CLINICAL NURSE MANAGER 2

(Full & Part Time Positions Available)

EMERGENCY DEPARTMENT

Emergency and Specialist Medicine Directorate

MATER MISERICORDIAE UNIVERSITY HOSPITAL

1. JOB PURPOSE

The Clinical Nurse Manager 2 will have responsibility for managing and maintaining an environment which is always committed to ensuring a quality, safe and efficient care service experience for each patient. She/he will role model clinical and administrative expertise and will ensure compliance with regulatory, administrative and clinical standards, policies and procedures. She/he will supervise and coordinate care delivery in accordance with the vision, mission, philosophy, core values, evidenced based practice, and standards of the Mater Misericordiae University Hospital.

2. PRINCIPAL ACCOUNTABILITIES

2.1 Managerial responsibility

- The Clinical Nurse Manager 2 (CNM2) is accountable for the environment in which clinical nursing is practiced and facilitates an atmosphere of interactive management and the development of collegial relationships among nursing personnel and other healthcare staff.
- Plays a pivotal role in planning, co-ordinating and managing activity and resources within the clinical area which responds to the changing health needs of patients.
- Plays a pivotal role during an internal emergency or Major Incident.
- Lead a proactive commitment to achieving the Key Performance Indicators as outlined in the Emergency Medicine Programme
- Has responsibility for ensuring the effective utilisation of resources, provides excellent customer service, and complies with regulatory quality and safety requirements.
- Adapt and deal with situations and manage expectations during periods of change.
- Plan, schedule and organise workload, ensuring proper distribution of assignments and efficient utilisation of appropriately skilled personnel, space, equipment and facilities within the unit.
- The role assumes HR responsibilities of supervising staff, ensuring staff competence, counselling staff including disciplinary actions, screens potential new hires and assists with the interviewing and hiring of new employees.
- Manage staff absenteeism robustly.
- This CNM2 will commit to achieving a culture of excellence which encourages collaborative working practices, thus promoting a safe, effective, timely, and high quality care service.
- Develop, maintain and continuously review standards of patient care in the unit and devise and apply programmes for evaluating compliance and improving professional nursing standards of care.

2.2 Clinical

- Demonstrate advanced specialist knowledge of emergency nursing and support nursing staff in the on-going provision of optimal care for patients requiring emergency care.
- Employ clinical leadership practices that motivate staff to maintain a culture of excellence.
- Encourage collaborative working practices to promote a safe, effective, timely, and high-quality care service.

- Promote quality care through the creation and revision of nursing policies, procedures and protocols using evidence based practice.
- Promote an understanding of the health, social and economic factors which influence emergency attendances
- Ensure evidence based practice and research findings are utilised in the clinical environment.

2.3 Education

- Promote a supportive clinical learning environment.
- Liaise with the Clinical Facilitators/CNM1 / Advanced Nurse Practitioners / Centre for Nurse Education to facilitate professional development through the provision of specific teaching and learning opportunities.
- Encourage innovative learning opportunities based on present and future needs analysis.
- Facilitate in the orientation of new staff to the unit and ensuring their knowledge of key departmental and hospital policies e.g. Major Incident Plan.
- Participate in identifying the learning needs of nurses to meet defined objectives.
- Encourage utilization of learning resources.
- Devise, co-ordinate and maintain a record of on-going formal and informal education sessions.
- Be a role-model for best practice and serve as a resource person to staff.
- Keep up-to-date with current research and disseminate findings among nursing staff to ensure evidence based practice and research utilisation.

2.4 Professional & Self-Development

- Apply interpretive and creative thinking in relation to the scope of your role and demonstrate a proactive and enthusiastic approach to embedding this in practice.
- Showcase own professional development credentials and encourage the active and on-going professional development of nursing staff through education, practice development, clinical audits, performance management and portfolio development.
- Exhibit excellent IT skills – Word, Excel, PowerPoint
- Assist in maintaining BACE (Bord Altranais agus Cnáimhseachais na hÉireann) annual registration database for all nurses within the unit.
- Be responsible for robust systems that regularly review nursing policies and procedures with a particular focus on the quality of practice and management at ward or department level.
- Seek opportunities to establish and maintain a high level of co-operation, participation and close working relationships in the interest of the emergency service through departmental, directorate and committee meetings, and wider connections.
- Engage in other duties appropriate to the post as may be assigned from time to time by the Hospital Authority through the Director of Nursing, Directorate Nurse Manager / CNM3

2.5 Advocacy

- Be a patient/staff advocate at professional and patient interest group meetings and represent their concerns, issues, decisions.
- Communicate effectively, to health professionals the benefits of a patient-centred service and demonstrate insight of existing and desired resources/services which help patients and their families e.g. community/support services to enhance care/comfort.
- Demonstrate competency and confidence in leading change, liaising with departments and individuals to improve and minimize problems experienced by patients.

3. PATIENT FLOW

- Develop and implement initiatives to ensure optimal patient flow processes within the unit.
- Evaluate the admission/discharge and transfer arrangements of service users and implement improvement protocols as required.
- Provide regular timely reporting of patient flow and resource utilisation to the ADON ED Patient Flow, CNM3, Patient Flow Manager and other key clinical decision-makers and hospital management, as appropriate.
- Liaise with relevant stakeholders in relation to the planning and implementation of winter and other patient flow initiatives.
- Analyse, monitor and forecast trends of admission and discharges in the directorate and highlight the wider implications for acute services.

• QUALITY ASSURANCE/RISK MANAGEMENT

- Ensure that effective safety procedures are developed and managed to mitigate risk and prevent incidents or accidents occurring.
- Ensure within the unit that effective leadership and systems are in place for the routine evaluation of infection control data, compliance with hygiene and other audits and the hospital's infection control policies and procedures.
- Ensure that the unit has an effective process for risk assessment and risk reduction.
- Be responsible for ensuring that adverse incidents involving nursing care within the unit are investigated promptly, respecting confidentiality, taking preventative action to ensure that procedures are adhered to and fully implemented.
- Co-ordinate with clinical engineering, technical services, maintenance and external suppliers to ensure equipment is serviced and validated as per regulations.
- Liaise with the hospital IT department and external providers to maintain and update electronic reporting and monitoring systems.
- Utilise these electronic systems to provide audit data to help comply with accrediting and regulatory bodies monitoring and quality improvement programs.

4. POLICIES & PROCEDURES

The Clinical Nurse Manager must be conversant with and adhere to hospital policies:

A. Health, Safety and Welfare at Work legislation
B. Hospital Fire Policy
C. Hospital Infection Control Policies
D. Data Protection and Freedom of Information Legislation

E. Hospital Grievance and Disciplinary Procedures
F. Risk Management Policies

5. 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
   - 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

Reporting Relationship

- Professionally accountable to the Director of Nursing
- Report to the Clinical Nurse Manager 3 / Directorate Nurse Manager
- Clinical Issues: Consultants in Emergency Medicine.

Hours of Duty
Monday-Sunday (37.5hrs/week) including night shifts. Part time Mon-Sun including night shifts also available
Annual Leave: As per national agreement
Terms and Conditions: National terms and conditions of employment.

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 CNM2 will be required to maintain, enhance and develop their professional knowledge, skills and aptitudes necessary to respond to a changing climate and may be required to undertake additional duties and responsibilities as requested by the Directorate Nurse Manager.

Person Specification

Requirements	Essential	Desirable
Qualifications	Candidates must be registered in the General Division of the Register of Nurses kept by the Nursing and Midwifery Board of Ireland (NMBI) Degree in Nursing Post Graduate Diploma in Emergency Nursing (QQI level 9 or equivalent)	Post Graduate Education in Leadership /Nursing Management MSc Nursing
Experience	Have at least 5 years post registration experience of which 3 must be in Emergency Nursing Demonstrates a depth and breadth of experience in emergency nursing, as relevant to the post	Management experience within Emergency Department

Skills and Competencies	Demonstrate an understanding and be up to date in developments in Emergency Medicine Demonstrate theoretical and clinical knowledge appropriate to the complexity of the post Demonstrate a commitment to providing a quality service and measuring quality outcomes Demonstrate effective interpersonal and communication skills including the ability to present information in a clear and concise manner Demonstrate an awareness of HR policies and procedures including disciplinary procedures Demonstrate effective organisational skills including time management Demonstrate problem solving and decision making skills Demonstrate flexibility and adaptability Demonstrate effective leadership skills and personal motivation Demonstrate experience of team management Demonstrate commitment to personal and professional development Demonstrate knowledge of and/or experience of change management Demonstrate experience of conducting clinical audits. Demonstrate a willingness to develop IT skills relevant to the role	