Job Description & Person Specification

Clinical Nurse Manager 3 - Community Palliative Care Services
1.0WTE Indefinite Duration Contract
JOB DESCRIPTION

TITLE: Clinical Nurse Manager 3 - Community Palliative Care Services

REPORTING TO: Assistant Director of Nursing Palliative Care Unit

RESPONSIBLE TO: Director of Nursing, Clinical and Quality

SALARY SCALE: Department of Health and Children salary scales apply

HOLIDAYS: 28 days per annum pro rata

HEALTH: A candidate for and any person holding the office must be free from any defect or disease which would render him/her unsuitable to hold the office and be in a state of health as would indicate a reasonable prospect of ability to attend regular and efficient service.

CHARACTER: A candidate for and any person holding the office must be of good character.

HOURS OF WORK: 39 hours per week. Details of starting and finishing times, which may vary in accordance with service needs, will be notified to you by your Head of Department/Deputy. There will be times when you will be required to work outside of the normal office hours.

WORKING WEEK: Will be determined by Director of Nursing, Clinical and Quality

ETHICAL CODE: The post holder is requested to respect the special charism, ethos and tradition of Our Lady’s Hospice & Care Services and to observe and comply with its general policies, procedures and regulations.

CONFIDENTIALITY: The post holder will have access to various types of records/information in the course of your work. Such records and information are strictly confidential and unless acting on the instruction of an authorised person, on no account must information concerning staff, patients or other Hospice business be divulged or discussed except in the performance of normal duty. In addition, records may never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.
JOB PURPOSE:
The post holder will provide professional / clinical leadership in the Community Palliative Care Services (Community Palliative Care Team, Day Hospice and Outpatients) in Our Lady’s Hospice & Care Services and will oversee the management of resources including staffing and staff development in the community services.

The CNM3 has a pivotal role in service planning and development, co-ordinating and managing activity and resources within the clinical area.

The CNM3’s responsibilities include:
- The co-ordination, integration and management of the community palliative care team.
- Oversee and monitor the quality of nursing care, the development and implementation of policy and procedures.
- Monitoring of service activity.
- Provision of clinical and professional leadership and promoting the values of Our Lady’s Hospice & Care Services.
- Close liaison with ADON & Operations and the Palliative Care Consultants on operational matters in community palliative care.
- Assist the ADON & Operations in strategic development and management of the community palliative care services.
- Ensure efficient use of human and financial resources to ensure a high quality service.
- Ensure the delivery of high quality, clinically effective care by prioritising and using research and audit in practice.
- Encourage a culture of continuous improvement and mutual co-operation in the achievement of the highest possible standards of clinical care and maximum efficiency.
- Manage a caseload within the OPD/Day Hospice setting.

DUTIES AND RESPONSIBILITIES

Clinical Responsibilities:
- Provide a high level of clinical and professional leadership and direction to the community teams.
- Provide safe comprehensive specialist palliative nursing care to service users within the guidelines laid out by Cnaimhseachais na hEireann - the Nursing and Midwifery Board, Ireland (NMBI)
- Maintain an atmosphere of collegiate multidisciplinary working.
- Play a lead role in receiving, triaging and managing all referrals made to the community palliative care services to ensure a timely response.
- Manage a caseload within the OPD and liaise with the CNM2 in the Day Hospice setting to facilitate the provision of high quality specialist palliative care to patients and their families, providing advice, expertise and support as part of the multidisciplinary team.
- Deal with enquiries from external agencies regarding referrals.
- Model excellence in practice and promote a person centred approach to care, utilising specialist palliative care knowledge and expert skills.
• Evaluate the effectiveness of nursing interventions and treatment protocols to ensure best clinical outcomes to benefit the patients, families, carers and organisational needs.
• Maintain effective communication and liaison with:
  o Other specialist palliative care services within OLH&CS
  o Hospital based specialist palliative care services
  o Community based health and social care professionals
  o Community Palliative Care CNM3’s within Our Lady’s Hospice & Care Services
• Participate in teams as appropriate, communicating and working in co-operation with other team members
• Facilitate co-ordination, co-operation and liaison across healthcare teams and programmes
• Collaborate with service users, family, carers and other staff in treatment / care planning and in the provision of support and advice
• Ensure the maintenance of healthcare records in accordance with local service and professional standards
• Maintain professional standards in relation to confidentiality, ethics and legislation
• Operate within the Scope of Practice - seek advice and assistance from his / her manager with any cases or issues that prove to be beyond the scope of his / her professional competence in line with principles of best practice and clinical governance
• Ensure staff work in compliance with the Scope of Practice

Management/Leadership Responsibilities:

• Exercise authority and co-ordinate the functions of the Community Palliative Care Services (Community Palliative Care Team, Day Hospice and Outpatients)
• Manage resources, including staff, efficiently and effectively to ensure the highest standards of service
• Coordinate community palliative care workload and activity.
• Provide staff leadership and motivation which is conducive to good working relations and work performance
• Contribute to the strategic management and planning process
• Optimise team working and allow for an effective and seamless patient journey to improve the patient’s quality of life through high standards of practice in palliative care.
• Support the development and effectiveness of team meetings through appropriate attendance and participation.
• Strategically analyse the community specialist palliative care services and in consultation with the ADON, participate in the on-going strategic planning of community services to ensure timely and appropriate responses to the changing health care needs of patients and families.
• Develop a shared sense of commitment and participation within the nursing and multidisciplinary team.
• Use of reflective skills and facilitation skills to evaluate current practice.
• Support practice development through participation in complex case discussion /reflection.
• Development of standards of care, audit tools and outcome measures related to the community palliative care services.
• Maintain correct records of service delivery utilising the computerised system (i.e. PAS)
• Ensure cost effective and appropriate use of material resources with due regard to budgetary control.
• Lead on the hospice performance management within the community palliative care, setting realistic objectives in order to maintain a personal professional profile and demonstrate a high level of specialist practice.
• Work with the DON/ADON on implementing and maintaining HIQA standards.
• Facilitate communication between departmental level and the senior nurse/midwife team
• Actively participate in the Nursing Management structure and deputise for relevant team members when required
• Engage in IT developments as they apply to service user and service administration

Education Responsibilities:

• Participate in clinical audit as required and ensure that clinical audits are performed in his/her area(s) of responsibility.
• Initiate and participate in research studies as appropriate.
• Identify the specific education needs of individual staff members and facilitate meeting those needs.
• Assist in formal and informal education initiatives to staff, patients and carers to achieve effective clinical outcomes.
• Support the development of healthcare professionals on clinical placement with Our Lady’s Hospice & Care Services, by providing mentorship as appropriate and when required.
• Encourage individual practitioners to participate in the education strategy to develop palliative care knowledge and competence in their own practice.
• Have a commitment to lifelong learning and continue to undertake own professional development in accordance with professional requirements.
• Act as a resource to other team members, other healthcare professionals and to students on clinical placement.
• Provision of education and development opportunities to other professionals within the community e.g. GP’s, PHN’s, Nursing Home staff.

Research and Quality Component

• Achievement of key performance indicators.
• Identify and encourage research based practice, policies and standards in relation to palliative care in the community.
• Lead out on community based specialist palliative audit to evaluate the effectiveness of nursing practices.
• Actively participate in the development and review of clinical policies, protocols and guidelines in liaison with the Medical Director and Director of Nursing.
• Promote and maintain a culture evidence based practice.
General

- Adhere to Departmental and Hospice policies at all times.
- Perform such other duties appropriate to the post as may be assigned from time to time by the Manager or a nominee.
- Maintained the ethics and philosophy of OLH&CS.

Self-Development

- To be aware of current developments and issues in healthcare by reading current literature and keeping abreast of new developments, attending ‘in-house’ seminars, lectures and courses when possible and as appropriate in consultation with your head of Department.
- To assume responsibility for his/her own professional development and safe work practice. To ensure a safe environment for himself/herself, colleagues and visitors.

Professional

- To act in accordance with the NMBI professional code of conduct.
- To present and act in a professional manner at all times and ensure colleagues do likewise.

Garda Vetting:

Arrangements have been introduced, on a national level, for the provision of Garda Vetting in respect of candidates for employment in areas of the Health Services, where it is envisaged that potential employees would have substantial access to children or vulnerable individuals. Each candidate will be required to complete a Garda Vetting form.

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. It is not intended to be exhaustive but should be regarded as providing guidelines within which individuals work.
## PERSON SPECIFICATION

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<th>Factors</th>
<th>Essential</th>
<th>Desirable</th>
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| **Qualifications:** | • Registration on the Live Register in the General Division of the Register of Nurses as maintained by the Nursing and Midwifery Board Ireland (NMBI).  
• Relevant post-graduate qualification in Palliative Care. | • Management Training |
| **Experience:**  | • 5 years current post qualification experience, at least 3 years of which must be in specialist palliative care.  
• 2 years recent experience working at CNS or equivalent level in Specialist Palliative Care  
• Management experience.  
• Evidence of consistent updating of knowledge and skills  
• Competent and confident IT skills, in Word, Internet and e-mail and willingness to develop further skills. | • Experience in policy and procedure development.  
• Experience with quality assurance, audit and nursing research |
| **Other**        | • A full current drivers licence and access to a car.                     |                                                     |

### Core Competencies

| Professional Knowledge and Skills: | • Demonstrate high level of general and specialist palliative clinical knowledge & competencies.  
• Demonstrate an ability to work within a regulated environment e.g. NMBI, National Standards and Legislation.  
• Demonstrate knowledge of and the ability to ensure infection control and hygiene standards are maintained.  
• Demonstrate knowledge of and the ability to ensure that safe outcomes relative to medication management are achieved and agreed standards are maintained.  
• Demonstrate promotion of evidence-based decision making and the ability to relate nursing research to nursing practice.  
• Demonstrate practitioner competence and professionalism.  
• Demonstrate a commitment to continuing professional development.  
• Demonstrate knowledge of quality assurance practices and their application to nursing procedures.  
• Demonstrate an awareness of current and emerging nursing strategies and policies in relation to the clinical / designated area e.g. person centred care concept.  
• Demonstrate ability to collect and report on data.  
• Demonstrate ability to work under pressure. | • Knowledge of current professional and national issues pertaining to palliative care  
• Displays eagerness to input ideas/suggestions for improving work practices. |
## Management Knowledge and Skills

- Demonstrate the ability to plan and manage effectively.
- Demonstrate the ability to build, lead and manage teams.
- Demonstrate strong interpersonal skills including the ability to build and maintain relationships.
- Demonstrate commitment to providing a quality service.
- Demonstrate strong problem solving and decision making skills.
- Demonstrate initiative and innovation in the delivery of service.
- Demonstrate resilience and composure.
- Demonstrate openness to change.
- Demonstrate integrity and ethical stance.
- Demonstrate an awareness of current and emerging strategies and policies in relation to palliative care.
- Demonstrate the ability to participate in the service planning and development process.

## Organisational Knowledge and Skills:

- Demonstrate knowledge of the ethos and core values of Our Lady’s Hospice & Care Services.
- Ability to manage workload and using a person centred at all times.
- Demonstrate flexible/adaptable to meet unexpected demands.
- Ability to act as an advocate for nursing/patients.
- Be resourceful, proactive and demonstrate an ability to work in a changing environment.
- Demonstrate strong interpersonal skills including the ability to build and maintain relationships.
- Demonstrate an ability to monitor own progress and an ability to seek support to promote professional development.
- Demonstrate initiative and innovation in the delivery of service.
- Demonstrate an awareness of HR policies and procedures.

## Communication & Teamwork

- Demonstrate effective communications and influencing skills.
- Demonstrate ability to clearly and confidently articulate ideas and opinions, and underlying rationale.
- Draw on a variety of communication methods to suit situation/circumstances.
- Listens openly, using questions to check for understanding/avoid misinterpretation.
- Demonstrates an ability to work as a team member within a multi-disciplinary setting.
- Adaptable, and approachable.
- Demonstrate a willingness to train and mentor others.
| Scope of Practice/Professional Development | • Adhere to a professional code of practice as per the NMBI.
• Understands the need to apply hospice and/or professional standards, policies and procedures to the specific area of practice.
• Good organisational and self-management skills.
• Demonstrate ability to be a reflective practitioner.
• Demonstrate evidence of continuing professional development at an appropriate level.
• Demonstrate willingness for continued self-development in a professional capacity. |