

# Job Description:

## Clinical Services Matron

| General role information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                     |
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| Job Title:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Clinical Services Matron                                                                                                                            |
| Reporting to:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Regional General Manager<br>or Senior Clinical Services Matron (Large Regions)<br>Professional/Dotted reporting Line to Head of Nursing & Midwifery |
| Salary Band:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Band H(b)                                                                                                                                           |
| Notice period:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 3 Months                                                                                                                                            |
| Budget Responsibility?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Yes                                                                                                                                                 |
| Contract type?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Permanent                                                                                                                                           |
| Direct Reports?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Yes                                                                                                                                                 |
| Client facing role?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Yes                                                                                                                                                 |
| Key stakeholders – internal?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Yes                                                                                                                                                 |
| Key stakeholders – external?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Yes                                                                                                                                                 |
| About MSI Reproductive Choices                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                     |
| <p>Only when choice is a reality for each of us, can we create a better, more equal world for everyone. Here at MSI Reproductive Choices UK (MSI UK) we are proud to be a social enterprise that is changing the world for the better, we reinvest and donate our profits towards creating a positive social change across 37 countries globally.</p> <p>As one of the world's leading providers of sexual and reproductive healthcare our aim is simple: to empower clients to make the reproductive choices that are right for them. That is what we mean by client-centred care.</p> <p>At MSI Reproductive Choices UK our client-centred care philosophy means respecting our clients as active partners in their own service, caring about who our clients are, their experiences, and how they feel before, during and after they access care with us.</p> <p>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.</p> |                                                                                                                                                     |

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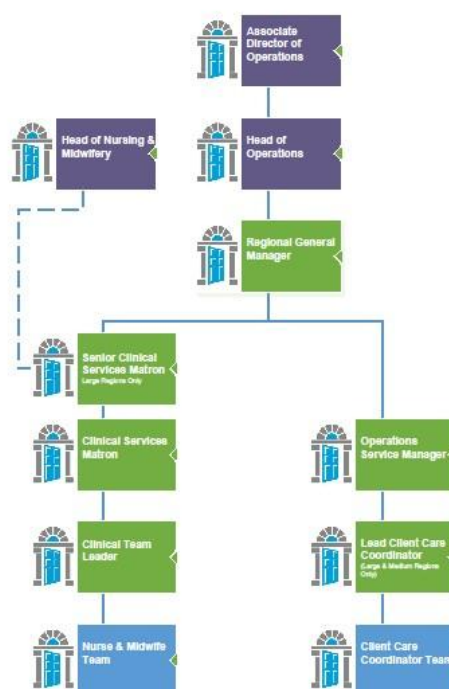
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### The department/team



MSI-UK  
Treatment Centre Structure  
2023



### The role

Reporting to the General Manager (or Senior Clinical Services Matron in Large Regions), the Clinical Services Matron will be responsible for providing leadership to their Treatment Centre Clinical team to ensure that the Clinical priorities in their centre(s) are aligned to the overall organisational priorities and are delivered through a clear focus on safety, client experience & sustainability.

The role will lead Clinical Teams to provide the best possible experience for our clients through nurturing a culture of continuous improvement that promotes excellence in clinical practice and care. The Clinical Services Matron will lead the clinical teams to ensure quality, standards and assurance requirements are met and role model their expertise in clinical practice, Client care, openness and professionalism.

Close and effective working relationships with the Operations Service Manager, Senior Clinical Services Matrons (in Large Regions) and General Manager will be essential in being successful in this role.

The role will require successful appointment to be the deputy CQC Registered Manager in Small and Medium Regions.

### Role summary

|   |            |                                                                             |                                                                 |                                                                                        |
|---|------------|-----------------------------------------------------------------------------|-----------------------------------------------------------------|----------------------------------------------------------------------------------------|
| 1 | Management | <ul style="list-style-type: none"> <li>Line manage Clinical Team</li> </ul> | <ul style="list-style-type: none"> <li>Communication</li> </ul> | <ul style="list-style-type: none"> <li>Performance &amp; assurance meetings</li> </ul> |
|---|------------|-----------------------------------------------------------------------------|-----------------------------------------------------------------|----------------------------------------------------------------------------------------|

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|   |                               |                    |                                             |                                       |                                        |
|---|-------------------------------|--------------------|---------------------------------------------|---------------------------------------|----------------------------------------|
| 2 | Leadership                    |                    | • Clear Plan                                | • Continuous Improvement              | • Advocate with Stakeholders           |
| 3 | Patient Safety                |                    | • Regulatory requirements and best practice | • Safer Staffing Policy"              | • Competency Skills mix                |
| 4 | Patient Experience            |                    | • Patient pathways                          | • Patient feedback                    | • Patient facing environments          |
| 5 | Organisational Sustainability | People             | • Recruitment & Retention                   | • Progression and Succession Planning | • Colleague Experience                 |
|   |                               | Patient Demand     | • Optimise Capacity                         | • Protect & grow market - share       | • Implement New business opportunities |
|   |                               | Surplus Generation | • Budget Plan                               | • Cost Control                        | • Colleague awareness                  |

### Key Responsibilities

#### 1) Management

- a) **Line manage** the Treatment Centre Clinical team, including:
  - i. Setting of practical objectives and regular performance updates.
  - ii. Proactive management of the employee lifecycle i.e. recruitment, induction, absence management, family friendly leave, employee relations, performance management, development plans and leavers.
- b) Facilitate clear and regular **communication** to all Treatment Centre team members to ensure they are aware of and recognise:
  - i. Organisational priorities and focuses.
  - ii. Progress and performance.
  - iii. Individual and team successes along with organisational achievements.
- c) Actively participate in Treatment Centre **performance and assurance review meetings**.

#### 2) Leadership

- a) Contribute to the formulation of a **clear plan** for the Treatment Centre team, which includes:
  - i. Short, Medium & Long-Term goals and aspirations.
  - ii. Developing a live Service & Safety improvement plan for each treatment centre.
  - iii. Defining a clear service development plan for each Treatment Centre, with clear outcomes and risks mitigated.
- b) Role model the behaviours of **continuous improvement** within the Treatment Centre.
  - i. Effectively use the correct data to inform decisions.
  - ii. Be responsive to changes or fluctuations in client, safety or financial demands.
  - iii. Devise and influence solutions to barriers that impact on the ability to drive advancements in patient and colleague experience.
- c) Build a reputation of being a **visible and engaging** member of the Treatment Centre Management team and Clinical Services Matron population.
  - i. Act as a key link in the communication between the Treatment Centre and Support Office colleagues ensuring key messages, trends and concerns are cascaded in both directions.
  - ii. Where possible engage colleagues in the decision-making process and where this is not possible ensure decisions and communications are provided with clear rationale and evidence.

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- iii. Actively participate in meetings, provide the opportunity for the organisation to learn from our front-line service providers.

d) Build relationships with internal [Stakeholders](#) to support the Treatment Centre teams to work collaboratively to achieve their objectives.

- i. Act as a change advocate for all transformation projects
- ii. Evaluate and feedback the impact [positively & negatively] of stakeholders and transformation projects in supporting your teams to deliver their service.

### 3) Client Safety

- a) Support the Treatment Centre Management team to ensure [regulatory requirements and best practice](#) are met in each centre, including DOH, CQC, RSOP standards and take immediate action on any areas identified for improvement.
- b) Ensure the requirements of CQC Registered Manager are delivered in a consistent and compliant way.
- c) Collaborate with the Operations Service Manager to ensure the staff scheduling process is robust enough to ensure there is never a compromise on the approach to our "[Safer Staffing Policy](#)", including having adequate and competent resource to always provide the service alongside a clear Clinical Leader.
- d) Take the lead in implementing a clear plan to drive the optimum [competency skills mix](#) in our Nursing and Midwifery Team.

### 4) Client Experience

- a) Lead and influence the Clinical team to ensure [client pathways](#) are reliable, consistent, and meet the needs of each individual patient.
- b) Drive the Clinical team to seek [client feedback](#) and facilitate a responsive and caring approach and response.
- c) Collaborate with the Operations Service Manager to ensure all [client facing environments](#) in your Treatment Centres look and feel professional, clean and welcoming.

### 5) Organisation Sustainability

- a) Develop and implement a clear People plan for the Clinical Team, taking responsibility for:
  - i. Recruitment & Retention: develop an effective and responsive approach to our colleague recruitment and retention.
  - ii. Identify aspirational colleagues and facilitate their development.
  - iii. Identify and develop a clear successor to your role
  - iv. Deliver the best possible [Colleague experience](#) & satisfaction, with particular focus on:
    - Creating the best first and last impressions of our organisation with all potential and current colleagues.

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- Ensuring every colleague have the tools to do their job (eg IT, Equipment, Knowledge)
  - Cultivating a culture of celebrating success and actively managing under performance.
  - Ensuring every aspirational colleague is supported to reach their full potential.
  - Embedding a holistic approach to colleague well-being.
- b) Collaborate with the Operations Service Manager to efficiently service **Client demand**:
- i. **Optimise our capacity**, with a responsive, proactive and productive methodology.
  - ii. Contribute to an effective service development plan to **protect and grow our market share in** your geographical region.
  - iii. Collaborate with internal stakeholders (eg Business Development) to implement all **new business** opportunities.
- c) Deliver effective **surplus generation**.
- i. Have a clear understanding of the Treatment Centre **budget plan** and take an active role in mitigating any risks.
  - ii. Implement an approach where there is intelligent investment alongside a strict **control of costs**, with an active and relevant cost improvement plan.
  - iii. Build **colleague awareness** so they are confident on the impact they can make (+ve & -ve) to contribute to surplus, engaging them so they are clear of the reasons why we need to generate a surplus and deliver a sustainable organisation.

Please note that you may also be required to carry out reasonable additional ad-hoc duties, at the request of your line manager.

### Key Skills

To perform this role, it is **essential** that you have the following skills:

- Ability to role-model own behaviours by:
  - Working in a diverse and inclusive environment, respecting and collaborating with all individuals equally, and with a commitment to overcome bias and prejudice.
  - Effectively managing own time, priorities, and motivation.
  - Displaying a “can-do” approach and passion for the services and organisation.
- Ability to work with others through:
  - Effective interpersonal, negotiation and influencing skills.
  - A proactive approach to conflict management and resolutions.
  - Building effective cross-team/function relationships.
- Ability to inspire a motivated and productive team by:
  - Challenging and supporting colleagues to deliver results.
  - Leading a continuous improvement and change culture.
  - Fronting a positive Colleague experience.

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- Ability to make sound service delivery decisions through:
  - Correct analysis of data, leading to tangible and relevant improvement decisions
  - A proactive and visible approach to risk mitigation
  - A commitment to innovation and creative problem solving
- Ability to generate a Client-focused service by:
  - Embracing technology to deliver effective and efficient pathways
  - Converting patient feedback into pathway improvements
  - Inspiring colleagues to deliver an experience that meets patients' needs at every interaction.
- Ability to effectively communicate key concepts, priorities, and challenges to all areas of the business through:
  - Timely clear messages tailored for the correct audience.
  - Listening and feedback mechanisms to check understanding and effectiveness of communication

### Key Experience

To perform this role, it is essential that you have the following experience:

- Led a dispersed team
- Track record of Patient/Client/Customer- centric leadership
- Track record of nurturing, developing, and realising colleague potential
- Track record of developing and delivering results and KPI's

### Formal Education/qualification

- Minimum:  
GCSE (A-C) [or equivalent] in Maths & English Registered Nurse or Midwife  
Evidence of continuing professional development
- Desirable: Formal Management Qualification including a bachelors or masters degree in leaders or management

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### Personal Attributes

MSI Reproductive Choices is dedicated to equal opportunity for all and recognises that every individual is unique. Whilst we always seek to embrace individual differences and celebrate the diversity of our workforce, we also want to ensure that every team member is suited to their role and that they are given the best opportunity to succeed.

The personal attributes described below have been developed in accordance with the job description and other contextual factors relating to the role and are considered **essential**.

**For this role, we're looking for an individual who is:**

- Committed to the protection of team members and clients, with a focus on vulnerable groups.
- Passionate about service and quality improvement.
- Able to role-model inclusive and culturally sensitive attitudes and behaviours.
- A problem-solver, who can see the benefits and balance "quick-wins" alongside more long-term sustainable solutions.
- Able to act with empathy, humility, and integrity by being honest and open with colleagues, peers, managers and stakeholders.
- Able to build trust in their team, colleagues, peers and stakeholders.
- Agile in their thinking.
- Self-aware of the impact they have on their team, colleagues, peers and stakeholders.
- Able to take accountability for their impact on their results, team and colleagues.
- Confident, able to make tough decisions and lead with authority when the situation requires.
- Ability to remain calm under pressure

### Our Values

**Mission Driven:** With unwavering commitment, we exist to empower women and men to have children by choice not chance.

**Client Centred:** We are dedicated to our clients and work tirelessly to deliver high-quality, high-impact services that meet their individual needs.

**Accountable:** We are accountable for our actions and focus on results, ensuring long term sustainability and increasing the impact of the Partnership.

**Courageous:** We recruit and nurture talented, passionate, and brave people who have the courage to push boundaries, make tough decisions and challenge others in line with our mission.

**Resilient:** In challenging situations, we work together and support each other, adapting and learning to find solutions, whatever we're up against.

**Inclusive:** We believe that diversity is a strength. We all play our part in creating a culture where every

By signing below, you indicate that you have read and agree to this job framework.

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|                   |  |
|-------------------|--|
| <b>Full Name:</b> |  |
| <b>Signature:</b> |  |
| <b>Date:</b>      |  |

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