

Job Description and Person Specification

Clinical Nurse Manager 3 – ICU

Permanent Vacancy

Reference: HR22E507

Closing Date for Applications: 13th October 2022

Proposed Date for Interviews: 26th October 2022

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 3 (CNM3) – ICU
Grade:	CNM3
Professionally accountable to:	Director of Nursing
Key reporting relationships:	Assistant Director of Nursing
Key working relationships:	Assistant Directors of Nursing, Clinical Nurse Managers, Bed Management, Nursing HR, Consultants, In house Medical and nursing and Allied Health Professional Teams and non-clinical services staff and staff within the Healthcare Group
Working Hours:	37.5 hours 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 post holder will be responsible for the day to day management ICU.

Section 3: Key Duties and Responsibilities

- Produce, in collaboration with the medical, nursing and management staff an Annual Report for the ICU incorporating audit data and other local data required by the ICU Medical Director.
- Develop, implement and evaluate, with support from the NOCA ICU Audit Manager, a suitable process to ensure completeness and accuracy of collected data.
- Liaise with ICU medical and nursing staff regarding the information collected and identify any gaps in information provided prior to inputting to the data base.
- Collect and collate data as per ICU audit dataset approved by National ICU Audit. Sources include nursing and medical notes, input from CIS, input by medical and nursing staff, links with other IT systems in hospital e.g. HIS, Microbiology, PACS, laboratory
- Oversee inter-reliability testing to assure data validity, supported by regular reviews of the data input process.
- Work with the Intensive Care National Audit and Research Centre (ICNARC) in the UK for data validation, data analysis, and the generation of reports on activity in ICUs
- Maintain/Update clinical skills, preferably using a personal development planning process, to agree required continuing professional development (CPD).
- Consult, prepare and deliver IT system implementation and / or upgrades including training and demonstration of new features to relevant services.
- Attend seminars, meetings, training and other CPD opportunities to keep up to date with developments in ICU audit

- Ensure safe transfer of data to appropriate body (ICNARC, HIPE, ODTI, DMF, Quality Department, Audit Department and Other Hospitals) in compliance with Data Protection requirements.
- Act as a key point of contact to facilitate access to audit data for relevant hospital personnel, which must be authorised in writing by the ICU Director.
- Provide ICNARC data analysis reports to the ICU Medical Director and Clinical Nurse Manager.
- Support Nurse Managers, Quality and Audit Department and other key stakeholders in understanding the data generated by INICUA.
- Conduct education and facilitate the implementation and utilisation of National Bed Information System.
- Educate ICU nursing and medical staff regarding the Audit process and the National ICU Audit.
- Professional / clinical leadership and management that promotes efficiency, innovation, teamwork and continuous quality improvements.
- In conjunction with staff/CNM3/ADON/NPD develop appropriate action plans to address any deficits in these services.
- Compliance with Health and Safety regulations.
- 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.
- Ensure that all your mandatory training is undertaken 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.
- Ensure compliance with regulations in relation to custody and of Data under the GDPR Policy, hospital policy and NMBI guidelines.
- Investigate and follow through on complaints and incidents in line with Hospital's Risk Management
- Participate/lead in the accreditation processes, identify continuous quality improvements and develop quality programmes in consultation with the Assistant Director of Nursing, CNM3s and multidisciplinary teams.
- Participate/chair meetings and committees as required and disseminate information appropriately.

Management

- Regular meeting with Assistant Director of Nursing.
- Be responsible for leading and managing Nurse Practice Development within SVUH and work in partnership with SMH and SVPH to standardise practices as appropriate.
- Ensure good communication and inter personal relationships with The Faculty of Nursing and Midwifery in UCD, all staff and multidisciplinary teams in SVUH, the Department of Nursing in SVPH & SMH, promoting an environment that enhances student education and promotes a positive learning environment and educational experience for students.
- Be responsible for the implementation of the © Careful Nursing Philosophy & Professional Practice Model and its associated care planning system hospital wide.
- Be responsible for the support, guidance and clinical placements of all pre- registration students in SVUH and work with the Director of Nursing SVUH to ensure that students

experience good learning environments in SMH and SVPH in line with the requirements of the requirements and standards of the Nursing and Midwifery Bord of Ireland.

- Work with the Assistant Directors of Nursing to ensure the delivery of high quality safe patient care in line with organizational governance structures and processes.
- Ensure that appropriate health and safety, fire and other statutory regulations are adhered to.
- Support staff through the development of hospital policies and procedures in regards to this specific cohort of patients.
- Diffuse complaints at local level and where necessary follow Hospital policy to resolve it.
- Contribute to all aspects of audit in respect of nursing standards,
- Ensure Key Performance Indicators (KPIs) and Risks Registers are developed and reviewed on a monthly basis across the area of responsibility.
- Other ad hoc duties or projects as required
- Develop high quality working relationships with the Centre of Education, NMPDU- Dublin Mid Leinster,
- Ensure professional protocols policies and guidelines reflecting the code of professional conduct of Nursing and Midwifery Board of Ireland and of the organisation are developed, implemented, monitored and evaluated regularly.
- Carry out ongoing educational needs analysis of all areas in the hospital, taking into consideration service projections and ensure that practice development supports existing and projected patients needs.
- Be an active participant and leader in the rollout of any new projects or quality improvement initiatives in the hospital such as National Clinical Care programmes and the new Directorate model of care
- Achieve the annual agreed 10 + 5 objectives for the department
- Lead the development and implementation of new policies and procedures published the Nursing Midwifery Bord of Ireland.

People Management

- Contribute to the selection, recruitment and retention of staff.
- Ensure all new nursing, support and administrative staff in the department receive an adequate induction programme, have a clear understanding of their duties, responsibilities and standards of performance at all times.
- Assist the Assistant Director of Nursing in all aspects of Human Resource Management within the department as required.

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 front-line level (CNM1- 2)

- At the forefront of clinical practice leading the team in new areas of innovative treatment and care

At middle-management level (CNM2-3)

- 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

- 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.
- 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 of critical care patients.
- Liaise with the relevant manager / clinical facilitator to identify staff training needs and assist in the development of clear career pathways for all staff in the department.
- Facilitate clinical placements for students undertaking Post Graduate courses and advanced training programmes.
- Facilitate training and development of staff at all levels in the division.
- Participate in in-service education and represent St Vincent's University Hospital at national and international meetings and conferences as required.
- Keep up-to-date with changes in practice/relevant courses specific to the area.

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. This document must be regarded as an outline of the major areas of accountability at the present time, which will be reviewed and assessed on an on-going basis.

Section 5: Person Specification:

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 (Bord Altranais agus Cnáimhseachais na hÉireann) 	<ul style="list-style-type: none"> Teaching and assessing course Competence in the use of information technology A B.Sc. / Higher Diploma or equivalent in management/ Industrial Relations is desirable
Experience (length and type)	<ul style="list-style-type: none"> At least five years recent post-registration nursing experience in an acute hospital setting A minimum of two years nursing experience in the related area Have the clinical, managerial and administrative capacity to properly discharge the functions of the role. Candidates must demonstrate evidence of continuous professional development. 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"> Candidates must demonstrate evidence of continuous professional development. Knowledge of nursing guidelines, policies, procedures and protocols, applicable to ward 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 ward 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 Understanding of the requirements of the pre-registration nursing degree education programme

Competencies	<ul style="list-style-type: none"> • Awareness of the role and scope of the CNM3 <p>Possess the following generic nursing management competencies:</p> <ul style="list-style-type: none"> • 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 credibility. <p>Possess the following front line nursing management competencies:</p> <ul style="list-style-type: none"> • Planning and organisation of activities and resources • Building and leading the team • Leading on clinical practice and service quality 	
Health	<p>Free from any condition which would render him or her unsuitable to function in the position</p> <p>Is in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service</p>	

Informal Enquiries or Role Specific Enquiries:

Mr Brian Murray, ADON , Email: Brian.Murray@Svuh.ie

Particulars of Office:

The appointment is: Whole-time, Permanent , Pensionable

Annual Salary: €59,170 - €66,822 (01/02/2022) Pro Rata

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.

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

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

Working Hours: The person appointed will work a basic 39 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

Confidentiality:

During the course of employment staff 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

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 wellbeing of its patients and staff and plays a role in the prevention and control of healthcare associated infection.

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.

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

Application Process: St. Vincent's University Hospital is an equal opportunities employer and is committed to promoting an environment free from discrimination in accordance with the Employment Equality Acts 1998 and 2004. The Hospital values diversity and recognises the benefits of having a workforce that reflects the community we serve. We are committed to equality of access to positions

within the Hospital. All recruitment activity and documentation will encourage applications from all potential candidates without discrimination.

Interested candidates should apply for vacancies of interest by visiting the Hospital Careers pages: <http://www.stvincents.ie/Home/Careers.html>

- Note the closing date(s) for the submission of on-line applications are specified on the list of vacancies. St. Vincent's University Hospital are not able to accept late applications.
- It is the applicant's responsibility to ensure that they apply well in advance of the closing date.
- Any applications which are still in progress but have not been submitted after the closing date will not be registered by our Web Recruitment System.
- Applications for St. Vincent's University Hospital job vacancies will only be accepted through our Web Recruitment System.
- St. Vincent's University Hospital may only take into account technical issues raised by an applicant if advised to our Human Resources Department prior to the advertised closing date.

Non-European Economic Area Applicants: While St. Vincent's University Hospital is an equal opportunities employer, in line with current Department of Jobs, Enterprise and Innovation Employment Permit requirements, applications from non-European Economic Area (EEA) will only be considered in the event that an EEA citizen cannot be found to fill the vacancy. Please note that if you are a NON-EEA applicant and are unable to supply documents (listed on www.djei.ie), you are not entitled to participate in this recruitment competition. This is in accordance with the EU Community Preference Rule. Further information is available at www.djei.ie.

Former Public Service employees: Eligibility to compete may be affected where applicants were formerly employed by the Irish Public Service and previously availed of an Irish Public Service Scheme including:

- Incentivised Scheme for Early Retirement (ISER)
- Department of Health and Children Circular (7/2010)
- Collective Agreement: Redundancy Payments to Public Servants

Applicants should ensure that they are not precluded from re-engagement in the Irish Public Service under the terms of such Schemes. This is a non-exhaustive list and any queries should be directed to an applicant's former Irish Public Service Employer in the first instance.

Shortlisting: Shortlisting will be carried out on the basis of information supplied on your curriculum vitae. The criteria for shortlisting are based on the requirements of the post as outlined in the Person Specification. Failure to include information regarding these requirements on your CV may result in you not being called forward to the next state of the recruitment process.

All overseas qualifications must be validated. No candidate can work in the Hospital without validated qualifications. If professional registration is also a requirement, candidates must provide documentation of same.

Canvassing will automatically disqualify.

Please note that you will be contacted mainly by mobile phone and email. It is important that your mobile phone number, postal address and email address are correct. It is your responsibility to ensure that you have access to your mobile voice mails and emails. We recommend that you use an email address that you have regular access to.

Competency based interviews follow the shortlisting stage of the recruitment process. Credit is awarded by the interview panel to candidates who demonstrate at interview that they possess the experience, competencies and skills listed in the person specification. Candidates will normally be given at least one week's notice of interview. Interviews are held in person only, no subsequent or alternative dates to dates given will be offered to candidates. All interviews are held in the HR Department of St. Vincent's University Hospital, Elm Park, Dublin 4 unless it is specifically noted otherwise in the Job Description. All posts are located in St. Vincent's University Hospital, Elm Park, Dublin 4 unless it is specifically noted otherwise in the Job Description.

Disability: Please let us know if you need any special assistance at interview, e.g. if you have difficulty in moving up or down stairs or have hearing or speech difficulties.

Candidates are notified of the result of their interview at the earliest possible date after the interview. The recommendation of the interview panel does not constitute a job offer. The process continues after the interview and includes clearance checks such as references, Garda clearance, occupational health clearance, validation of qualifications and experience. A job offer is made pending satisfactory clearances. SVUH reserves the right to remove candidates from specific recruitment panels and retract job offers if satisfactory clearances cannot be obtained or are deemed unsatisfactory.

For some recruitment competitions a panel of successful candidates may be formed as a result of the interviews. Candidates who obtain a place on the panel may, (within the life of the panel), be considered for subsequent approved vacancies. Candidates are placed on a panel in order of merit. A panel is typically live for 6 months.

It is normal procedure that candidates be placed on the first point of the relevant salary scale in accordance with the Department of Finance guidelines.

Declaration: Please read your application carefully and check for any errors or omissions. False declaration or omission in support of your application will disqualify you from appointment.

This document must be regarded as an outline of the major areas of accountability at the present time, which will be reviewed and assessed on an on-going basis.

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 tram and bus routes.

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

<p>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.</p>
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Date: September 2022