

Mater Misericordiae University Hospital Dublin



Job Title and Grade	Clinical Nurse Specialist (CNS) Crisis Nurse Liaison Psychiatry
Organisational Area	HSE Dublin and North East
Location of Post	- Department : Emergency Department, - Address: Mater Misericordiae University Hospital, Eccles Street, Dublin 7 - Permanent Full time post
Informal Enquiries	Contact: ADON Adult Psychiatry -Ms Siobhan Keeney Email : siobhankeeney@mater.ie Phone : 087 6357972
Details of Service/Background to the post	When people are experiencing a mental health crisis, they will often attend emergency departments to access mental healthcare. While in many cases people are appropriately seen in an emergency department, it can also be a challenging environment for people with mental health difficulties. Sharing the Vision – A Mental Health Policy for Everyone (2020) and Connecting for Life, Ireland's national strategy to reduce suicide (2015) have both highlighted the importance of developing supports both within acute hospitals and in the community for people who are experiencing a mental health crisis. In the National Service Plan for 2026, the HSE has prioritised development of crisis response pathways, to include a range of service improvements in the community and in acute hospital settings. This will involve the continued rollout of the National Clinical Programme for Self-Harm (incorporating the SCAN service based in primary care), expansion of liaison mental health services, development of crisis resolution services in the community and a significant crisis support nursing service expansion. The Mater Misericordiae University Hospital will recruit two Advanced Nurse Practitioners (ANPs) and two Clinical Nurse Specialists (CNSs). This enhanced crisis support service will work in an integrated way with liaison mental health services, psychiatry on-call and self-harm nursing staff. The Liaison Psychiatry Service at the Mater Misericordiae University Hospital (MMUH) offers a service to both the Emergency Department and the wards of MMUH. The proposed Clinical Nurse Specialist Crisis Nurse Liaison Psychiatry will deliver an ED-based service, it is intended that the Clinical Nurse Specialist (CNS) Crisis Nurse Liaison Psychiatry role will be delivered over 7 days with a view to providing 24hour cover, once adequate training and staffing has been achieved to facilitate this. This will include people living within and outside the mental health service catchment area. The role will include, but is not limited to, the assessment and immediate management of patients presenting with suicide-related ideation, self-harm, emerging or active psychosis, or an altered mental state / behavioural disturbance requiring further evaluation in parallel with the ED. The Clinical Nurse Specialist will work collaboratively

	with patients referred for assessment in the Emergency Department, providing a Safety Plan or Emergency Care Plan where appropriate, and supporting the patient in navigating access to next care. The Clinical Nurse Specialist Crisis Nurse Liaison Psychiatry– contributes towards local teaching and educational supports for Mater Misericordiae University Hospital ED staff and patients as well as contributing to national and international conferences relevant to the role. The Clinical Nurse Specialist will undertake audits and contribute to the expansion of this service, moving into a credited Clinical Nurses Specialist role on satisfactory completion of the required training in the specialist area of ED Liaison Psychiatry.
Reporting Relationship	The post holder will be • Professionally accountable to the Director of Nursing • Operationally accountable to the ADON adult Psychiatry and DNM in EASM. • Clinically accountable to the consultant for the service
Purpose of the Post	The Clinical Nurse Specialist Crisis Nurse Liaison Psychiatry post holder will deliver care in line with the five core concepts of the role set out in the Framework for the Establishment of Clinical Nurse Specialist Posts, 4th edition, National Council for the Professional Development of Nursing and Midwifery (NCNM) 2008. The CNS Crisis Nurse Liaison Psychiatry is based in ED and has a pivotal role in the delivery of effective; recovery orientated integrated care for individuals presenting with self-harm and psychiatric crisis to the Emergency Department. This will include people living within and outside the mental health service catchment area. The purpose of the role is also to provide assessment and targeted interventions to support the individual presenting in a time of crisis in order to ensure they have the required assessments, interventions and assertive follow up and are linked with relevant statutory or voluntary support services in a timely manner in line with National Clinical Programmes and strategies. There will be a requirement to work collaboratively with acute Hospital colleagues and develop pathways of care and referral procedures with other statutory and voluntary agencies within the community/ locality.
Principal Duties and Responsibilities	The post holder's practice is based on the five core concepts of Clinical Nurse Specialist role as defined by the NCNM 4th edition (2008) in order to fulfil the role. The concepts are: • Clinical Focus (Direct and Indirect Care) • Patient/Client Advocate • Education and Training • Audit and Research • Consultancy (including leadership in clinical practice) <u>Clinical Focus</u> The CNS will be supported to: • Develop a strong service user focus whereby the specialty defines itself as nursing/midwifery and subscribes to the overall purpose, functions and ethical standards of nursing/midwifery. The clinical practice role may be divided into direct and indirect care. Direct care comprises the assessment, planning, delivery and evaluation of care to the service user,

family and/or carer. Indirect care relates to activities that influence and support the provision of direct care

Direct Care

The CNS will:

- Provide a specialist nursing service for service users who require support and treatment through the continuum of care
- Undertake comprehensive service user assessment to include physical, psychological, social and spiritual elements of care using best evidence based practice in mental health?
- Use the outcomes of nursing assessment to develop and implement plans of care/service user group management to contribute to the plans of service users, their families/carers and the MDT
- Monitor and evaluate the service user's response to treatment and amend the plan of care accordingly in collaboration with the MDT and service user, family and/or carer as appropriate.
- Make alterations in the management of service user condition in collaboration with the MDT and the service user in line with the nursing aspect of agreed pathways and policies, procedures, protocols and guidelines (PPPG's).
- Accept appropriate referrals from MDT colleagues
- Co-ordinate investigations, treatment therapies and service user follow-up
- Communicate with service users, family and/or carer as appropriate, to assess service user needs and provide relevant support, information, education, advice and counselling as required
- Where appropriate, work collaboratively with MDT colleagues across Primary and Secondary Care to provide a seamless service delivery to the service user, family and/or carer as appropriate
- Participate in medication reconciliation taking cognisance of poly-pharmacy and support medical and pharmacy staff with medication reviews and medication management
- Identify and promote specific symptom management strategies as well as the identification of triggers, which may cause exacerbation of symptoms. Provide service user with appropriate self-management strategies and escalation pathways
- Identify health promotion priorities for the service user, family and/or carer and support service user self-care in line with best evidence. This will include the provision of educational and health promotion material which is comprehensive, easy to understand and meets service user' needs

Indirect Care

The CNS in Crisis Nurse Liaison Psychiatry will:

- Identify and agree appropriate referral pathways for service user with mental health needs
- Participate in service user case reviews with MDT colleagues
- Use a case management approach to service user complex needs in collaboration with MDT in both Primary and Secondary Care as appropriate
- Take a proactive role in the formulation and provision of evidence based PPPGs relating to psychiatric care
- Take a lead role in ensuring the nursing service for service user with psychiatric needs are in line with best practice guidelines and the Safer Better Healthcare Standards (HIQA, 2024)

Service user/Client Advocate

The CNS in Crisis Nurse Liaison Psychiatry will:

- Communicate, negotiate and represent service user, family and/or carer values and decisions in relation to their condition to MDT colleagues in both Primary and Secondary Care as appropriate
- Develop and support the concept of advocacy, particularly in relation to service user participation in decision making, thereby enabling informed choice of treatment options
- Respect and maintain the privacy, dignity and confidentiality of the service user, family and/or carers

Establish, maintain and improve procedures for nursing collaboration and cooperation between Acute Services, Primary Care and Voluntary Organisations as appropriate

- Proactively challenge any interaction, nursing/midwifery or otherwise, which fails to deliver a good quality service to service user.

Education and Training

The CNS in Crisis Nurse Liaison Psychiatry will:

- Maintain clinical competence in service user management within psychiatry nursing, keeping up-to-date with relevant research to ensure the implementation of evidence based practice.
- Provide the service user, family and/or carer with appropriate information, education and other supportive interventions to increase their knowledge, skill and confidence and autonomy in managing their psychiatric condition.
- Contribute to the design, development and implementation of education programmes and resources for the service user, family and/or carer in relation to psychiatric needs to enable them to manage their own condition.
- Provide mentorship and preceptorship for nursing colleagues as appropriate.
- Participate in training programmes for nursing, MDT colleagues and key stakeholders as appropriate.
- Create exchange of learning opportunities within the MDT in relation to evidence based nursing delivery through journal clubs, conferences etc.
- Develop and maintain links with Regional Centres for Nursing and Midwifery Education (RCNMEs), the Nursing and Midwifery Planning and Development Units (NMPDUs) and relevant third level Higher Education Institutes (HEIs) in the design, development and delivery of nursing/midwifery educational programmes in psychiatric care
- In tandem with the line management structure, be responsible for addressing own continuing professional development (CPD) needs to maintain competencies required for the role.
- Use agreed time for research, education and professional development.
- With the line manager, use the Professional Development Planning Framework for Nurses and Midwives to plan and self-assess additional CPD needs.

Audit and Research

The CNS in Crisis Nurse Liaison Psychiatry will:

- Establish and maintain a register of service users/adult patients within the CNS in Crisis Nurse Liaison Psychiatry Caseload.
- Maintain a record of clinically relevant data aligned to National Key Performance Indicators (KPI's) as directed and advised by the DON/DNM Services in conjunction with the senior clinical decision maker.
- Identify, initiate and conduct nursing audit and research relevant to the area of practice and take part in MDT audit and research.
- Identify, critically analyse, disseminate and integrate into practice, best evidence relating to care in psychiatric disorders
- Contribute to nursing research on psychiatric care.

	• Use the outcomes of audit to improve nursing service provision and advocate, when appropriate, for improvement of non-nursing services • Contribute to service planning and budgetary processes through use of audit data and specialist knowledge • Monitor, access, utilise and disseminate current relevant research to advise and ensure the provision of informed evidence based nursing practice <u>Audit expected outcomes including:</u> • Collate data (insert agreed KPIs/clinical targets) which will provide evidence of the effectiveness of the CNS interventions. Refer to National KPIs associated with the specialty. KPI's should have a clinical nursing focus as well as a breakdown of activity - patients seen and treated. • Evaluate nursing audit results and research findings to identify areas for quality improvement in collaboration with nursing management and MDT colleagues. (Primary and Secondary Care). <u>Consultant (including leadership in clinical practice)</u> The CNS in Crisis Nurse Liaison Psychiatry will: • Understand leadership in clinical practice with the aim of acting as a resource and role model for nursing psychiatric practice. • Contribute the expanding nursing knowledge/expertise to the development of clinical standards and guidelines and support implementation • Use growing specialist knowledge to support and enhance own nursing practice and practice of colleagues. • Develop collaborative working relationships with local psychiatric CNS's, Registered Advanced Nurse/Midwife Practitioner/MDT colleagues as appropriate, contributing to person centred care pathways to promote the integrated model of care delivery. • With the support of the DON/DNM/line manager, attend integrated care planning meetings as required • Where appropriate, develop and maintain relationships with specialist services in voluntary organisations which support service users in the community. • Liaise with other health service providers in the development and on-going delivery of National Clinical and Integrated Programmes model of care. • Network with other CNSs in psychiatry and in related clinical and professional areas of practice.
	<u>Health & Safety:</u> These duties must be performed in accordance with local organisational and the HSE health and safety policies. In carrying out these duties the employee must ensure that effective safety procedures are in place to comply with the Health, Safety and Welfare at Work Act (2005). Staff must carry out their duties in a safe and responsible manner in line with the local policy documents and as set out in the local safety statement, which must be read and understood. • Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE/MMUH protocols for implementing and maintaining these standards as appropriate to the role. • To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.

	Quality, Risk and Safety Responsibilities It is the responsibility of all staff to: • Participate and cooperate with legislative and regulatory requirements with regard to quality, risk and safety • Participate and cooperate with local quality, risk and safety initiatives as required • Adequately identifies, assesses, manages and monitors risk within their area of responsibility • Participate and cooperate with internal and external evaluations of the organisation's structures, services and processes as required, including but not limited to, The National Hygiene Audit, National Decontamination Audit, Health and Safety Audits and other audits specified by the HSE or other regulatory authority • Initiate, support and implement nursing/midwifery quality improvement initiatives in their area which are in keeping with local organisational quality, risk and safety requirement • Contribute specialist expertise to the development of PPPGs and safe professional practice and adhere to relevant legislation, regulations and standards • Comply with Health Service Executive (HSE) /MMUH Complaints Policy • Respond immediately and appropriately to ensure the safety of any service user that you are aware has been put at risk • Ensure completion of incident/near miss forms and clinical risk reporting • Adhere to department policies in relation to the care and safety of any equipment supplied and used to carry out the responsibilities of the CNS in Crisis Nurse Liaison Psychiatry in the Emergency Department																				
Eligibility Criteria Qualifications and/ or experience	Candidates must have at the latest date of application: - 1. <u>Professional Qualifications, experience etc</u> (a) Eligible applicants will be those who on the closing date for the competition <table> <tr> <td>(i)</td><td>Be a registered nurse/midwife on the active Register of Nurses and Midwives held by An Bord Altranais and Cnáimhseachais na hÉireann (Nursing and Midwifery Board of Ireland) or be eligible to be so registered.</td></tr> <tr> <td colspan="2">AND</td></tr> <tr> <td>(ii)</td><td>Be registered in the psychiatric division of the Nursing and Midwifery Board of Ireland (Bord Altranais agus Cnáimhseachais na hÉireann) Register for which the application is being made or be entitled to be so registered.</td></tr> <tr> <td colspan="2">OR</td></tr> <tr> <td>(iii)</td><td>In exceptional circumstances, which will be assessed on a case by case basis be registered in another Division of the register of Nurses and Midwives.</td></tr> <tr> <td colspan="2">AND</td></tr> <tr> <td>(iv)</td><td>Have a minimum of 3 years' post registration full time experience or an aggregate of 3 years' full time experience in the division of the register in which the application is being made (taking into account (ii) (iii) if relevant)</td></tr> <tr> <td colspan="2">AND</td></tr> <tr> <td>(v)</td><td>Have a minimum of 1 years' experience or an aggregate of 1 years' full time experience in specialist area of acute psychiatric care.</td></tr> <tr> <td colspan="2">AND</td></tr> </table>	(i)	Be a registered nurse/midwife on the active Register of Nurses and Midwives held by An Bord Altranais and Cnáimhseachais na hÉireann (Nursing and Midwifery Board of Ireland) or be eligible to be so registered.	AND		(ii)	Be registered in the psychiatric division of the Nursing and Midwifery Board of Ireland (Bord Altranais agus Cnáimhseachais na hÉireann) Register for which the application is being made or be entitled to be so registered.	OR		(iii)	In exceptional circumstances, which will be assessed on a case by case basis be registered in another Division of the register of Nurses and Midwives.	AND		(iv)	Have a minimum of 3 years' post registration full time experience or an aggregate of 3 years' full time experience in the division of the register in which the application is being made (taking into account (ii) (iii) if relevant)	AND		(v)	Have a minimum of 1 years' experience or an aggregate of 1 years' full time experience in specialist area of acute psychiatric care .	AND	
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(vi)	Have successfully completed a post registration programme of study, as certified by the education provider which verifies that the applicant has achieved a Quality and Qualifications Ireland (QQI), National Framework of Qualifications (NFQ) major academic Level 9 or higher award that is relevant to the specialist area of care (equivalent to 60 ECTS or above), and in line with the requirements for specialist practice as set out by the National Council for Nursing and Midwifery 4th ed (2008). Alternatively provide written evidence from the Higher Education Institute that they have achieved the number of ECTS credits equivalent to a Level 9 or higher standard, relevant to the specialist area of care (equivalent to 60 ECTS or above), and in line with the requirements for specialist practice as set out by the National Council for Nursing and Midwifery 4th ed (2008). INSERT NAME of care prior to application* (See **Note 1 below).
	AND
(vii)	Be required to demonstrate that they have continuing professional development(CPD) relevant to the specialist area
	AND
(viii)	Have the ability to practice safely and effectively fulfilling his/her professional responsibility within his/her scope of practice

And

- (b)** Candidates must possess the requisite knowledge and ability, including a high standard of suitability and clinical, leadership, managerial and administrative capacity for the proper discharge of the duties of the office.

****Note 1:**For Nurses/Midwives who express an interest in CNS/CMS roles and who currently hold a level 8 educational qualification in the specialist area (equivalent to 60 ECTS or above), this qualification will be recognised up to September 2026.

2 Annual registration

- (i) Practitioners must maintain live annual registration on the appropriate/relevant Division of the register of Nurses and Midwives maintained by the Nursing and Midwifery Board of Ireland (Bord Altranais agus Cnáimhseachais na hÉireann) for the role

And

- (ii) Confirm annual registration with NMBI to the MMUH and HSE by way of the annual Patient Safety Assurance Certificate (PSAC).

3 Age

Age restriction shall only apply to a candidate where s/he is not classified as a new entrant (within the meaning of the Public Service Superannuation (Miscellaneous Provisions) Act, 2004). A candidate who is not classified as a new entrant must be under 65 years of age on the first day of the month in which the latest date for receiving completed application forms for the office occurs.

4 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. 5 Character Candidates for and any person holding the office must be of good character. <i>Please note that appointment to and continuation in posts that require statutory registration is dependent upon the post holder maintaining annual registration in the relevant division of the register maintained by Bord Altranais agus Cnáimhseachais na hÉireann (Nursing & Midwifery Board of Ireland) by way of the Patient Safety Assurance Certificate (PSAC)</i>
Post Specific Requirements	Demonstrate depth & breadth of knowledge of National Clinical Programme for Self – Harm and Suicide related Ideation. AND Demonstrate the ability to work in the Emergency Department
Other requirements specific to the post	The CNS will be part of the Liaison Psychiatry team and will be required at times to assist and contribute to the overall patient management in the Liaison Psychiatry services.
Skills, competencies and/or knowledge	Professional Knowledge The CNS in Crisis Nurse Liaison Psychiatry will: • 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, 2021) • Maintain a high standard of professional behaviour and be professionally accountable for actions/omissions. Take measures to develop and maintain the competences required for specialist practice • Adhere to the Nursing & Midwifery values of Care, Compassion and Commitment (DoH, 2016) • Adhere to national, regional and local HSE / MMUH PPPGs • Adhere to relevant legislation and regulation e.g judgement support framework • Adhere to appropriate lines of authority within the nurse management structure. • Demonstrate an awareness of current and emerging nursing strategies and policy in relation to the clinical/specialist area. • Demonstrate the ability to relate nursing research into nursing practice. • Demonstrate an awareness of HR policies and procedures including disciplinary procedures. • Demonstrate an awareness of relevant legislation and policy e.g., health and safety, mental health act, infection control etc. • Demonstrate a commitment to continuing professional development. • Demonstrate a willingness to develop IT skills relevant to the role. The CNS in Crisis Nurse Liaison Psychiatry) will demonstrate: • An in-depth knowledge of the role of Clinical Nurse Specialist • In-depth knowledge of the pathophysiology of mental health needs. • The ability to undertake a comprehensive mental health assessment including taking an accurate biopsychosocial assessment

- The ability to employ appropriate diagnostic interventions (including... name some of these if applicable) to support clinical decision making and the patients' self- management planning
- The ability to formulate a plan of care based on findings and evidence based standards of care and practice guidelines
- The ability to follow up and evaluate a plan of care
- Knowledge of health promotion principles/coaching/self-management strategies that will enable the patient to take greater control over decisions and actions that affect their health and wellbeing
- An understanding of the principles of clinical governance and risk management as they apply directly to the CNS in Crisis Nurse Liaison Psychiatry role and the wider health service
- Evidence of teaching in the clinical area
- A working knowledge of audit and research processes
- Evidence of computer skills including use of Microsoft Word, Excel, E-mail, PowerPoint

Communication and Interpersonal Skills

Demonstrate:

- Emotionally intelligent communication skills
- Ability to build and maintain relationships particularly in the context of personal and MDT relationships.
- Ability to present information in a clear and concise manner
- Ability to manage groups through the learning process
- Ability to provide constructive feedback to encourage future learning
- Demonstrates the ability to influence others effectively
- Effective presentation skills.

Organisation and Management Skills:

Demonstrate:

- Evidence of effective organisational skills including awareness of appropriate resource management and the importance of value for money
- Ability to attain designated nursing service targets, manage deadlines and multiple activities
- Ability to be self-directed, work on own initiative
- A willingness to be flexible in response to changing local/organisational requirements.

Building & Maintaining Relationships including Team and Leadership skills

Demonstrate:

- The ability to work autonomously as well as the ability to build and maintain relationships with MDT colleagues.
- With the required support, demonstrate leadership in clinical practice
- A knowledge of change management and team management skills
- Adopts a collaborative approach to patient care by co-ordination of care/interventions and interdisciplinary team working

Commitment to providing a quality service:

Demonstrate:

- Awareness and respect for the patient's views in relation to their care
- The ability to conduct audits.

	• A strong commitment to providing quality improvement programmes • Demonstrates integrity and ethical stance. • Demonstrate motivation, initiative and an innovative approach to job and service developments, is flexible and open to change. Analysing and Decision Making Demonstrate: • Adopts an overview of complex problems before generating solutions and anticipates implications • Effective analytical, problem solving and evidenced-based decision making skill • Uses a range of information sources and knows how to access relevant information to address issues
This job description is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned.	