

Candidate Pack

For

Community Matron - Adult Haemoglobinopathies



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Our
values



The North Middlesex University Hospital NHS Trust is a medium-sized acute and community trust with over 525 beds and over 600 community staff, serving more than 600,000 people living across Enfield and Haringey and the surrounding areas, including Barnet and Waltham Forest.

The hospital has been on its present site for over 100 years and was established as an NHS trust by statute in December 1990. The Trust's services are provided on the North Middlesex University Hospital site as well as a range of community sites across the London Borough of Enfield, including at partner hospitals. They provide services in collaboration with a range of partners, including local GPs, acute, mental health and other community health service providers across North Central London.

In the year ending 31 March 2022, the Trust reported a turnover of £419.7m and employed almost 4,000 staff. Following the transfer of Enfield Community Services on 1st April 2023, this has increased as we have welcomed over 600 new staff including District Nurses, Community Matrons, Community Physiotherapists, Psychologists and many more across a wide range of adult and children's community services in Enfield. It is an exciting time to join North Mid as we continue our journey to become an integrated care organisation to deliver high quality, seamless care in our local communities, with a focus on tackling health inequalities.

North Mid is part of North Central London integrated care system – consisting of the NHS and Local authority organisations in Camden, Islington, Barnet, Enfield and Haringey. As with other ICS's, we are working increasingly closely with partners and indeed many of our financial and performance objectives are measured at this system level. Whilst all organisations remain as standalone, statutory bodies we have an ICS infrastructure for making shared decisions and agreeing shared approaches.

We are proud of our staff and want to ensure their training allows them to provide excellent clinical care. We are also a training unit for medical students from UCL and St George's University Grenada, and for nursing and midwifery students from Middlesex and City Universities.

Our Vision

At North Mid, we've set out sights on Trust North: a set of five clear ambitions which describe our vision for our Trust.



- 1** Patient: delivering the best experience for our patients, respecting our local population's needs.
- 2** Partnerships: working in partnership to reduce health inequalities and improve the lives of our local population.
- 3** People: our people are engaged, compassionate, respect each other, and will always strive to improve.
- 4** Outstanding care: delivering outstanding care that is safe, effective and timely.
- 5** Sustainability: using resources and assets effectively, ensuring sustainable services for our local population.



Additional Information

Location

Situated in North London with a multi-cultural community, the area provides a wide range of facilities and is close to the heart of London. Central London is easily accessible, with Liverpool Street and Kings Cross approximately 30 minutes away by public transport.

Benefits

We want to attract the best and brightest people to work at NMUH and that means looking after you from the moment you apply for a role at the Trust and throughout your career with us. Our staff are our most valuable asset and we believe that investing in colleagues is crucial if we want to enable everyone to reach their full potential.

Learning and Development

As a University Trust, we recognise the importance of investing in our workforce to continue to deliver the right care in the most effective way, based on a sound evidence base and continuing professional development. We offer:

- A structured leadership and management development programme
- Core skills statutory and mandatory training programmes
- A 'one-stop' induction programme for all new staff – introducing you to the Trust, our values and our services
- A structured programme of learning for trainee doctors, student nurses and students across allied health professions
- A coaching network where trained coaches throughout the Trust are matched with staff of all disciplines to provide a powerful development opportunity.

- A wide range of Continued Professional Development (CPD) opportunities, working with
- partners – such as Middlesex University and University of Hertfordshire, to deliver training and development programmes and support.

Health and Wellbeing

We offer a Health Hub which helps improve staff health and wellbeing across the Trust – encouraging staff to step away from their work and think about their own health. This includes:

- Workshops, challenges and social events throughout the year
- Confidential and safe forums where staff can talk about the emotional impact of their work.
- An equality and diversity staff network providing support to all staff.
- Mindfulness bite size taster sessions
- Mini health checks
- Free, confidential counselling services 24/7
- Reduced gym rates at a number of local health clubs/gyms.

Pay and Annual Leave

- Generous annual leave: starting at 27 days and increasing after five and 10 years.
- Maternity/paternity and shared parental leave schemes.
- Sick pay for all substantive and permanent staff
- Range of flexible working options across the Trust including compressed hours, term time contracts, part-time working etc.
- One of the best pension schemes in the UK

Road Access and Public Transport

North Middlesex University Hospital NHS Trust is situated on the North Circular Road, the hospital is within very easy reach of the M25, M1, A1, A10 and A12. The hospital is situated close to the residential districts of North London including Enfield and Winchmore Hill, which all have an excellent environment and schools. Silver Street main line railway station is a 5-minute walk away, with services direct to Liverpool Street Station and Seven Sisters underground Station.

Our community services are based in a various location around Enfield including:

St Michael's Primary Care Centre, Gater Drive, Enfield, EN2 0JB
 Lucas House, 305-309 Fore Street, Edmonton, N9 0PD
 Forest Primary Care Centre, 308A Hertford Road, Edmonton, N9 7HD
 Chase Farm Hospital and the Skye Unit, The Ridgeway, Enfield, EN2 8JL
 Eagle House Surgery, 291 High Street, Enfield, EN3 4DN
 Highlands Health Centre, 3 Florey Square, Winchmore Hill, N21 1UJ
 Bowes Road Clinic, 269 Bowes Road, Enfield, N11 1BD
 George Marsha Centre, St Ann's Hospital Site
 Bay Tree House, Enfield

For more information about the services available at these locations click [here](#)

Our Values and Expected Behaviours

You are part of Team North Mid, a workforce over 4,000 strong. A big part of working here is having a culture and values that help us to achieve our vision of delivering outstanding care to local people.

We are caring:

What it means	Our behaviours
<ul style="list-style-type: none"> We are compassionate and take time out to check on colleagues and patients. We are understanding and recognise each other as individuals. We are committed to improving our community for colleagues, patients and carers 	<ul style="list-style-type: none"> Showing empathy Being curious Showing humility Listening to others

We are fair:

What it means	Our behaviours
<ul style="list-style-type: none"> We respect and understand each other's differences and backgrounds. We are consistent with providing realistic, clear expectations and constructive feedback. We are always looking for opportunities to develop all our staff and our services 	<ul style="list-style-type: none"> Being consistent Listening to others Supporting each other

We are open:

What it means	Our behaviours
<ul style="list-style-type: none"> We embrace change and continuously challenge ourselves and colleagues to create meaningful improvement. We ask for help when we need it; we offer help when we see a colleague struggling and we are always open to challenge. We actively look for new ways of working and explore new partnerships across teams, divisions and organisations 	<ul style="list-style-type: none"> Speaking up Being curious Learning from mistakes

These values are extremely important to us and we expect everyone who works at the Trust in any capacity to share and uphold these values. Further information on the Trust's values is available on our website.



Care and Compassion

Ensure that any escalation of care concerns or safeguarding escalations are made robustly through the appropriate channel. Undertake audits and where appropriate cooperate with the corporate nursing team to maintain Trust standards of care.

Job Description

Position	Community Matron - Adult Haemoglobinopathies
Salary/Band	8A
Location	Clinical Haematology, North Middlesex University Hospital
Hours	371/2
Responsible to	Service Manager
Accountable to	Haringey Borough Lead

Key Working Relationships

The post holder is expected to establish and maintain positive interpersonal relationships with other staff members characterised by trust, mutual respect, and open, honest communication. This will include:

- Haemoglobinopathies Nursing Team
- Haemoglobinopathies Medical Team
- Clinical Nurse Specialists in other specialisms
- Multidisciplinary community teams
- Multidisciplinary team in associated inpatient and outpatient departments
- Patients and carers
- Haemoglobinopathy Coordinating Centre (HCC) team
- General Practitioners and other primary care colleagues in relevant localities
- Social Workers, Housing Teams and Department for Work and Pensions
- Equivalent colleagues across HCC and ICS footprint and wider region as appropriate

Job Summary

In conjunction with the haemoglobinopathies leads across North Central London, the post holder will be responsible for the delivery, management and ongoing development of a high-quality specialist sickle cell and thalassemia service in the community. The post holder will provide expert clinical leadership and practice at an advanced level demonstrating a high level of autonomy and clinical decision making in the community.

Key deliverables will include:

- Responsibility for the quality of care delivered within the Community Red Cell Service and for demonstrating quality standards applied.
- To be a source of expert advice on Haemoglobinopathies to health care and other professionals working with affected people and their families.
- Develop and plan a training strategy for other health care professionals.
- Participate in Regional and National working groups on Sickle Cell and Thalassaemia.
- Provision of health education and guidance on self-management to prevent exacerbation of patient's condition to reduce incidences of acute episodes requiring admission to secondary care.

- Enhancing compliance with preventative actions such as vaccinations and prophylactic medications
- Addressing social and lifestyle factors which impact on condition management and overall quality of life and directing to appropriate local resources.
- Building trust with patients
- Targeted support to high-intensity users of secondary care including directing patients into existing NCL programmes for frequent ED attenders.
- Developing and maintaining close links with multidisciplinary colleagues in primary, secondary, and social care to enhance continuity of care for patients.
- To enable implementation of individual care plans for patients in all settings

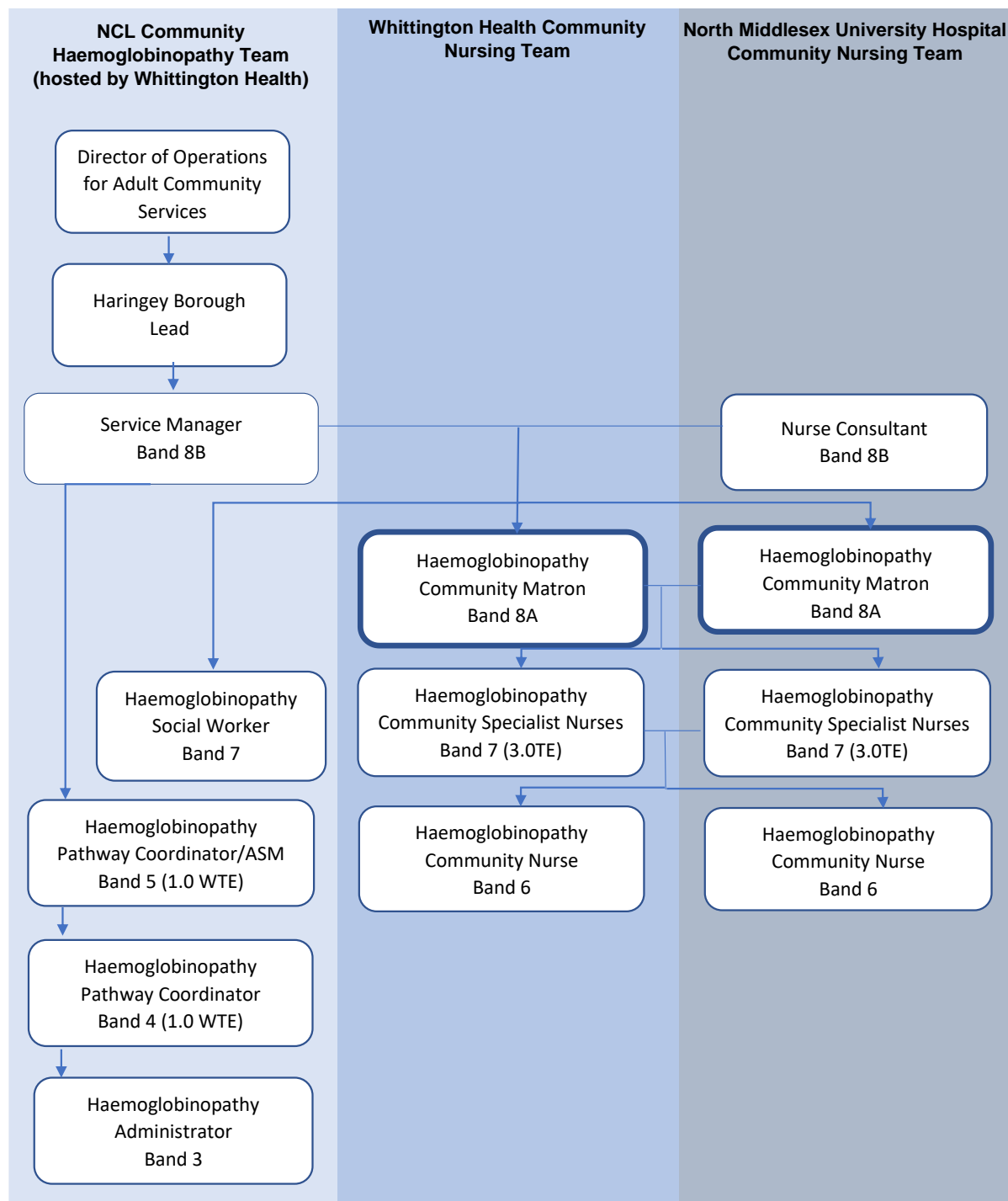
Introduction to the Department

North Central London (NCL) comprises of the boroughs Camden, Islington, Haringey, Islington, and Barnet. Within NCL, there are 3 Specialist Haemoglobinopathy Teams (SHTs), University College London Hospitals, North Middlesex University Hospital, and Whittington Hospital.

The Red Cell Network (TRCN), is commissioned by NHS England and led by University College London Hospitals, holding responsibility as the HCC for NCL to support the provision of specialist and non-specialist haemoglobinopathy services to adults and children with sickle cell disorder, thalassemia, and other rare anaemias. Close working with inpatient, outpatient and community teams across the network is expected.

Organisation Chart

NCL Community Red Cell Team is jointly provided by Whittington Health and North Middlesex University Hospital but functions as one team with collective responsibility for delivering services to residents of NCL living with haemoglobinopathies.



Duties and Responsibilities:

Duties and Responsibilities

Clinical

1. Empower patients and carers by providing health education enabling informed decisions about their care.
2. Enhance compliance with preventative actions such as vaccinations and prophylactic medications.
3. Provide guidance on self-management to prevent exacerbation of patient's condition to reduce incidences of acute episodes requiring admission to secondary care.
4. Address social and lifestyle factors which impact on condition management and overall quality of life, directing to appropriate local support services and external agencies.
5. Act as a patient advocate through the application of ethical, legal, and professional knowledge and skills, considering the multicultural needs of the patient by identifying demographic factors that influence health care needs of this patient group.
6. Provide targeted support to high-intensity users of secondary care including directing patients into existing NCL programmes for frequent ED attenders.
7. Pre-contact with patients to reduce DNA rates to hospital.
8. Promote and enable implementation of individual care plans for patients in all settings.
9. Advise on appropriate drug management at home, including dosages and information on non-pharmacological management techniques. Follow up on a regular basis to monitor effectiveness of the regimen and compliance.
10. Where relevant, utilise advanced prescribing skills within the guidance from NMC and Trust.
11. Provide in-reach service to secondary care.
12. Implementation of a patient outreach health education group programme, and organisation of patient led education sessions.
13. Promote good clinical practice in line with evidence-based guidelines and policies.
14. Work closely with haematologists, ward sisters and nurses to initiate timely early discharge planning and facilitate community services for early discharges.
15. Support and lead nurse led clinics, telephone, or face to face, interpreting results, taking appropriate action, and feeding back into MDT meetings and reviews.
16. Lead on community MDT discussions within the department and with other specialities.
17. Participate in specialist on-call/ advice line rota.
18. Support Virtual Ward programmes providing specialist assessment and advice.
19. Highly developed clinical skills, with great accuracy, with high degree of precision e.g. blood transfusion, intravenous injections, syringe pumps and infusions, insertion of catheters, remove of sutures/undertakes suturing, endoscopies.
20. To ensure nursing practice is in accordance with the NMC code of conduct.

Education and Training

1. Identify own training needs taking responsibility for maintaining own professional development, continuously reflecting on monitoring, evaluating, and improving own professional performance.
2. Lead on training programme development for the service in the community.
3. Participate in addressing the training needs of other health professional involved in the service, and other relevant services.
4. Organise and develop community-based sickle cell & thalassaemia pain management study days / seminars.
5. Maintain accurate and contemporaneous records of attendance at training, for both self and other members of the specialist nursing team.
6. To engage and help develop competency packages for each patient pathway and ensure all relevant staff members in the community are trained and assessed as competent.
7. To ensure that staff receive appropriate training and professional development in accordance with professional recommendations.

Communication

1. Build trust with patients to enhance their overall healthcare experience.
2. Communicate effectively with patients ensuring an individualised and equitable approach to all, taking in to account the complex and sensitive nature of condition management needs for red cell disorders.
3. Develop and maintain close links with multidisciplinary colleagues in primary, secondary, and social care to support early referral and enhance continuity of care for patients.
4. Ensure that appropriate, consistent written information is available for patients, relatives, staff, and visitors and that this is reviewed, updated, and promoted.
5. Utilise interpreting services for patients with a language barrier.
6. Maintain accurate records regarding all patient contacts, including telephone consultations.
7. Ensure, through the close supervision of nursing and administrative staff, the accuracy of results or information sent to patients or other clinicians.
8. Ensure that confidentiality and adherence to the Data Protection Act is maintained.

Management and Leadership

1. To develop robust and holistic community services, in conjunction with external partners, so as to offer sustainable and appropriate alternatives to hospital attendances.
2. Responsible for developing policies related to the specialist area.
3. Line management responsibility for the whole team.
4. Responsibility for the recruitment, induction, training, development and retention of staff within the Community Red Cell Service.
5. Overall responsibility for ensuring regular Personal Development Reviews and Personal Development Plans are completed for all clinical staff, allocating responsibility for PDRs/PDPs as appropriate across senior members of staff.
6. Manage all Human Resource issues for clinical staff including disciplinary, capability issues, sickness absence management etc within level of authority given.

7. Ensuring the staffing 'skill mix' across all services is at safe levels and appropriate for the dependency of patients.
8. Responsibility for managing and resolving formal and informal complaints raised regarding Community Red Cell Services
9. Practice in an organised but flexible manner with the ability to respond to the unpredictable and challenging needs of the service including cross-site cover.
10. Provide clinical leadership to the Community Red Cell Service as a clinical expert and resource for others in relation to specialist care and nursing issues.
11. Attend and actively participates in meetings and conferences as appropriate ensuring you are fully conversant with current issues both within the Trust and within the specialty, locally and nationally.
12. To empower, support and inspire staff to improve standards and develop professional practice.

Governance and Quality

1. Provide measurable standards of community practice in pain management and psycho-social care.
2. Lead on data collection to enable service evaluation, ensuring it is accurate and submitted in a timely manner.
3. Analyse and interpret data to inform decisions around service provision and procedures.
4. Monitor and coordinate the uploading of local patient accrual data in conjunction with other community services and hospital-based teams.
5. Participate in the evaluation of new/alternative non-pharmaceutical products and deal with commercial companies.
6. Attend local and regional meetings to share good practice and keep informed of changes to practice and national standards and targets.
7. Ensure that quality, effectiveness, the management of risk, patient safety, and the experiences of patients, carers and staff are all actively monitored, managed, and improved.

Proactively lead on developing and implementing robust policies and audit processes relating to patient services and nursing services in general (this includes patient/family surveys/feedback/comments)

TRUST POLICIES

Probation

Employment by the Trust is subject to a six (6) month probationary period, during which time you will be required to demonstrate to the Trust's satisfaction your suitability for the position in which you are employed. During your probationary period, your employment may be terminated by you or the Trust by providing one (1) week notice in writing.

Equality, Diversity and Inclusion

The Trust is committed to fair and transparent recruitment and selection procedures and to providing a workplace where all staff are treated with respect and feel included. It is the aim of the Trust to ensure that no job applicant or employee receives less favourable treatment because of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Health & Safety

Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act 1974 to maintain a safe environment for both staff, patients and visitors, to observe obligations under organisational and departmental Health & Safety policies, maintaining awareness of safe practices and assessment of risk.

Data Protection and Caldicott

To obtain, process and use information (held on computer and/or manual filing systems) in a fair and lawful way. To hold person identifiable information for specific registered purposes and not to use, disclose or transfer person identifiable information in any way that is incompatible with the Data Protection Act 2018, other legislation and Caldicott requirements. To disclose person identifiable information only to authorised persons or organisations as instructed. When using email to transmit person identifiable information within or outside the Trust, the Trust Email Policy must be strictly followed.

Customer Care

The aim of the hospital is to provide patients and clients with the best possible care and services. In order to meet this aim, all our staff are required at all times to put the patient and client first and do their utmost to meet their requests and needs courteously and efficiently. In order that staff understand the principles of customer care and the effects on their particular post and service, full training will be given.

Infection Control

All healthcare workers have an overriding duty of care to patients and are expected to comply fully with best practice standards. You have a responsibility to comply with Trust policies for personal and patient safety and for prevention of healthcare associated infection (HCAI); this includes a requirement for rigorous and consistent compliance with Trust policies for hand hygiene, use of personal protective equipment and safe disposal of sharps. Knowledge, skills and behaviour in the workplace should reflect this; at annual appraisal you will be asked about application of practice measures known to be effective in reducing HCAI.

Smoking Policy

The Trust provides a smoke free work environment.

Confidentiality

Under no circumstances, either during or after the end of your employment (however it is terminated), may you divulge any unauthorised person confidential information relating to the Trust. This includes but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

Clinical Governance

Staff are expected to provide patients with timely and effective care. Treatment and direct / indirect support must be based on best practice. Everyone is responsible for this and his/her job in the Trust is important in achieving this.

Rehabilitation of Offenders Act

This post is exempt from the Rehabilitation of Offenders Act 1974. Should you be offered the post it will be subject to a criminal check from the Criminal Records Bureau before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions.

Safeguarding Vulnerable People

It is a basic human right of every child and adult to be protected from harm and NHS Trusts have a fundamental part to play in this. We expect all our staff to recognise signs of vulnerability and to report and act on any concerns in line with policy and guidance contained in 'Working Together - Every Child Matters' and 'No Secrets - guidance on developing multi-agency policies and procedures to protect vulnerable adults from abuse' on which our Trust Policies are based.

Organisational Change

As services develop and change, the post-holder may be required to undertake other responsibilities within the Trust.

Review

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post-holder

PERSON SPECIFICATION

Post: Community Adult Haemoglobinopathies Matron Specialist – Band 8A

Department: Clinical Haematology North Middlesex University Hospital

ATTRIBUTES/SKILLS	ESSENTIAL	DESIRABLE	MEASUREMENT
Education and qualifications	<ul style="list-style-type: none"> • First level Registered Adult Nurse (with the NMC) • Master's level education or equivalent experience • Specialist qualification or course in haemoglobinopathies • Leadership or mentorship course • Understanding of integrated care 	<ul style="list-style-type: none"> • Qualified non-medical prescriber 	application form assessment /Interview
Skills and abilities	<ul style="list-style-type: none"> • Able to manage competing demands and priorities in a changing, complex environment and is personally resilient. • Able to critically analyse services and systems. <p>Competent IT skills including Microsoft Office apps (Word, Outlook, Excel, PowerPoint)</p>		application form assessment /Interview
Experience	<ul style="list-style-type: none"> • Experience at band 7 or above in a related speciality • Experience of acute sickle cell crisis management • Experience in pain management • Evidence of management of change, clinical leadership, and development of services 	<ul style="list-style-type: none"> • Experience managing patients with red cell disorders in the community 	application form assessment /Interview

	<ul style="list-style-type: none"> • Experience of working in the community • Experience participating in audits and clinical research. <p>Experience of multiagency working</p>		
Personal qualities	<ul style="list-style-type: none"> • Approachable and open • Management skills including experience of team leadership and team building initiatives. • Able to manage staff recruitment, appraisal, and performance management. 		application form assessment /Interview
Communication	<ul style="list-style-type: none"> • Excellent interdisciplinary communication skills and ability to facilitate collaborative multidisciplinary working relationships. • Strong written and verbal communication skills, with ability to adapt to effectively manage complex and sensitive situations 		application form assessment /Interview
Values	Demonstrable ability to meet Trust values		application form assessment /Interview
Other requirements	<ul style="list-style-type: none"> • Ability to travel independently to all sites across NCL. • A flexible approach to service delivery with ability to work evenings and weekends on occasions where required 		application form assessment /Interview