

## **Job Description and Person Specification**

### **Clinical Nurse Manager 2 Admitted Patients Emergency Department**

**Permanent Vacancy**

**Reference: HR21E358**

**Closing Date for Applications: Wednesday 4<sup>th</sup> August 2021**

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

Contact: +353 (1) 221 6062 or [recruitment@svuh.ie](mailto: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:	Clinical Nurse Manager 3 where applicable Assistant Director of Nursing Directorate Nurse Manager
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:	39 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:**

This post is based in the Emergency Department, and the responsibilities include the co-ordination and supervision of the care of the admitted patients within the Emergency Department, optimising the care of such patients to ensure their care plan commences in the ED while awaiting access to bed.

The CNM2 (for Admitted Patients) has a key role in the management of patient flow from ED to diagnostic facilities and to designated in-patient and to other departments within the hospital. The CNM2 (for Admitted Patients) will engage and influence the performance of the Hospital patient flow pathways and support systems to facilitate optimum efficiency and effectiveness and safe, responsive high quality patient care and services.

The post holder will have responsibility for the development of policies, procedures and practices, in conjunction with Hospital Management, to ensure the best possible care environment for admitted patients within the Emergency Department (ED)

The post of CNM 2 has a pivotal role in service planning, co-ordinating, and managing activity and resources within the clinical area. The main responsibilities are: quality assurance, resource management, staffing and staff development, practice development, facilitating communication and professional / clinical leadership.

### **Principal Duties and Key Responsibilities**

The Clinical Nurse Manager 2 (Admitted Patients) Emergency Department) will:

- Manage patient care to ensure the highest professional standards using an evidence based, care planning approach.
- Provide a high level of professional and clinical leadership.
- Be responsible for the co-ordination, assessment, planning, delivery and review of service user care by all staff in designated area(s).
- Have the knowledge, professional understanding and authority to refer to all appropriate diagnostics and support services as required by patients plan of care.
- Provide safe, comprehensive nursing care to service users within the guidelines laid out by the Nursing and Midwifery Board of Ireland (NMBI).
- The Manager will practice nursing according to Professional Clinical Guidelines; National and Area Health Service Executive (HSE guidelines). Local policies, protocols and guidelines current legislation.
- Plan discharge of the service user between services as appropriate.
- Demonstrate a high level of clinical decision making and self-awareness to support, guide and direct clinical and professional practice (one's own and others).
- Demonstrate expert clinical and professional knowledge, skills, competences and attitudes to lead and manage each roster shift.
- Supervise the nursing care of the admitted patient and ensure adequate nursing resources to provide for in-patient care.
- Participate in teams / meetings / committees as appropriate, communicating and working in co-operation with other team members.
- Facilitate co-ordination, co-operation and liaison across healthcare teams and programmes.
- Collaborate with service users, family, carers and other staff in treatment / care planning and in the provision of support and advice.
- Communicate verbally and / or in writing results of assessments, treatment / care programmes and recommendations to the team and relevant others in accordance with service policy.
- Plan discharge or transition of the service user between services as appropriate.
- Promote a culture that values diversity and respect in the workplace.
- Maintain nursing records in accordance with local service and professional standards.
- Adhere to and contribute to the development and maintenance of nursing standards, protocols and guidelines consistent with the highest standards of patient care.
- Evaluate and manage the implementation of best practice policy and procedures e.g. admission and discharge procedures, control and usage of stocks and equipment, grievance and disciplinary procedures.
- Maintain professional standards in relation to confidentiality, ethics and legislation.
- In consultation with CNM3 and other disciplines, implement and assess quality management programmes.
- Participate in clinical audit as required.
- Initiate and participate in research studies as appropriate.
- Devise and implement Health Promotion Programmes for service users as relevant to the post.

- Operate within the scope of practice - seek advice and assistance from his / her manager with any cases or issues that prove to be beyond the scope of his / her professional competence in line with principles of best practice and clinical governance.
- Act as mentor for junior staff providing all opportunities for learning and development.
- Participate and lead practice development initiatives in line with service needs.
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- Provide clinical supervision of practice on a daily basis and implementation formal structures for on-going supervision and development.

### **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

### **Section 5: Person Specification:**

<b>Factors</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Be registered on the general division of the register of nurse with NMBI</li> <li>• Post Registration Qualification in the related area or commitment to undertake same.</li> </ul>	<ul style="list-style-type: none"> <li>• Teaching and assessing course</li> <li>• Competence in the use of information technology</li> <li>• Management Qualification</li> </ul>
<b>Experience (length and type)</b>	<ul style="list-style-type: none"> <li>• At least five years recent post-registration nursing experience in an acute hospital setting</li> <li>• A minimum of two years nursing experience in the related area</li> </ul>	<ul style="list-style-type: none"> <li>• Previous management experience</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of nursing guidelines, policies, procedures and protocols, applicable to clinical area / speciality</li> <li>• Understanding of the requirements of the pre-registration nursing degree education programme</li> <li>• Knowledge of clinical learning objective for pre-registration and post-registration (were relevant) nursing students.</li> <li>• Detailed understanding of the application of Scope of Nursing Practice Framework</li> <li>• Broad based knowledge of current nursing research issues pertinent to the clinical area / speciality</li> <li>• Experience of clinical audit and standard setting.</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of own career development and personal development plan</li> <li>• Understanding of acute hospital Accreditation process</li> <li>• Broad understanding of current developments in the nursing profession</li> </ul>
<b>Management Competencies</b>	<ul style="list-style-type: none"> <li>• Awareness of the role and scope of the CNM2. Possess the following Generic nursing management competencies:</li> <li>• Promoting evidence based decision making</li> <li>• Building and Maintaining Relationships</li> </ul>	



	<ul style="list-style-type: none"> <li>• Communicating and Influencing Relationships</li> <li>• Service innovation and initiation</li> <li>• Reliance and composure</li> <li>• Integrity and Ethical Stance</li> <li>• Sustained personal commitment</li> <li>• Competence and professional creditability</li> <li>• Possess the following front line nursing management competencies:</li> <li>• Planning and organisation of activities and resources</li> <li>• Building and leading the team</li> <li>• Leading on clinical practice and service quality</li> </ul>	
<b>Health</b>	<ul style="list-style-type: none"> <li>• Free from any condition which would render him or her unsuitable to function in the position, is in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service</li> </ul>	

**Informal Enquiries or Role Specific Enquiries:**

Ms Gill Carty, Assistant Director of Nursing, **Email:** [G.Carty@st-vincent's.ie](mailto:G.Carty@st-vincent's.ie)

**Particulars of Office:**

**The appointment is:** Whole-time, Permanent, Pensionable

A panel may be formed to fill future permanent & temporary positions.

**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:** €50,912 - €60,190 (01/10/2020)

**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 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**

#### **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](http://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 tram and bus routes.

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

<p><b>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.</b></p>
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**October 2020**