

Job Description and Person Specification

Clinical Nurse Manager 1 – Surgical Ward (St. Helen's Ward)

Permanent Vacancy

Reference: HR21E343

Closing Date for Applications: Wednesday, 28th July 2021

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 1 (CNM1)
Grade:	CNM1
Professionally accountable to:	Director of Nursing
Key reporting relationships:	Clinical Nurse Manager 2 Clinical Nurse Manager 3 where applicable Assistant Director of Nursing
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

St. Helen's Ward is a 22 bedded surgical ward. It specialises in Plastic Surgery, Breast and Endocrine patients and Gynaecological patients. This includes procedures such as skin grafts. The MDT on St. Helen's Ward provides pre and post-operative care to patients undergoing a wide range of surgical procedures. There is a wide range of different wound dressings approaches including PICO and VAC dressings. Staff education includes the Breast Cancer strand of the Oncology Post Graduate Diploma with UCD at level 9.

Purpose of the post

To support the Clinical Nurse Manager 2 in the total management of the Ward/Unit and deputise in his / her absence.

To provide direct comprehensive nursing care to patients using evidence-based practice and adjusting resources to ensure continuity of care.

Principal Duties and Key Responsibilities

As a key member of the front line management team the CNM1 will support the CNM2 in the fulfilment of the following key functions:

- Provision of professional / clinical leadership of staff within the ward/unit.
- Supervision of qualified and unqualified staff whilst maintaining a safe working environment, supporting their experience.
- Acting as infection control liaison for the ward / unit.
- Facilitation of communication within the area, division and across the hospital.
- Takes charge of the ward/unit as required utilizing appropriate support as necessary to ensure safe staffing levels are maintained.
- Demonstrates the ability to care competently for an assigned group of patients, serving as a role model for team collaboration and quality patient care.
- Demonstrates effectiveness in making independent decisions when necessary and in providing/obtaining assistance and consultation when appropriate.
- Demonstrates politeness, courtesy and sensitivity in dealing with patients, visitors and colleague in line with Nurses and Midwifery Board of Ireland (NMBI) Code of Professional Conduct.
- Monitors care to ensure an environment that is conducive to the physical, spiritual and emotional well-being of the patient and to the development of staff.
- Ensures confidentiality is maintained.
- Maintains effective working relationships with other departments and contributes to multidisciplinary quality and service improvement teams.
- Adheres to policies, protocols, standards, legislation, codes of practice and professional conduct by the relevant authorities and professional bodies.
- Assists in the development of ward/unit goals, objectives, policies and procedures, quality improvement initiatives / acute hospital accreditation process and health and safety standards.
- Investigates and follows through on complaints and incidents and appropriately communicates to management (line manager).
- Appreciates the impact of budgetary issues in the clinical setting and contributes to the preparation of the provider plan for the ward/area.
- Participates in meetings, on committees and represents the ward/unit and hospital as necessary.
- Demonstrates behavior consistent with St. Vincent's University Hospital mission, vision, patient safety goals and patient care philosophy.
- Performs other related duties as required.
- Comply with Nurses and Midwifery Board of Ireland (NMBI) Code of Professional Conduct.
- Ensures the quality metrics are achieved to maintain the nursing standards and expected outcomes for patients.

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 for a 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

- Organize and ensure the provision of continuing nursing education of all staff and participation in teaching, guidance and assessment of staff and students.
- Facilitates new staff orientation and act as a preceptor for undergraduate students.
- Supports implementation of developments in clinical practice by acting as a role model and providing guidance and direction in practice changes that will improve the quality of patient care.

- 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.
- Support Clinical Nurse Manager to ensure that all staff are met and signed off on their annual continuous professional development plans. Develop learning contracts, which link to organizational and specific objectives.

Section 5: Person Specification:

Factors	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Be registered on the general division of the register of nurse with NMBI 	<ul style="list-style-type: none"> • Teaching and assessing module/ course • Have completed a recognised post-registration nursing course relevant to the specialist area • Have a management qualification or commitment to undertake one
Experience (length and type)	<ul style="list-style-type: none"> • At least three years recent post-registration nursing experience in an acute hospital setting and at least 1 years' experience in a speciality or related area. 	<ul style="list-style-type: none"> • Nursing Experience in the speciality/ relevant area • Previous management experience
Knowledge	<ul style="list-style-type: none"> • 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 <i>Scope of Nursing Practice Framework</i> • Broad based knowledge of current nursing research issues pertinent to the ward area / speciality 	<ul style="list-style-type: none"> • Evidence of own career development and personal development plan • Understanding of acute hospital Accreditation process • Competence in the use of information technology

	<ul style="list-style-type: none"> • Experience of clinical audit and standard setting 	
Management Competencies	<p>Possess the following nursing management competencies:</p> <ol style="list-style-type: none"> 1. Promoting evidence based decision making 2. Building and Maintaining Relationships 3. Communicating and Influencing Relationships 4. Service innovation and initiation 5. Reliance and composure 6. Integrity and Ethical Stance 7. Sustained personal commitment 8. Competence and professional creditability <p>Possess the following front line nursing management competencies:</p> <ol style="list-style-type: none"> 1. Planning and organisation of activities and resources 2. Building and leading the team 3. 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 Karl Pratt O'Brien, Assistant Director of Nursing Email: k.prattobrien@st-vincent's.ie

Particulars of Office:

The appointment is: Whole-time, Permanent, Pensionable

Annual Salary: €46,889 - €55,255 (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.

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 each year. Annual leave accrued must be taken within the duration of the contract or calendar year and as agreed between the candidate and the Head of Department.

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 tram 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.

July 2021