Mater Misericordiae University Hospital

Dublin

ASSISTANT DIRECTOR OF NURSING

DEPARTMENT OF NURSING

Job Description & Person Specification

Job Title / Grade:	**Out of Hours Site Nurse Manager** **Assistant Director of Nursing**
Department / Division:	**Department of Nursing**
Location:	**MMUH Campus including Post-Acute Care Unit (Fairview)**
Reporting Relationship:	**Director of Nursing**
Professional Accountability:	**Director of Nursing**

JOB DESCRIPTION

Effective Date: April 2019
Review Date: April 2025

PURPOSE:

The Mater Misericordiae University Hospital is seeking an innovative, enthusiastic, motivated experienced senior nurse manager to manage the hospital out of hours.

KEY DUTIES AND RESPONSIBILITIES

The Site Nurse Manager (SNM) has a responsibility to manage the hospital out of hours and will cover evening, weekend and night duty shifts as per agreed roster arrangements. The post holder in conjunction with the Nursing Executive is responsible for ensuring a quality and safe patient care environment. The SNM will work in close collaboration with senior management team, medical, nursing and health and social care professional and other staff as appropriate, to ensure the safe and effective running of the hospital.

PROFESSIONAL KNOWLEDGE/EXPERIENCE & ACCOUNTIBILITY REQUIREMENTS

EDUCATION

- Nursing Degree level or equivalent experience (essential)
- Management qualification (essential)
- Master's Degree level (desirable)
- Career development & continuous professional development (essential)
- Willingness to undertake training and development as identified in order to progress personal and professional development (essential)

EXPERIENCE

- Minimum 9 years post registration, to include 5 years' senior nurse leadership/management experience in the acute hospital setting (essential)
- Minimum of five years of related progressive nursing managerial and leadership responsibility in the acute setting (essential)
- Evidence of Staff management (essential)
- Evidence of resource management (essential)

SKILLS/ABILITIES

Display evidence of:

- Ability to plan strategically with a proven record as a progressive thinker
- Negotiation, influence and diplomacy skills
- Change management skills, including major service reconfiguration
- Ability to produce outcomes within a culture of ambiguity
- Ability to handle a diverse and challenging workload/workforce
- Ability to analyse complex problems and develop practical solutions
- Knowledge of the academic assessment and accrediting processes pertinent to all undergraduate and postgraduate nursing programmes
- Knowledge of current and established professional nursing concepts, principles and practices
- Knowledge and understanding of continuous quality improvement and skills to develop and implement nursing standards of practice

- Leadership skills to effectively manage and direct staff and services
- Excellent verbal, written and communication skills appropriate to audience and situation
- Ability to relate effectively and build productive relationships at all levels of a complex organisation
- Excellent IT skills

CONFIDENTIALITY

- You will be aware of the confidential nature of Hospital work and in particular, the right of patients to confidentiality.

POLICIES & PROCEDURES

- You are required to familiarise yourself with and adhere to all policy and procedural documents relevant to your position.

PROFESSIONAL RESPONSIBILITIES

To ensure provision of the highest quality person centred service in terms of confidentiality, courtesy, kindness, efficiency and effectiveness.

The post holder will:

- Maintain throughout the Hospital awareness of the primacy of the patients in relation to all hospital activities.
- Establish a clear leadership role for all hospital staff and act as a focal point of all management effort within the area of responsibility.
- Ensure the provision of the most efficient and effective standard of services that is possible within the available resources.
- Have responsibility for ensuring that the Escalation Protocol, Major Incident Policy, NIU/HLIU Policies and Business Continuity Management Plans are appropriately adhered to.
- Undertake other relevant duties as may be determined from time to time by the Director of Nursing.
- Work with the Director of Nursing and Nursing Executive Team on the development of the Nursing Strategy and ensure its implementation with a particular focus on the quality of practice Promote and encourage compliance with the Mission & Values of the MMUH.
- In conjunction with the Nursing Executive, Clinical Nurse Managers and Staff Facilitators contribute to addressing practice issues highlighted as part of the Quality Metric processes and take corrective action as appropriate.
- Evaluate nursing records and documentation and implement changes to meet legal requirements and best practice standards of NMBI and the HSE
- Promote an audit environment and a feedback culture & encourage GDPR compliance.
- Promote an efficient and effective use of resources.
- Facilitate compliance and promote knowledge of HIQA standards – continuously seeking to identify & implement improvement initiatives.

OPERATIONAL MANAGEMENT

Provide / receive a detailed handover regarding the acuity & bed state of the hospital to Patient Flow staff, DON, COO, Senior Nurse Lead, Directorate Nurse Manager (DNM), Clinical Nurse Manager3s, Nursing Bank Manager/staff and appropriate others.

Participate /lead established safety huddle with relevant stakeholders

Liaise with the Patient Flow Department regarding patient flow, ensuring appropriate use of beds in accordance with hospitals admission policies and IPC policies.

Liaise with the ward/department areas to help enable decision making and provide resources as available to expedite discharges, new admissions and transfers.

Secure medications via out of hour pharmacy arrangement.

Discuss policy / procedure issues relating to bed management/patient flow with the CEO, DON, COO, Hospital Manager on Call, Executive Clinical Director, Patient Flow Department, Senior Nurse Lead, DNM's, CNM's and other members of the nursing team as/ when issues /concerns arise.

Escalate concerns to the Hospital Manager on call in line with local policy

Be responsible for ensuring that the Escalation Protocol, Major Incident Policy, NIU/HLIU Policies and Business Continuity Management Plans are appropriately adhered to.

Identify need and actively deploy resources to the relevant areas and services as required.

Attend and actively contribute to the Nursing Executive Committee and other fora at the request of the Director of Nursing.

WORKFORCE SUPPORT

- Maintain good employee relations and promote good communication with all relevant staff.
- Give support and counsel to nursing and allied staff as required.
- Allocate both Nursing and HCA resources to the wards/clinical areas as required. Ensure that the resources are deployed and re aligned effectively and efficiently between wards and departments to cope with fluctuation of workload and care complexity.
- Review per shift '1:1 and Close Supervision', ensuring the necessary specials ordered as per current policy are sufficient to patient needs at that time.
- Create and order any new 1:1 or close observation shifts utilising HealthRoster: that may be required in response to patient needs.
- Deal appropriately with staff issues which occur during Out of Hours and discuss the issue(s) and the outcome with relevant Senior Nurse Lead, DNM, CNM3 or DON.
- Direct nursing and non-nursing staff in the event of any emergency situation within the hospital and in response to any critical/adverse incident, which may occur, in line with Hospital Risk Management Framework.

QUALITY ASSURANCE

- Provide guidance to nursing and other staff in the implementation of nursing guidelines and policies
- Plan and guide activities to provide optimum patient care in accordance with service policies and procedure and undertake audits as required.
- Manage, monitor and evaluate professional and clinical standards ensuring an evidence based care planning approach in conjunction with the DNMs, Quality ADON, Nurse Practice Development Coordinator and Directorate Nurse Managers.
- Ensure adherence to all standards and guidelines relating to professional nursing practice and behaviour
- Liaise with the ward areas regarding action plans to improve standards of practice and delivery of care, in collaboration with the relevant DNM's/ADONs/CNM3's.

- Lead on the use of quality improvement methodologies to ensure the delivery of quality improvement projects that will provide safer better patient care across the hospital.
- Plans, negotiates and implements quality improvement changes required to ensure a high standard of care.
- Ensures that the requirement of HIQA standards (and documentation) are met and upheld.
- Investigates accidents, complaints and incidents as required and takes corrective action as necessary, in line with Hospital Risk Management Framework.
- Reports concerns re quality of nursing care, to the relevant DNM's/ADON's/CNM3's Maintain professional standards in relation to confidentiality, ethics and legislation Assist in the development & implementation of service policies and procedures.

SUPPORT SERVICES

- Initiate and communicate with heads of departments/staff providing services to the Wards/ Departments out of hours (Pharmacists, Technical Services, Catering Officer, Cleaning Officer, Mortuary staff, Pastoral care, Security Services and Materials Management Department to formulate workable proposals for improving services, policies and procedures.

- Notes whether the work of support departments outside of regular working hours (e.g. in domestic services, catering, Portering, maintenance, linen, supplies, CSSD et al) is satisfactory; and if not, communicate with relevant managers to ensure such problems do not recur.

RESOURCE MANAGEMENT

- In alignment with relevant DNM's, be aware of expenditure controls, particularly in relation to monitoring the level of Agency/ Overtime/ Bank, and implement corrective measures as necessary.
- Be proficient in and up to date with the use of HealthRoster, e.g. inputting of sick leave, other leave, creation and assignment of new shifts and redeployment of existing shifts on HealthRoster as required.
- Develop and maintain excellent working relationship with Nursing Bank Unit staff.

HEALTH & SAFETY/ RISK MANAGEMENT

- The Site Nurse Manager will ensure as part of the management team that prompt action is taken to identify general and specific health and safety risks
- Ensure that effective safety procedures are developed and managed to comply with statutory obligations.
- Be aware of risk management issues, identify risks and take appropriate action
- Assist in the development, implementation and review of Health and Safety statements, as appropriate.
- Oversee the documentation and reporting of any near misses, hazards and accidents and bring them to the attention of the relevant person(s), utilising the Risk Management Framework.
- Work in a safe manner with due care and attention to the safety of self and others.
- The post holder has a duty to familiarise themselves with the relevant organisational policies eg:-
    - Major Incident Plan
    - Escalation Protocol
    - National Isolation Policy
    - Patient Flow procedures
    - Risk Management Strategy and Policies
    - Hygiene Related PPG's
    - Assisted Decision Making Act 2023
    - Decontamination Code of Practise
    - Infection Prevention and Control Policies
    - Safety Statement
    - Health & Safety Policies/Fire Procedure
    - GDPR policy
    - Trust in care
    - Children's First Act 2015

INFORMATION TECHNOLOGY

- Identify opportunities to develop IT practices to enhance patient care and flow, and to increase efficiency while decreasing workload e.g. the development of systems to facilitate rapid ordering, tracing, and review of diagnostic testing.
- The Site Nurse Manager will promote the use of the Information Management (Flow) Board and will work to ensure that relevant timely data is available to support decision making and to assess quality improvement deliverables.
- Utilise effective communication channels, e.g.: Bleep, Voicera, Sillo, Site Nurse Mobile phone, etc…

HYGIENE/INFECTION CONTROL

- Ensure that staff are advised of their responsibility for Hygiene awareness. Hygiene is defined as "The practice that serves to keep people and environments clean and prevent infection."
- Act as a role model and actively promote infection control and prevention and ensure that staff familiarise themselves with the hospital infection control policies/ practices.
- Ensure staff compliance with universal precautions, in particular, Hand Hygiene and Aseptic Non Touch Technique (ANTT).

* This Job Description is not intended to be a comprehensive list of all duties involved 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 while in office. This Job Description will be subject to review in the light of changing circumstances.

CANDIDATE SPECIFICIATION

ESSENTIAL ATTRIBUTES	YES	NO
Education to degree level or equivalent experience		
Effective leadership skills		
Minimum 9 years post registration, to include 5 years' senior nurse leadership/management experience in the acute hospital setting		
Healthcare experience in the acute /level 4 hospital setting		
Good understanding of principles and practice of managing staff performance		
Experience of resource management		
Displays personal credibility and assertiveness to relate on terms of equality to senior medical /other clinical and managerial staff		
Excellent verbal and written communications		
Ability to analyse complex problems and propose realistic solutions		
Dynamic, flexible, personality capable of inspiring confidence		
Enthusiastic and positive with a 'can do' approach		
Interacts well with colleagues and staff		
Committed to self and staff development		
Understanding of recent developments in the Irish health care sector		
Evidence of continued professional development		
Relevant managerial qualification		

DESIRABLE ATTRIBUTES	YES	NO
Further degree/Postgraduate qualification		