



Job Description and Person Specification

Clinical Nurse Manager 2 – St. Agnes Ward

Permanent Vacancy

Reference: HR23E043

Closing Date for Applications: Thursday, 2nd February 2023

Interview Date via Skype: Wednesday, 1st March 2023

HR Business Services,
St Vincent's University Hospital,
Elm Park,
Dublin 4.

Contact: +353 (1) 221 6062 or recruitment@svuh.ie

Section 1: Accountability and Working Relationships

Job title:	Clinical Nurse Manager 2 (CNM2)
Grade:	CNM2
Professionally accountable to:	Director of Nursing
Key reporting relationships:	Assistant Director of Nursing Director of Nursing Directorate Nurse Manager(s)
Key working relationships:	Members of the multidisciplinary teams, ADON's in Out of Hours, clinical and non-clinical services personnel, Staff of Nurse Practice Development, Staff of the Nurse Education Centre, Post Registration Nurse Tutor.
Working Hours:	37.5 per week working as required while maintaining a flexible schedule to be available to staff in out of hours as deemed necessary.

Section 2: Job Summary

Purpose of the post:

The CNM2 will co-ordinate and lead in the implementation and provision of quality care for St Agnes Ward.

St Agnes Ward is a 23 bedded Rheumatology/Care of the Elderly ward. St Agnes ward also receives admitted patients from the Emergency Department.

He/she will:

- Manage resources, lead the team and be accountable for nursing activity and outcomes of care.
- Function as a role model, promote best practice in the delivery of care, and provide clinical expertise and support within the Inter Disciplinary Team.
- Support, assist and facilitate colleagues in achieving positive outcomes as developed for the Ward/Unit/Department.
- Encourage a culture of openness and participation through effective communication
- Professional / clinical leadership and management that promotes efficiency, innovation, teamwork and continuous quality improvements.
- Supervision of qualified and unqualified staff whilst maintaining a safe working and patient environment.
- Provision of high quality and safe clinical learning environment.
- Monitoring of nursing care metrics for the area.
- In conjunction with staff/ADON/NPD develop appropriate action plans to address any deficits in these metrics.
- Compliance with Health and Safety regulations.
- High standards of communication within the area, division, across hospital, Healthcare Group and externally to PCCC.
- Lead and participate in the implementation of the any Nursing care initiatives as appropriate.
- Lead and participate in internal and external audit and accreditation processes such as JCI and HIQA.

- Guide and direct ward activities in order to provide a high standard of holistic care to all patients having regard to the ethics and philosophy of the hospital.
- Be actively involved in the implementation of Bed Management Admission, Discharge and Escalation policies.
- Co-ordinate the management of beds for the ward in consultation with the Consultants, Bed Managers, Infection, Prevention and Control and Out of Hours Managers.
- Roster staff to achieve an adequate equitable skill mix. Allocate staff mix efficiently and effectively according to analysis of clinical needs and available resources.
- Be responsible for the supervision and development of the team members on the ward and take an active part in the delivery of care as appropriate.
- Ensure that all mandatory training of staff is undertaken in line with hospital policy.
- Ensure that staff are aware of the Internal and External Emergency Plans and management of same.
- Ensure effective communication with patients, relatives, visitors and multi-disciplinary team members and ensure patient confidentiality is respected by all staff and maintained at all times in line with hospital policy.
- Adhere to, and ensure staff's compliance with policies, protocols, standards, legislation, codes of practice and professional conduct set out by the relevant authorities and professional bodies.
- Ensure continuous review and evolution of policies, clinical practice guidelines and existing practices.
- Lead in the development, implementation and evaluation of evidence based policies, guidelines and procedures for the ward.
- Ensure compliance with regulations in relation to custody and administration of all medications (hospital policy and NMBI guidelines).
- Investigate and follow through on complaints and incidents in line with Hospital's Risk Management Strategy. Ensure all accidents, incidents, near misses and complaints are reported in line with Risk Management policies and introduce quality improvements appropriately.
- Develop and maintain a Risk Registrar for the clinical area.
- Manage disciplinary issues within the context of current legislation and National Health Service procedures.
- Be responsible for health, safety and welfare at work of self and others and ensure compliance with the Health and Safety Regulations.
- Management of pay and non-pay resources
- Participate in staff recruitment and selection / interviews as requested.
- Manage all leave such as; annual leave, sick leave, maternity leave, study leave in line with best practice in HR management and hospital policy.
- Review staffing levels on a daily basis taking into account patient activity and acuity and participate with staff deployment when necessary.
- Participate in out of hour's duties as required.
- Maintain attendance records for all sick leave, study leave and in-service attendance.
- In partnership with ADON and HR Business Partners monitor and manage staff turnover rates as appropriate.
- Implement Continuous Professional Development Plans in line with Nursing Department and Hospital policy.
- Ensure all team members adhere to Dress Code policy.
- Lead and manage the services within the budgetary allocation for the ward as required.
- Participate/lead in the accreditation processes, identify continuous quality improvements and develop quality programmes in consultation with the Assistant Director of Nursing, and multidisciplinary teams.
- Participate/chair meetings and committees as required and disseminate information appropriately.
- Promote nursing by actively contributing at national conferences and meetings.
- Comply with Nurses and Midwifery Board of Ireland (NMBI) Code of Professional Conduct.

Professional Knowledge

- Practice in accordance with relevant legislation and with regard to The Scope of Nursing & Midwifery Practice Framework (Nursing and Midwifery Board of Ireland, 2015) and the Code of Professional Conduct and Ethics for Registered Nurses and Registered Midwives (Nursing and Midwifery Board of Ireland, 2014)
- Maintain a high standard of professional behaviour and be professionally accountable for actions/omissions. Take measures to develop and maintain the competences required for professional practice.
- Provide professional leadership in and act as a resource and role model.
- Generate and contribute to the development of standards of practice and guidelines relating to Safe Nurse Staffing and Skill Mix
- Use specialist knowledge to support and enhance nursing practice

Section 3: Competencies

1. Promotion of Evidence- based Decision- Making

Makes decisions in a well-judged and timely manner bringing all relevant information to bear when addressing problems and issues. Uses logical analysis to break complex problems into their component parts. Applies research findings to improve nursing practice and processes.

- Evaluation of service needs and new service proposals
- Allocation of scarce resources across multiple demand areas
- Making judgements in complex disputes
- Evaluation of adequacy of service provisions
- Evaluating trends from service data
- Integrating research findings into nursing practice
- Problem solving in crisis situations
- Finding solutions to complex client service issues
- Makes unpopular decisions on the best evidence available
- Day to day gathering of information in the clinical setting, accessing, probing and observing behaviours and actions

2. Building and Maintaining relationships

Forms Strong positive working relationships across all areas of the service, builds on a common understanding. Demonstrates a supportive and reciprocating work style including strong empathy with service users.

- Building reciprocal working relationships at all levels and across service areas
- Providing support to staff and service users in distress
- Being accessible to others with sensitive issues
- Handling employee relations issues and conflict diplomatically
- Provision of support in service setting to nursing staff, other healthcare professionals, management and service users

3. Communication and Influencing skills

Gets a message across fluently and persuasively in a variety of different media (oral, written and electronic). Makes a compelling case to positively influence the thinking of others. Is strategic in how he/she goes about influencing others; shows strong listening and sensing skills.

- Making a proposal for resource allocation or new services
- Presenting at national or local fora on professional topics
- Arguing the case on a complex service issue
- Making motivational presentations and selling new ideas to staff
- Briefing of staff and other professions

- Explanation of complex and sensitive information to service users and their families
- Writing formal correspondence and reports
- Will be a member of influential committee/task group

4. Service initiation and innovation

Drives to achieve positive results at all levels of the service. Takes initiatives to move the service forward and shows a willingness to try out new ideas.

- At the forefront of clinical practice leading the team in new areas of innovative treatment and care
- Develops a new project team to address a specialist need within the service
- Creates new expanded roles to develop team members
- Organises multidisciplinary 'think tank' to address waiting-list problem and uses problem solving techniques with the team
- Gets clients ideas/suggestions as to ways the service might be improved

5. Resilience and composure

Maintains a disciplined and professional level of performance under sustained or situational pressure, Can bounce back from adversity or setbacks. Shows persistence and flexibility in achieving goals.

- Maintaining calm and providing leadership in a crisis
- Handling a wide variety of demands in a time-limited environment
- Maintains composure in pressurised negotiations for resources when confronting service accountability issues
- Dealing with negative emotions when confronting poor performance or other contentious issues
- Dealing with irate clients or other stakeholders in highly charged situations

6. Integrity and ethical stance

Holds an appropriate and effective set of professional values and beliefs and behaves in line with these. Promotes and consistently supports others members of the team in their ethical and value-based practices.

- Ensuring that professional ethics and values are disseminated through all levels of the nursing service
- Articulating an ethical and values-driven stance at corporate level
- Contributing to the formation of organisational ethics and values
- Dealing with complex ethical client and service dilemmas
- Acting as a role model for other staff in the handling of complex or sensitive issues

7. Sustained personal commitment

Is personally committed to achieving end goals and the continuous improvement of the service. Shows enthusiasm and a high level of motivation in their practices . Highly committed to the nursing profession and keeps abreast of current issues.

- Continuous improvement focus on personal role and that of the service
- Champions and promotes nurse education throughout the service
- Initiates systems to capture learning and debrief staff
- Attends conferences, meetings and other professional fora

8. Practitioner competence and professional credibility

Has the functional and technical knowledge and skills to make a credible contribution to nursing practice.

- Applicable as an underpinning foundation for most core activities at all levels of nursing management

9. Planning and organisation

Plans and organises resources efficiently and effectively within a specified time frame. Co-ordinates and schedules activities. Manages unexpected scenarios.

- Allocation and co-ordination of resources to achieve tasks, scheduling of rosters
- Procuring and evaluating material resources
- Prioritisation and meeting demands under pressure or in emergencies
- Record keeping and reports for operational activities
- Planning of meetings, case conferences or other events

10. Building and leading a team

Acts as a role model in terms of capability and professionalism. Leads a team confidently, motivating, empowering and communicating with staff to promote provision of a quality service. Blends diverse styles into a cohesive unit, coaches and encourages improved performance.

- Promoting high standards in the daily running of the clinical services at unit level
- Leading and managing interdisciplinary care for service users
- Empowering staff through team meetings, coaching, education and promotion of staff initiatives

11. Leading on clinical practice and service quality

Sets and monitors standards and quality of service, leads on proactive improvement.

- Ensuring that service users receive a good standard of clinical care and client service
- Implementing and monitoring standards of clinical care for the service
- Interdisciplinary networking to ensure high quality effective systems for service delivery
- Monitoring and evaluation of accommodation and catering services for the service area

Section 4: Training and Education

- Organize and ensure the provision of continuing nursing education of all staff and participation in teaching, guidance and assessment of staff and students.
- Ensure staff are aware and in compliance with current Hospital policies, procedures and guidelines.
- Ensure that patient care is based on the latest research findings and constitutes best practice and act as an expert clinical resource for nursing, medical and AHP staff particularly in the specialist area of nursing.
- Keep abreast of research and developments in nursing and facilitate and contribute to nursing research.
- In association with staff members, develop and implement an orientation programme for new nursing and ancillary staff.
- Ensure all staff have met and signed off on their annual continuous professional development plans. Develop learning contracts, which link to organizational and speciality specific objectives.
- Be responsible for people management and lead the introduction and promotion of management tools and initiatives such as Team Based Performance Management, Key Performance Indicators. Continuous Professional Development, Legal Framework and Learning Needs analysis.
- Attend regular study days and conferences to maintain current knowledge.
- Work closely with Practice Development Co-ordinator, Clinical Placement Co-ordinators, and the staff in the Nurse Education Centre in leading and supporting relevant education and training programmes.

The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.

Section 5: Person Specification:

Factors	Essential	Desirable
Factors	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Are registered in the relevant division of the Register of Nurses & Midwives maintained by the Nursing and Midwifery Board of Ireland [NMBI] (Bord Altranais agus Cnáimhseachais na hÉireann) or entitled to be so registered <p>AND</p> <ul style="list-style-type: none"> Candidates must demonstrate evidence of continuous professional development 	<ul style="list-style-type: none"> Teaching and assessing course Competence in the use of information technology Post Registration Qualification in the related area Management qualification or commitment to undertake the same
Experience (length and type)	<ul style="list-style-type: none"> Have at least 5 years post registration experience (or an aggregate of 5 years fulltime post registration experience) of which 2 years must be in the speciality or related area. <p>AND</p> <ul style="list-style-type: none"> Have the clinical, managerial and administrative capacity to properly discharge the functions of the role. <p>AND</p> <ul style="list-style-type: none"> Candidates must possess the requisite knowledge and ability including a high standard of suitability and clinical, managerial and administrative capacity to properly discharge the functions of the role. 	<ul style="list-style-type: none"> Previous management experience
Knowledge	<ul style="list-style-type: none"> Knowledge of nursing guidelines, policies, procedures and protocols, applicable to clinical area / speciality Understanding of the requirements of the pre-registration nursing degree education programme Knowledge of clinical learning objective for pre-registration and post-registration (were relevant) nursing students. Detailed understanding of the application of Scope of Nursing Practice Framework Broad based knowledge of current nursing research issues pertinent to the clinical area / speciality Experience of clinical audit and standard setting. 	<ul style="list-style-type: none"> Evidence of own career development and personal development plan Understanding of acute hospital Accreditation process Broad understanding of current developments in the nursing profession

Management Competencies	<ul style="list-style-type: none"> • Awareness of the role and scope of the CNM2. Possess the following Generic nursing management competencies: • Promoting evidence based decision making • Building and Maintaining Relationships • Communicating and Influencing Relationships • Service innovation and initiation • Reliance and composure • Integrity and Ethical Stance • Sustained personal commitment • Competence and professional creditability • Possess the following front line nursing management competencies: • Planning and organisation of activities and resources • Building and leading the team • Leading on clinical practice and service quality 	
Health	Candidates for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.	

Informal Enquiries or Role Specific Enquiries:

Mr Michael Lally, Assistant Director of Nursing, Email: M.Lally@svuh.ie

Particulars of Office:

The appointment is: Whole-time, Permanent and Pensionable

Probationary Period: The appointee shall hold office for a probationary period of six months – The Hospital's Probation and Induction policy will apply.

Annual Salary: €55,248 - €65,316 (01/10/2022)

These particulars are subject to change in line with overall public pay policy.

Candidates should expect to be appointed on the minimum of the salary range and in accordance with the Department of Finance guidelines.

Pension Scheme: The candidate will be entered into one of the Hospital Superannuation Schemes.

Working Hours: The person appointed will work a basic 37.5 hour week.

Annual leave entitlement: 25 days per annum pro rata (26 after 5 years and 28 after 10 years qualified excluding breaks and service)

Additional Information

Policies / Legislation

All Hospital policies and procedures form an integral part an employment contract and may be subject to update and revision, from time to time, in consultation with union representatives as appropriate. Employees are required to comply with all hospital policies, procedures (e.g. Dignity at Work, Trust in Care, Computer Usage Policy) and the Hospital's ethical codes of practice. Employees are required to abide by the hospital's code of behaviour and the code of practice as defined by their relevant professional body.

Hygiene

During the course of employment staff are required to ensure that the hospital's hygiene and infection control policies are adhered to at all times. All employees have responsibility to prevent transmission of infection by adhering to and implementing optimal hand hygiene and adhering to the Hospital's Hygiene processes. Hygiene is a fundamental component of St Vincent's University Hospital's quality system to ensure the safety and well-being of its patients and staff and plays a role in the prevention and control of healthcare associated infection.

Confidentiality

In the course of your employment you may have access to, or hear information concerning the medical or personal affairs of patients, students, staff and / or other health service business. Such records and information are strictly confidential and, unless acting on the instruction of an authorised officer, such information must not be divulged or discussed except in the performance of normal duty. In addition records must never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.

Recruitment and Selection

St. Vincent's University Hospital is committed to the recruitment, development, and retention of the highest calibre of staff, in order to provide the best quality health care to all of its patients and enable the achievement of the objectives of the Hospital.

The Hospital is an *Equal Opportunities Employer* where recruitment and promotion criteria are based on each individual's abilities and competencies. Discrimination, either direct or indirect, which impedes achievement of full equality of opportunity between all staff, will not be tolerated, in accordance with the Employment Equality Acts 1998 and 2004.

The recruitment and selection process is designed to appoint employees based on merit and in line with best practices in a fair, transparent and objective manner. The Recruitment and Selection Policy is available at www.suvh.ie/HR/PoliciesandProcedures.

Please note the following:

- The Hospital Board is not responsible for loss or theft of personal belongings.
- Fire orders must be observed and staff must attend fire lectures periodically.
- All accidents within the department must be reported immediately.

- In line with the Safety, Health and Welfare at Work Act (2005), smoking within the Hospital building is not permitted.
- All Staff are advised to avail of Hepatitis B Vaccination with Occupational Health.
- The use of personal mobile phones is prohibited in clinical care areas.

Benefits of working at St Vincent's University Hospital

St. Vincent's University Hospital is a recognised *Employer of Choice* in Ireland and was the first public hospital to be awarded *Joint Commission International Accreditation* in February 2010. The range of benefits of working in the hospital includes:

- Competitive salary and increments
- Defined benefit pension scheme
- Paid maternity leave scheme
- Access to excellent learning and development opportunities
- Support, including leave and/or financial, is available to employees for approved courses
- Onsite and online library facilities
- Subsidised staff restaurant
- Various flexible working hours options available in many areas
- Time off and leave options to promote work life balance and family friendly working arrangements
- Subsidised pharmacy - employees may purchase discounted medication from the Pharmacy on production of a prescription resulting in significant savings.
- Generous sick pay scheme and Occupational Health Services to support attendance including free flu vaccination for employees
- Access to subsidised gym facilities
- Access to health services credit union
- Group discount on health insurance
- Free membership of Groupschemes.com which provide hundreds of discounts to members of the scheme and direct access to a wide range of savings on day-to-day items across a wide range of products and services including travel, clothing, motor, health and wellbeing, music and entertainment.
- Tax saver commuter ticket scheme - employees can save up to 48% of travel costs as a result of tax savings
- Cycle to Work Scheme and changing facilities
- Access to Health Promotion services including smoking cessation programme
- Active Social Committee
- Excellent access to public transport including dart and bus routes.

St Vincent's University Hospital buildings and grounds are smoke-free

This job description is intended as a basic guide to the scope and responsibilities of the position; it is subject to regular review and amendment as necessary.

Date: January 2023