



THE MATER
HOSPITAL

CLINICAL NURSE MANAGER 1

EMERGENCY DEPARTMENT & TRAUMA RECEPTION

Emergency and Specialist Medicine Directorate

MATER MISERICORDIAE UNIVERSITY HOSPITAL



DESCRIPTION

1. JOB PURPOSE

We are seeking experienced and dynamic staff to join our fast-paced Emergency Department and Trauma Reception Unit. This is a unique opportunity to be part of a multidisciplinary team delivering high quality, patient centred care in a busy clinical environment. As Clinical Nurse Manager (CNM) 1, the post holder will work in the Emergency Department (ED) which contains the newly established Trauma Reception at the Mater Misericordiae University Hospital, one of Ireland's two designated Major Trauma Centres (MTC)

The primary role of the CNM 1 will be one of clinical and professional leadership and development in the nursing team, including the development of advanced clinical skills by means of in-service training, orientation of new staff and arranging for clinical experience and supervision of student nurses, where appropriate. The post holder will have specific responsibility for the education, professional development and mentoring of staff to ensure staff meet the required competency to deliver on the agreed standards for patients accessing care via the Emergency Department pathway.

The CNM 1 will be liable to work over a 24/7 period and reports to the CNM 2 shift leader operationally and is responsible for the management, care and treatment of service users, to ensure that the optimum standard of care is provided within the designated area(s) of responsibility. Overall reporting relationship to the CNM3 in charge of the ED department.

2. KEY RESPONSIBILITIES



DESCRIPTION

1. Professional, Ethical and Clinical Practice

- Be responsible for the co-ordination, assessment, planning, implementation and review of care for service users according to service standards.
- Provide safe, comprehensive nursing care to service users within the guidelines laid out by the Nursing and Midwifery Board of Ireland.
- The Manager will practice nursing according to :Professional Clinical Guidelines, National and Area Health Service Executive (HSE guidelines), Local policies, protocols and guidelines and Current legislation
- Manage own caseload in accordance with the needs of the post
- Encourage evidence based practice, using a care planning approach to nursing care
- Participate in teams as appropriate, communicating and working in co-operation with other team members.
- Collaborate with service users, family, carers and other staff in treatment / care planning and in the provision of support and advice.
- Accurately records and report any and all complaints / incidents in line with hospital policy
- Possess a working knowledge of the KPI's relating to Unscheduled Care
- Participate in clinical audit and review
- 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.
- Liaise with the multidisciplinary team, other departments and community as necessary to ensure best outcomes for patients attending the Emergency Department
- Assist in providing staff leadership and motivation, which is conducive to good staff relations and work performance.
- As part of the team approach to patient care uphold the HSE's policy that service users and others are treated with dignity and respect
- Maintain appropriate and accurate nursing records in accordance with local service and professional standards
- Contribute to the development and maintenance of nursing standards, protocols and guidelines consistent with the highest standards of patient care.
- Maintain professional standards in relation to confidentiality, ethics and legislation
- In consultation with CNM2 and other disciplines, implement and assess quality management programmes.



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- Be aware and comply with principles of clinical governance including quality, risk, and health and safety and be individually responsible for clinical governance, risk management / health and safety issues in designed area of work
- Participate in the development, promotion and implementation of infection prevention and control guidelines □ Adhere to the dress code policy at all times
- Contribute to policy development and formulation, performance monitoring, business planning and budgetary control
- Contribute to the development and implementation of information sharing protocols, audit systems, referral pathways, individual care plans and shared care arrangements
- Ensure that equipment is safe to use and report any malfunctions in a timely manner □ Assist with ordering of supplies as required
- Undertake other duties as required by the Director of Nursing or his / her designate

2 Holistic Approach to Care and the Integration of Knowledge

- Develop and promote good interpersonal relationships with patients, their family / social network supports and the interdisciplinary care team in the promotion of person centred care
- Promote the health, welfare and social wellbeing of patients within the hospital services
- Promote and recognise the patients' social and cultural dimensions of care and psychological needs
- Ensure that care is carried out in an empathetic and ethical manner and that the dignity and spiritual needs of the patient are respected
- Respect the dignity and confidentiality of each patient
- Enhance dignity and integrity of individuals
- Promote and Disseminate Knowledge to patients in reference to health and well-being
- Evaluate progress of patient outcomes
- Evaluate the effectiveness of Nursing Care in achieving the planned outcomes

3 Interpersonal Relationships

- Build and maintain strong inter-departmental / directorate relationships
- Maintain and build a strong relationships with colleagues and team members
- Possess an excellent level of communication skills
- Represent the Hospital in a professional manner at all times
- Maintain an open channel of communication between yourself, the patient and their family members
- Maintain an open communication channel between yourself, other team members and management □ Possess excellent listening skills
- Participate fully as a member of the department/ directorate team
- Participate in projects and team building activities

4 Organisation and Management of Care

- Possess a high level of organisational skills
- Deputise for the CNM 2 in his / her absence
- Direct, Lead and Supervise Health Care Assistants as assigned / required
- Report any matters / issues which need to be addressed by management
- Participate in working groups / committees as required / assigned
- Ensure quality care is given at all times



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- Manage allocated resources effectively and efficiently
- Bed/list management
- Be flexible and able to provide cross cover as required
- Lead on an agreed area of department management as allocated e.g. teaching research
- Assist in the development of systems and processes pertaining to nursing



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- Act as a resource to staff to implement research based practice
- Assist in the development of nursing practice protocol
- Co-operate in managing all resources - including nursing and non-nursing staff within an agreed budget.
- Facilitate communication of standards, policies and procedures to relevant staff
- Participate in the development and education of Post Graduate and Under Graduate Student Nurses and Health Care Assistants
- Supervise and orientate new staff
- Be a resource for students and junior colleagues
- Assist in the identification of learning / training needs
- Co-ordinate mechanisms to record on-going education and training
- Assist with the development and implementation of education programmes
- Assist all junior staff to maintain high levels of competence

6. Personal and Professional Development

- Take responsibility for own competency and learning and development needs and actively contribute to the learning and development of the interdisciplinary team
- Complete all mandatory training as deemed necessary by the Director of Nursing and NMBI
- Actively participate in departmental training and education
- Participate in performance evaluation / review with your line manager, identifying areas for improvement and appropriate plans / measures to achieve them
- Provide a high level of professional and clinical leadership
- Support the Staff Development Facilitators and Post Graduate Course Coordinators
- Identify and contribute to the continual enhancement of learning opportunities within the health framework
- Participate in the clinical / workplace induction of all new nursing and support staff
- Contribute to the identification of training needs pertinent to the clinical area
- Develop teaching skills and participate in the planning and implementation of orientation, training and teaching programmes for nursing students and other health-care staff as appropriate.
- Having undergone appropriate training, act as a mentor / preceptor or clinical assessor for students
- Participate in the development of performance indicators in conjunction with the Clinical Nurse Manager 2
- Participate in innovation and change in the approach to service user care delivery, and contribute to the service planning process, based on best practice and under the direction of Nurse Management / Nurse Practice Development, particularly in relation to new research findings and advances in treatment.
- Participate in the audit of the clinical learning environment. □ Provide individual clinical training assistance where indicated.

3. CORE COMPETENCY



DESCRIPTION

1. Professional, Ethical Practice and Clinical Practice
2. Holistic Approach to Care and the Integration of Knowledge
3. Interpersonal Relationships
4. Organisation and Management of Care
5. Personal and Professional Development

4. GENERAL RESPONSIBILITIES AND ACCOUNTABILITIES

1. Confidentiality
You will be aware of the confidential nature of Hospital work, and particularly the right of patients to confidentiality.
2. Policies & Procedures
You are required to familiarise yourself with and adhere to all policy and procedural documents relevant to your position.
3. Hygiene Standards
The highest standard of hygiene must be maintained in the Hospital at all times and all staff members are responsible for ensuring compliance with the Hospitals requirements and standards with regard to hygiene. It is the responsibility of all staff to have a fundamental understanding of their individual responsibility in maintaining departmental & site hygiene standards.
4. Health and Safety
Ensure that effective safety procedures are in place to comply not only with the Safety, Health and Welfare at Work Act 2005 but also within the spirit of the Hospital's mission, vision and values, and they are known and followed by staff. You are required to familiarise yourself with the requirements of employees under the Safety, Health and Welfare at Work Act 2005 and to promote a work environment that is compliant with the Safety, Health and Welfare at Work Act 2005. Each staff member is individually responsible for ensuring that the Hospital remains a safe place to work.
5. Information Technology
Ensure the most effective and efficient use of developments in information technology for administrative support in a manner which integrates well with systems throughout the organisation.
6. Business Continuity Management
Business Continuity Management (BCM) is a holistic management process that identifies potential impacts that threaten an organisation and provides a framework for building resilience and the capability for an effective response that safeguards the interests of its key stakeholders and reputation" (BS 25999) All Staff employed in the Mater Misericordiae University Hospital are obliged to:
 - make themselves familiar with the Organisational Business Continuity Plan
 - attend BCM education sessions provided for them



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- make themselves familiar with their individual roles as set out in their departmental business continuity plan if applicable and or the Organisational business continuity plan

Note:

These duties and responsibilities are reflection of the present service requirements and may be subject to review and amendment to meet the changing needs of the Hospital. The incumbent CNM1 will be required to maintain, enhance and develop their professional knowledge, skills and aptitudes necessary to respond to a changing climate.

PERSON SPECIFICATION

Requirements	Essential	Desirable
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Qualifications	<p>Nursing Degree.</p> <p>Registered General Nurse with the NMBI.</p> <p>Post Graduate qualification in Emergency Nursing or working towards the same</p> <p>Post holders must maintain annual registration with the NMBI.</p> <p>Manchester Triage Training or Equivalent</p>	<p>Recognised Trauma Course – TNCC/ ATNC/ ATLS (nurse observer)/ ETC- Provider or TSP/NTACC (UK)</p>
Experience	<p>Candidates must currently be working in the acute care sector.</p> <p>At least 3 years post registration experience of which two must be in an Emergency Department</p> <p>Knowledge of HSE Policies and Procedures.</p>	
Professional Knowledge	<ul style="list-style-type: none"> • Demonstrate promotion of evidence-based decision making • Demonstrate practitioner competence and professionalism • Demonstrate the ability to plan organise effectively • Demonstrate the ability to build and lead a team • Demonstrate experience in conducting clinical audits • Demonstrate strong interpersonal skills including the ability to build and maintain relationships • Demonstrate strong communication and influencing skills • Demonstrate initiative and innovation in the delivery of service • Demonstrate resilience and composure • Demonstrate openness to change • Demonstrate integrity and ethical stance • Demonstrate a commitment to continuing professional development • Demonstrate the ability to relate nursing research to nursing practice • Demonstrate an awareness of HR policies and procedures including disciplinary procedures 	



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	<ul style="list-style-type: none"> • Demonstrate an awareness of relevant legislation and policy e.g. health and safety, infection control etc. 	
	<ul style="list-style-type: none"> □ Demonstrate an awareness of current and emerging nursing strategies and policy in relation to the clinical / designated area. □ Demonstrate an awareness of the Health Service Transformation Programme □ Demonstrate a willingness to develop IT skills relevant to the role 	

Title: Ciara Nother

CNM3 Emergency



DESCRIPTION

Date: 31/10/2025