

Job Description

Job Title	Matron – Operational Decontamination Lead
Pay Band	8a
Directorate	Corporate Nursing
Department	Infection Prevention & Control
Service	Integrated Decontamination & Infection Prevention & Control Service
Reports to (Line Manager):	Head of Nursing Infection Prevention & Control
Accountable to (Professionally/managerially):	Head of Nursing Infection Prevention & Control

Job Summary/Job Purpose

The quality of the Health Board's clinical care and the safety of its patients are fundamental to its excellence and the Matron is responsible for ensuring the consistent delivery of evidence-based, safe and effective care.

The post holder will work as part of an Infection Prevention and Control (IP&C) Team and will be the Lead Nurse for the Health Board on decontamination of reusable medical devices. They will lead on the development and implementation of robust decontamination standards, with well-developed monitoring and reporting linked with performance reporting; from service delivery level to the Executive Board.

The post holder will be responsible for leading and coordinating the operational decontamination service, in line with the Health Board's values and behavior framework of caring for each other, working together and always improving. This includes supporting systems for professional revalidation and performance management of staff that are accountable for quality, safe care.

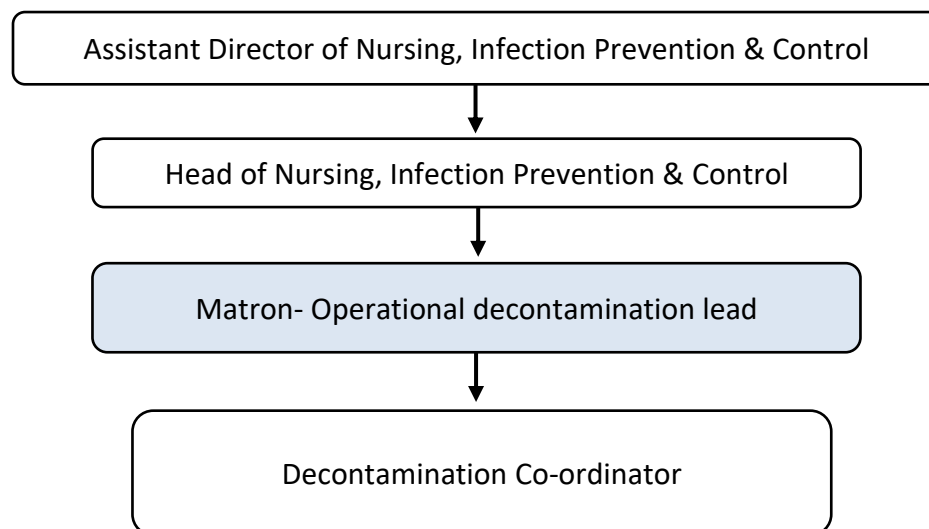
The post holder is a specialist clinical expert on a broad range of complex decontamination and infection prevention matters; is expected to work with autonomy to provide highly specialised advice to colleagues of all disciplines across the Health Board for the delivery of high standards of care, in safe healthcare environments.

Key expected outcomes for area of responsibility:

- Provide assurance that the Health board has a robust decontamination service in place, which is provided in suitable environments, ensuring the adherence to all relevant national and local policies and standards in relation to decontamination;
- Ensure safe and effective use of the decontamination team resources on a day to day basis, in accordance with need and appropriate skill level, and within the available resources;

- Lead and develop relevant in-house training programmes and frameworks to ensure staff are trained in the decontamination processes they are responsible for and hold appropriate competencies for their role;
- Provide expert advice and support to service groups to ensure there are suitable and sustainable systems, policies and procedures in place for medical device decontamination by competent staff in appropriate environments;
- To continuously review and Improve standards of decontamination practices throughout the health Board to maintain patient safety, clinical effectiveness and ensure a positive patient experience, by reducing infection risks and variations in care;
- Ensure all decontamination practices and quality improvement plans are evidence based, and include national and international examples of best practice
- Ensure there are appropriate organisational structures and management systems for decontamination in place that are appropriately linked to quality and safety, infection prevention and control and procurement structures and processes.
- To provide leadership and support to service groups to ensure processes are in place which guarantee that equipment, and devices are purchased, maintained, decontaminated and calibrated in accordance with manufacturer's guidelines, ensuring they are appropriate for their intended use and for the environment in which they are used to promote patient and staff safety;
- Provide assurance that robust tracking and traceability systems are in place to allow re-usable medical devices to be tracked through each stage of the decontamination process and identify the patients that come in contact with these devices during their procedures.
- Providing visible leadership, engagement, motivation, empowerment, development and support for staff who are involved with the decontamination service.

Organisational Chart



Our Values

In this Health Board we aspire to be driven by our values; where every person that works for us, regardless of their role, is expected to demonstrate the values of “caring for each other”, “working together” and “always improving”.

Key Tasks and Responsibilities of the Post

Quality and Safety

- Responsible for reporting to the Head of Nursing robust quality and safety, investigation, learning across defined areas of responsibility.
- Promote patient, staff and visitor safety by ensuring adherence to correct standards for optimal healthcare associated infection prevention and management, decontamination, and hospital cleanliness.
- Ensure appropriate scrutiny within the defined areas of responsibility of agreed audits, taking early appropriate remedial action where required and ensure improvements are implemented into practice.
- Proactively contribute to minimising risk to all groups of vulnerable patients through implementation of the Health Board policies and procedures relating to Children & Vulnerable Adults.
- Work closely with and support multi-professionals, Delivery Unit decontamination and Infection Control Leads and Delivery Unit Quality Improvement Leads, to minimise preventable healthcare associated infection, ensuring robust application of policy and that a culture of accountable practice and sustained improvement is embedded.
- In collaboration with Patient Experience Teams within the Delivery Units, ensure the capture of quantitative and qualitative experiences of patients, using experiential feedback to make continuous improvements within designated areas of responsibility.
- Acts as a role model, embedding a culture of being open, honest and willing to acknowledge when something has gone wrong. Make timely apologies and take action to report incidents, including near misses, to ensure that we establish a culture of learning that enables best practice in patient safety and at all times exercise a duty of candour.
- Implement robust and immediate escalation in the event of safety risks and issues that cannot be addressed.
- Undertake investigations of clinical incidents, complaints and professional issues relating to decontamination following the Organisations policies and national guidance documents (e.g. WHTMs/ HTMs/ HBNs) and acting upon findings/ recommendations and ensure robust improvement plans are established.
- Work in collaboration with service users and leads to ensure there is effective risk management and systems of governance in place. Risks must be entered onto the risk register and regularly reviewed to measure progress with highlighted actions.

- To Lead in the development of and ensure the robust implementation and reporting of an effective decontamination audit programme to gain assurance of the Health Board's compliance with relevant decontamination standards and guidance documents.
- Participate in Welsh Government and All Wales audit programmes to audit compliance with decontamination standards in Health Boards throughout Wales, as deemed appropriate.

Professional Leadership

- To provide leadership and support for the development, implementation and review of the Decontamination strategy, ensuring there are robust systems and processes in place across the Organisation to improve and maintain patient safety and deliver required outcomes.
- Be highly visible, accessible and approachable to staff, patients and the public to ensure that open and honest communication channels are created and sustained.
- Demonstrate and maintain clinical credibility by acting regularly as a clinical practitioner in own area of expertise.
- Provide professional leadership in person-centred, compassionate care and role model what this means to all members of the team.
- Maintain a high clinical profile through regular visits to site-based teams, and regular quality rounds.
- Lead by example in practicing the highest standards of conduct in accordance with the NMC Code and NHS Code of Conduct for Managers.
- Ensure that professional regulation issues including NMC revalidation requirements for Infection Prevention & Control nursing staff are maintained to the correct standard for their area of responsibility.
- Participate in peer reviews to promote independent professional scrutiny and promotion of continuous learning.
- Implement systems that recognise and celebrate staff achievements in the provision of person-centred care and commitment.

Operational and People Management

- Day to day management of the Decontamination Coordinator, ensuring that appropriate arrangements are in place to set challenging but realistic objectives, monitor and review performance and personal development plans to support achievement of individuals' full potential.
- Where necessary, and as directed by the Head of Nursing, Infection Prevention & Control, provide managerial cover for the Infection Prevention & Control Nursing Team. This includes responsibility for cost-effective processing of urgent requests for bank or agency staff and liaising with the relevant Senior Infection Prevention & Control Nurse Specialists in relation to managing any unresolved staffing issues.

- Ensure that available staffing resources are utilised effectively to maintain quality service provision and manage any particular risk areas, this may include redistribution of resources in line with locally agreed policy and agreed risk assessment.
- Responsible for cost-effective processing of urgent requests for bank or agency staff and liaise with the relevant Senior Infection Prevention & Control Nurse Specialists in relation to managing any unresolved staffing issues.
- Ensure at least 6 monthly reviews of workforce / job plans undertaken and participate in service wide work force review and planning.
- Monitor effectiveness and efficiency of staff rostering in line with the Health Board policy.
- Takes a lead role in the effective recruitment and retention of all staff within the area of responsibility including exit interviews and rotational programmes.
- Manage initial stages of staff sickness and absence in accordance with Health Board policy.
- Initiate/undertake investigations for disciplinary/grievance and other Human Resources processes, including functioning as Disciplining Officer as appropriate to band of staff/issues involved.
- Fully implement all relevant Human Resources policies and procedures within areas of responsibility.
- Prepare for, and take an active part in, the appraisal process in accordance with organisation policy in partnership with reviewer, identify opportunities to develop own competence/own skills in order to achieve objectives and meet professional revalidation requirements for registered nurses.
- Ensure the operational decontamination team achieve compliance with the required standard of performance for staff annual development reviews and requirements for professional revalidation, where appropriate.

Service Delivery and Improvement

- To enable the Head of Nursing to monitor compliance with the relevant Welsh Government, Health Board and relevant corporate policies, the matron will ensure that these are adhered to within the designated areas of responsibility.
- Ensure decontamination and infection prevention & control practice reflects current clinical developments and is evidence based.
- To be responsible for the development of and monitor the implementation of decontamination policies, procedures and guidelines, at strategic and Health Board level and ensure they are written in line with evidence based, best practice and national guidance and policy.
- Implement the infrastructure that enables the decontamination and Infection Prevention & Control team to nurture effective multidisciplinary approaches to care. Also, to ensure the decontamination and Infection Prevention & Control team supports Delivery Units in mitigating risks of infection in their development of improving care



coordination and patient flow, so that users have positive experiences, and the clinical team is better able to meet patients' needs effectively and efficiently.

- Challenge and address identified processes and/or other issues that may impact on the risk of avoidable infection.
- To identify areas of best practice across the Health Board and ensure this is spread widely by presenting complex and sensitive information including recommendations in relation to Decontamination to a wide range of groups within the Health Board and at external meetings/ conferences.
- To lead on the development and implementation of robust decontamination standards, with well-developed monitoring and reporting linked with performance reporting; from service delivery level to the Executive Board.
- Ensure all Quality Improvement work is evidence based, and includes national and international examples of best practice.
- Develop training framework to ensure the standardisation of decontamination training and competence across all areas of the Health Board.
- Deal with informal and formal complaints and incidents, and monitor the implementation of actions plans agreed as a result of complaints, to avoid recurrence within the designated areas of responsibility.
- Contribute to the development of national policies, guidance and implementation plans and participate in the consultation process of policy and service development on an All Wales basis.
- Work closely with relevant service managers to prepare and maintain effective business continuity plans for the decontamination of medical devices.
- Provide the expertise and support to the Health Board to ensure planned replacement programs for decontamination equipment are in place and are regularly reviewed to reduce the risks associated with equipment at end of life or deemed obsolete being used.
- Ensure learning from the Putting Things Right agenda continually drives improvement priorities.
- Keep abreast with changing national best practice and standards across areas of responsibility and embed in practice.
- Use benchmarking data to inform service improvement across Swansea Bay University Health Board (SBUHB) working with service managers and leads to improve decontamination.
- Review and lead on the implementation of recommendations from external statutory and professional inspections as they relate to the decontamination agenda.

Communication and Engagement

- Implement and embed systems that ensure the patients' voice is heard in all key activities and at Senior Management level.
- Foster involvement and engagement with patient and service users to guide learning and service development within areas of responsibility.

- Be a role model for the maintenance of patient advocacy in all situations and ensure that communication takes place in a manner that is consistent with legislation, policies and procedures and consistent with the level of understanding required, culture and organisational values.
- Use highly developed clinical and communication skills to provide appropriate information regarding highly complex, sensitive and contentious information.
- Build effective working relationships and gain support from members of the multi-professional/ multi-agency teams, developing clear and agreed channels of communication to enable effective reporting of concerns to the Head of Nursing.
- Chair meetings, providing effective leadership, specialist advice, guidance and clear communication on agreed priorities and ensure action is taken with an appropriate degree of urgency. This includes effective communication with outside agencies.
- Act as a change agent and effective role model to challenge, motivate and overcome barriers to improve clinical practice and across professional boundaries.
- Continuously build relationships and develop network opportunities within decontamination and Infection Prevention & Control, Corporate Teams, and with colleagues from all Delivery Units, and with other agencies in NHS Wales, Welsh Government, and wider.
- Ensure that all staff are fully engaged in the development and implementation of local improvement plans.
- Implement and embed mechanisms for staff engagement and feedback.

Education and Training

- Foster a creative learning culture, encouraging staff to participate in lifelong learning initiatives, valuing daily practice as a reflective learning opportunity where learning can be applied directly to practice.
- Establish a clinical supervision infrastructure for staff to access.
- Identify training needs in relation to decontamination and develop and deliver specialist education and training for health care professionals and support workers within the Health Board.
- Prepare and deliver presentations on decontamination in relation to IP&C on recognised University IP&C modules
- Ensure leadership and role development opportunities are available to members of the operational decontamination Team, and that staff have the confidence and competence to act.
- Encourage staff to critically analyse the evidence base and develop their ideas to enhance practice.
- Work with colleagues in assessing the clinical skills requirements required to deliver a safe and high quality service, identifying any deficits and developing programmes to address skills capacity issues and help inform the training plan for the operational decontamination & IP&C workforce.
- Compile training needs analysis following appraisals and interviews with staff in order to maintain a competent workforce.

- Ensure induction, orientation, mentorship, preceptorship and clinical supervision are in place and effective for the initial preparation of all new staff joining the operational decontamination team.
- Ensure full compliance with mandatory and statutory, and relevant clinical skills training within the operational decontamination & IP&C workforce. This includes assurance that Health Care Support Workers have achieved their relevant competency programme.

Research and Development

- Embed a culture of research and audit.
- Undertake audit and research activity, which will enhance evaluation of patient care and the impact of the decontamination service.
- Ensure an evidence-based approach to local policy development/ implementation and service re-design, considering outcomes of audits and/or evaluation work on all aspects.
- Promote research and ensure innovation and good practice is disseminated within area of responsibility to maximise efficiencies.
- Organise and lead new decontamination initiatives, developments and innovations, working in partnership with staff internal and external to the Health Board, to challenge, influence and implement change and improvement in practice.

Information Resources

- Produce reports and presentations, using computer software based on a range of information from a variety of sources.
- Ensure staff within direct line management/professional responsibility utilise and support data systems in a timely manner, which are kept live/updated etc.
- Write and present reports to a wide range of groups within the Health Board, to the All Wales decontamination group and Welsh Government as required.

Performance and Financial Management

- Meet regularly with the Senior Infection Prevention & Control Nurse Specialists to monitor resource management and budgetary expenditure, supporting early and appropriate remedial action and monitoring of progress.
- Monitor staffing rotas, annual leave planning, etc. to ensure compliance with current policies and that financial control measures are met.
- Ensure that temporary staffing expenditure is managed within budgetary limits across the service.
- Authorised signatory for attendance, annual leave requests, time in lieu procedures, bank and agency out of hours.
- Ensure that relevant Health Board financial procedures are adhered to.



- Regularly review nursing staff performance within designated areas of responsibility, ensuring that appropriate action is taken to deal with issues of staff discipline, grievance, poor performance and sickness.
- Set clear and realistic objectives for staff and ensure that there are mechanisms in place to manage performance.

Job Plan

- Develop a job plan that maintains professional competence and clinical credibility by providing strong leadership and access to expertise across clinical areas with a 20% contribution to direct care and 50% of overall work time spent on influencing the quality of clinical care.
- Designated deputy for the Head of Nursing, Infection Prevention & Control on all matters pertaining to Decontamination and, Infection Prevention & Control as deemed appropriate by the Head of Nursing, IP&C.
- Works on a rotational basis specific to the needs of the Infection Prevention & Control Nursing Service.

Efforts and Environment

- The post holder will be required to travel to attend meetings.
- There will be frequent requirement for concentration when report writing and investigating complaints.
- There will be frequent competing priorities, with frequent interruptions.
- The post holder will be exposed to frequent distressing/emotional circumstances and occasional exposure to highly distressing circumstances, e.g. when dealing with a complaint or a serious incident.
- Requires light physical effort including:
 - a requirement to bend or stretch whilst undertaking audit;
 - lifting, pushing, pulling objects from 2 – 5 kg;
 - standing in a restricted position for a minimum of 20 minutes for some assessments.



General Considerations

- **Performance Reviews/Performance Obligation:** The post holder will be expected to participate in the Health Boards individual performance review process to ensure continued professional development.
- **Job Limitations:** At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this, they should immediately discuss them with their Manager / Supervisor / Consultant. All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.
- **Confidentiality:** In line with the Data Protection Act 1998, the post holder will be expected to maintain confidentiality in relation to personal and patient information, as outlined in the contract of employment. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of duties.
- **Health & Safety:** The post holder is required to co-operate with the health Boards Health and Safety Policy to ensure health and safety duties and requirements are complied with. It is the post holder's personal responsibility to conform to procedures, rules and codes of practice; and to use properly and conscientiously all safety equipment, devices, protective clothing and equipment, which is fitted or made available, and to attend training courses as required. All staff have a responsibility to access Occupational Health and other support in times of need and advice.
- **Quality Improvement:** The Health Board is keen to promote an understanding of the principles of continuous quality Improvement and encourages all staff to undertake IQT ("Improving Quality Together") training.
- **Corporate Governance:** The post holder is required to ensure the highest standards of corporate governance and probity are maintained by ensuring all staff work within the provision of Standards of Business Conduct, Standing orders and Standing Financial Instructions.
- **Risk Management:** The Health Board is committed to protecting its staff, patients, assets and reputation through an effective risk management process.
- **Safeguarding Children:** The Health Board is committed to safeguarding children therefore all staff must attend the required level of safeguarding children training. This post requires minimum level 3.
- **Cognitive Dysfunction:** Some degree of cognitive impairment is now common in the communities that we serve. We encourage all our staff to undertake online training for



dementia awareness, so as to understand and be responsive to the particular needs of people with cognitive dysfunction.

- **Infection Control:** The Health Board is committed to meet its obligations to minimise infection. The post holder is required to comply with current procedures for the control of infection, not to tolerate non-compliance by colleagues, and to attend training in infection control provided by the Health Board.
- **Records Management:** The post holder has a legal responsibility to treat all records created, maintained, used or handled as part of their work within the Health Board in confidence (even after an employee has left the Health Board). This includes all records relating to patient health, financial, personal and administrative, whether paper based or on computer. All staff have a responsibility to consult their manager if they have any doubts about the correct management of records with which they work.
- **Job Description:** This job description is not exhaustive but is an outline and account of the main duties. Any changes will be discussed fully with the post holder in advance. The job description will be reviewed periodically to take into account changes and developments in service requirements.

For Clinical Staff Only: All clinical staff are required to comply, at all times, with the relevant codes of practice and other requirements of the appropriate professional organisations NMC, GMC, GDC, HCPC, etc. It is the post holder's responsibility to ensure that they are both familiar with and adhere to these requirements.

- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites including buildings and grounds are smoke-free.

Flexibility Statement: The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Person Specification

Job Title – Matron- Operational Decontamination Lead

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications	Registered Nurse with current Nursing and Midwifery Council (NMC) registration and significant post registration experience. Nationally recognised specialist qualification in Decontamination. Nationally recognised specialist qualification in IP&C Professional knowledge acquired through degree level, supplemented by specialist training to masters level or equivalent. Recognised management qualification or equivalent demonstrable experience.	Service/Quality Improvement Experience	Application form, pre-employment checks
Knowledge	Demonstrates knowledge of change management and leadership methodologies in order to achieve and sustain change and improvement in services. Demonstrates highly developed specialist decontamination and IP&C knowledge, underpinned by theory and experience. Knowledge of quality and service improvement methodologies. Knowledge and understanding of current policy and issues in professional practice, compliance, standards and the wider NHS.		Application form and interview
Experience	Substantial specialist experience in decontamination or infection prevention, at a minimum of band 7. Experience of developing and implementing strategies, policies and protocols.	• Experience of leading service improvement/ change. • Evidence of regional or national working within specialist field of practice • Coaching of individuals or Mentoring • Ability to speak Welsh	Application form and interview



	Experience of staff and service management. Experience of developing presentations, delivering training and facilitating staff and practice development in a variety of settings, with individuals, small and large groups Experience of using governance frameworks and structures to minimise risk and improve patient safety. Experience of leading and coordinating team activities to achieve key outcomes. Experience of resource management. Experience of managing change.		
Skills & Values	Person Centered Care: Demonstrates in everyday work, organisational values and role models person centred approaches to care. Team Working: ability to develop effective working relationships on an individual and multi-disciplinary basis with all levels of staff; take time to listen, understand and involve people, receptive to appropriate change. Effective communication skills: ability to communicate effectively with colleagues, patients, clinical staff and other agencies. Communicate openly and honestly and explain things clearly. Empathy and sensitivity: ability to listen, understand and involve people; see people as individuals and do the right thing for every person. Leadership: ability to take responsibility and demonstrate leadership. Demonstrates ability to: empower others	• Advanced critical analysis skills • European Computer Driving License or equivalent.	Application Form Interview References



	lead through change influencing skills demonstrate patience and empathy value everybody's contribution demonstrate innovation and highly complex problem solving abilities Coping with pressure: highly resilient with the ability to work effectively under pressure and cope with setbacks; ability to maintain composure and set high standards of behaviour when under pressure. Service Improvement: ability and drive to use information and experience to improve the service; ability to adapt and respond to changing circumstances to improve patient care. Positive attitude, seek out learning, and continually develop our skills and services. Organisation and Planning: ability to cope with effectively managing and organising a wide range of complex services throughout areas of responsibility ensuring clear and unequivocal focus on quality and safety. Problem Solving: evidence of an enquiring and critical approach to solving work problems. Ability to analyse highly complex facts and use judgment in situations where there is no precedent and creative and original thinking is required.		
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Health Board

CAJE REF: RVC/2021/0225

	Information Technology: IT skills & experience in the use of software.		
Other job requirements	Able to travel across the HB as part of role and attending meetings. Works flexibly.	Member of the Infection Prevention Society	