

JOB DESCRIPTION

JOB TITLE:	CLINICAL NURSE MANAGER 3
REPORTS TO:	SERVICE MANAGER
Hours Per Week:	37.5
Salary Scale:	€71,432 - €80,671 (<i>Salary subject to Relevant Public Sector Experience and pro-rated for hours of work</i>)

RESPONSIBILITY OF EMPLOYEE

- Be proactive in promoting and ensuring that the Ethos, Mission, Vision and core values of AVISTA are upheld.
- Ensure that personnel within their designated area of responsibility work in accordance with the policy and ethos of AVISTA
- Ensure that all staff working in the assigned area of responsibility adhere to their professional code of conduct and operate within their scope of practice
- Ensure that any concerns for the safety and welfare of people we support are reported in a timely manner
- Ensure a holistic model of service delivery for people who use the service which is consistent with a Person Centred approach
- Ensure that the rights of each service supported individual under the United Nations Convention on the Rights of Persons with Intellectual Disability is upheld
- Be familiar with all Policies and Procedures, particularly those pertaining to individuals safety and welfare

MAIN PURPOSE OF JOB

- The post holder is responsible for the efficient and effective co-ordination and management of practices, service delivery and resources in the specialist service area.
- Line-manager to PIC/Social Care leaders and staff team in assigned areas of responsibility.

DUTIES AND RESPONSIBILITIES

1. Leadership and Accountability

- Use an enabling style of leadership that ensures that staff are involved, motivated and accountable in decision- making and for practice issues within their environment.
- Provide guidance and support to relevant staff in the development of goals and objectives in assigned areas of responsibility.
- Encourage all team members to participate in and contribute their views on service issues.
- Support the process of person centeredness
- Encourage sharing of ideas and learning from relevant projects.

- Keep the Service Manager informed of any significant development within area of responsibility.
- Maintain an open door policy and is available to staff as and when needed
- Provide oversight and monitoring of designated areas of responsibility as agreed with Service Manager

2. **Professional and Clinical Responsibility**

- Promote high standards of professional practice and safety in the day-to-day delivery of services within designated area of responsibility.
- Ensure that each person with an Intellectual Disability is treated with the utmost respect and dignity at all times.
- Ensure the highest standards of confidentiality are maintained at all times.
- Ensure that all staff in designated areas are aware of their roles and responsibilities and what is expected of them
- Promote the development and implementation of person centred plans for each individual, in cooperation with MDT members to ensure that an integrated service is provided.
- Maintain and promote a high standard of work performance, attendance, appearance and punctuality.
- Provide oversight of quality assurance processes in the assigned area of responsibility.
- Participate in 6 monthly unannounced provider visits as required under the Health Act 2007 regulations.
- Act as a person participating in management in accordance with the Health Act 2007 regulations
- Monitor the results of audit findings, identify trends and develop appropriate actions ensuring best practice.
- Identify and prioritise areas for practice development in conjunction with Service Manager/ Director of Nursing/Nursing Staff/Nurse Practice Development Co-ordinator
- Ensure that service policies are implemented across area of responsibility.
- To respond to all emergencies in an appropriate and timely manner
- Facilitate and promote reflective practice in assigned area of responsibility
- Promote and participate as appropriate in clinical supervision.
- Lead as appropriate interdisciplinary groups on service issues
- Maintain clinical and professionally competency.

3. **Planning**

- Ensure the efficient and effective use of resources, which includes relief and agency staff.
- Participate in review of skill-mix and staff allocation as appropriate.
- Plan ahead with Service Manager and PIC regarding resource requirements for changing needs of individuals who use the service and new and developing services

- Take a lead role in specialist projects as requested by Service Manager
- Ensure that each area develops an efficient system for utilising interdisciplinary sessions available to them
- Monitor the provision of education and development needs of staff in the assigned area of responsibility

4. **Human Resources**

- Manage the recruitment and retention of staff in their assigned area
- Ensure that relevant staff within area of responsibility participate in the performance management programme
- Contribute to the development of an organisational culture conducive to the establishment of positive outcomes for service supported individuals and the staff team
- Ensure that PICs receive adequate induction programme, have a clear understanding of their duties, responsibilities and the standards of performance expected of them at all times.
- Assist the Service Manager in the initialisation of grievances and disciplinary procedures in accordance with Service policies and procedures.
- Regularly monitor levels of absenteeism taking appropriate corrective action where necessary.
- In collaboration with all disciplines promote good employee relations in accordance with human resource policies.

5. **Management and Staff Development (Teambuilding, Communication and Deputising)**

- Provide mentorship and support to relevant staff
- Develop action plans with staff to operationalise relevant parts of the local and strategic objectives as identified in the organisations 5 year strategic plan
- Foster the development and maintenance of good team relations.
- In accordance with the service communication charter provide a regular forum for staff communication
- Provide professional development opportunities for all staff in area of responsibility.
- Deputise as appropriate for the Service Manager
- Intervene decisively where standards of behaviour, performance or attitude contravenes Service Policy and Procedures

6. **Finance**

- Ensure the efficient and effective use of resources.
- Implement effective monitoring systems for all key resource deployments.
- Plan and track budget variances in defined cost centres.
- Ensure that staff evaluate and monitor all supplies and equipment relevant to their area.

7. **Quality, Education and Research (Incl Professional Development)**

- Review and measure practice and clinical standards of care at regular intervals.
- Review clinical service provision based on clinical expertise and makes appropriate recommendations.
- Explore and develop new ideas in order to improve practices and optimise to full potential.
- Identify problems within designated area– assesses, plans and takes action as appropriate.
- Encourage discussion on and supports clinical and research initiatives to improve practice.

- Identify areas for quality improvement and works with interdisciplinary team member to improve particular processes/practice
- Keep up to date on new research findings ensuring that they are implemented where appropriate.

8. General Duties

- Any other duties as may be assigned from time to time.

The above job description is not intended to be a comprehensive list of duties and responsibilities 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 when in office. This job description may change in line with the changing needs and objectives of AVISTA.

Core Competencies

Quality Service

- Mentor and develop workforce to establish a high performing culture.
- Monitors, maintains and develops the quality of the service.
- Seeks opportunities and leads initiatives for improving services.
- Promotes a multi-disciplinary approach.
- Promotes a proficient and cost effective service.

Planning & Organising

- Plans ahead with a vision for understanding the overall integration across different service areas and disciplines.
- Excellent awareness of how external factors impact on workforce planning.
- Develops strategic plans and objectives.
- Is aware of workload and pressures across teams and acts appropriately to promote maximum organisational effectiveness.
- Ensures both self and teams' time is utilised to meet key organisational objectives

Professionalism

- Is an advocate for the service by consistently projecting a professional image.
- Ensure a respectful representation of service/department.
- Act as a professional role model for others.
- Demonstrates and encourages a strong work ethic.
- Is transparent; acts with integrity and carries no hidden agendas.
- Espouses professional ethics and codes of practice.

Continuous Learning & Development

- Leads continuous professional and personal development in support of vision /department/ team.
- Aware of critical roles central to the core service of the organisation and ensures successful delivery of these positions.
- Ensures 'managers of the future' are identified and developed.
- Provides and supports learning opportunities for others.
- Uses professional bodies to improve knowledge and resources.
- Presents at industry seminars/conferences when appropriate.

Organisational Knowledge

- Anticipates and manages impact of political environment on service
- Understands how different service areas and disciplines align with overall service.
- Excellent knowledge of organisational culture, key stakeholders and internal dynamics.
- Understands and Influences national frameworks for the service.
- Keeps up to date on developing technologies and their likely impact.
- Balances available resources: implements a 'value for money' approach.

Innovation & Creativity

- Fosters and develops an innovative and creative culture to meet organisational goals and objectives.
- Encourages and values new ideas, perceptions and suggestions.
- Ability to see future trends and changes in opportunities and anticipates appropriate courses of action.
- Works with internal & external resources, encouraging partnership on new ideas.
- Thinks laterally and is considered within the service as a good source of creativity for new ideas.
- Encourages diversity and inclusion in the creative process to generate highly innovative solutions.

Leadership Potential

- Translates the overall strategic vision and goals and clarifies what is required from each department.
- Inspires commitment and passion in others to accomplish objectives.
- Influences others through evidence based reasoning aligned with strategic priorities.
- Challenges traditional assumptions and champions new initiatives.
- Decisive, can make unpopular decisions after consulting major stakeholders.
- Shows skills at negotiating when manging upwards in the organisation.
- Demonstrates a high level of self-belief and credibility in all interactions.
- Leads multiple teams/projects adapting leadership style to different situations and/or individuals in order to achieve optimum results
- Creates and fosters an environment where people are flexible and open to change.
- Keeps the wider service informed of health service developments.

Problem Solving & Decision Making

- Thinks creatively and laterally in relation to the entire service.
- Processes diverse information and can make well informed decisions during times of uncertainty.
- Considers how full scope and impact of decisions effects the service financially.
- Anticipates Issues/opportunities and implements appropriate measures accordingly.
- Can examine complex information to identify root causes of problems issues.
- Breaks large problems down into smaller, more manageable sections.
- When providing solutions, is not restricted by convention.
- Facilitates groups or teams through problem-solving and creative-thinking processes leading to the development and implementation of new approaches, systems, structures and methods.

Team work

- Create an environment where employees work collaboratively and effectively in a spirit of co-operation and mutual respect to maximise service delivery for service users.
- Embraces diversity and values a broad range of perspectives.
- Is inclusive of key stakeholders when making important decisions.
- Encourages consultation and collaboration across disciplines.

Communication & Interpersonal Skills

- Takes a strategic approach to communicating across the organisation.
- Creates a culture of open communication to maintain a climate of trust and honesty.
- Adapts tone and pace of communications to reflect the needs of the individual and / or situation.
- Opens up communication channels through implementation of systems and processes.
- Establishes and maintains information networks across service.
- Adopts a range of communication techniques as appropriate to explain complex information.
- Skilfully mediates conflict situations creating win-win scenarios.