness are not being met.
- Contribute to and promote a culture that values all staff recognising and acknowledging achievement and success whilst positively addressing poor performance.
- Contribute to the implementation of key performance indicators
- Ensure work within the NMC scope of practice.
- Validate changes in roles and practice within the clinical teams ensuring changes are in line with key policy initiatives and directorate business plans.

##### **Clinical Practice**

- Ensure all documentation for patients and staff is appropriate, accountable and defensible.
- Maintaining own clinical/professional competence and credibility, role model standards of care and expected behaviour, to measure agreed standards or nursing practice, and gain additional accessibility to both patients/families and members of staff.
- Provide a visible presence in clinical areas and be accessible to patients/families and staff, ensuring all patients and staff have the opportunity to seek information, help and support or to communicate problematic or celebratory issues.
- Work closely with Infection Control Teams and Team Leaders/Sister/Charge Nurses to ensure robust audit, action planning and change management to minimise risk of hospital acquired infections and to strengthen measures to prevent/control spread of infection

##### **Patient Experience**

- Lead and monitor compliance and measures to support the Quality Care Rounds (QCR) implementing action plans and striving for continuous improvements. Consider the implementation of QCR themes in partnership with the clinical teams as appropriate; identifying trends, facilitating the sharing of good practice and agree actions to be implemented to ensure improvements.

- Implement systems to continuously improve management of complaints within required timeframes. Work towards improving skills of respondent in providing accurate, timely, high quality response letters addressing complainants concerns professionally.
- Implement action plan from annual patient survey identifying and prioritising Directorate themes and issues in relation to facilities services.
- Ensure that feedback from the Patient Experience Tracker leads to measurable action plans being implemented and practice being amended where appropriate.
- Develop innovative ways for gaining live feedback from patients across pathways of care.

### **Education & Development**

- Take responsibility for personal and professional development, participating in the Trust PDR Reviews with the Assistant Director of Nursing.
- Ensure all staff are compliant with corporate and clinical mandatory training days
- Ensure the clinical environment is conducive to teaching, education, training and development for all staff and students.
- Facilitate the student experience in partnership with the clinical team ensuring appropriate placements in partnership with the clinical support facilitator.

### **Research & Development**

- Participate in capacity building for research and development for clinical staff.
- Contribute to clinical audit and research projects ensuring compliance with research governance.
- Ensure that wherever possible clinical practice is evidence based and auditable

### **Key Processes**

- In collaboration with the Sodexo management team and senior nurses ensure that key targets are achieved in line with local and national standards.
- Ensure that the qualities of services delivered are part of the strategy to improving performance and the patient experience.
- Assist in the development of the strategic direction and vision for the service in line with corporate vision, objectives and nursing and midwifery strategy.
- Ensure integrated working across the full multidisciplinary team across agencies both internal and external to the organisation.
- Assist in the development and implementation of long term objectives through effective, affordable and achievable action plans.

## **5. Person Specification** – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

### **Essential**

- First Level nursing registration, Graduate – health related studies, Teaching qualification
- Experience in a senior clinical position
- Experience of successfully managing the implementation of change
- Evidence of professional leadership, leading to innovation in practice
- Experience of identifying education and training needs of staff utilising Service Level Agreements
- Evidence of continuous professional development
- Experienced in budget management at ward level
- Experience in clinical audit/benchmarking
- Line management experience
- Experience in workforce planning
- Experience in setting establishments and using workforce toolkits including dependency tools
- Experienced in complaints management
- Strong communication skills
- Presentation skills

- Report writing
- Negotiating and influencing skill
- Ability to make calm rational decisions in the face of adversity
- Evidence of risk management activities
- IT/word processing skills
- Able to demonstrate contribution of nursing role to clinical governance

#### Desirable

- Management qualification, relevant Master's degree and qualified in speciality
- Experience in R&D
- Strong analytical skills and ability to consider the wider picture

### 6. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

▪ Growth, Client & Customer Satisfaction / Quality of Services provided	▪ Leadership & People Management
▪ Rigorous management of results	▪ Innovation and Change
▪ Brand Notoriety	▪ Business Consulting
▪ Commercial Awareness	▪ HR Service Delivery
▪ Employee Engagement	
▪ Learning & Development	

### 7. Management Approval – To be completed by document owner

Version		Date	September 2018
Document Owner	HR		

### 8. Employee Approval

Signed:.....

Dated.....