JOB DESCRIPTION & PERSON SPECIFICATION
Based in Harold’s Cross

Clinical Nurse Manager 2
Care of the Older Person (Extended Care Unit)
1.0WTE Indefinite Duration Contract
JOB DESCRIPTION

TITLE: Clinical Nurse Manager 2 (CNM2) - Ward Manager

REPORTING TO: Assistant Director of Nursing

RESPONSIBLE TO: Director of Nursing, Clinical and Quality

SALARY SCALE: Department of Health and Children Salary Scales will apply per annum pro rata

HOLIDAYS: 25 – 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 Hospice 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

LOCATION: This position will be based in Harold’s Cross however OLH&CS currently operates across two sites; Harold’s Cross and Blackrock. In the interest of patient care and changing needs, candidates are required to be completely flexible and are obliged to carry out duties in any department or location of the Hospice or associated locations when required to do so by Management.

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: You 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/residents or other Hospital 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 CNM2 will co-ordinate and lead in the implementation and provision of quality care. He/she will:

- Manage resources, lead the team and be accountable for nursing activity and outcomes of care.
- Function as a role model, promote best practice in the delivery of care, and provide clinical expertise and support within the Inter Disciplinary Team.
- Support, assist and facilitate colleagues in achieving positive outcomes as developed for the Ward/Unit/Department.
- Encourage a culture of openness and participation through effective communication.

**DUTIES AND RESPONSIBILITIES**

**Management Responsibilities.**

- To exercise authority in the running of the assigned area(s) as deputised by the Director/Assistant Director of Nursing.
- To assist in the development and review of nursing and operational policies regarding the care of the patient and the family, in keeping with the philosophy and policies of Our Lady’s Hospice & Care Services.
- To identify resources and facilities required to manage the ward.
- Manage all resources efficiently and effectively with agreed budgets.
- To ensure adequate levels of ward stocks/supplies are maintained.
- To ensure that appropriate, accurate and concise records are maintained at all times.
- To maintain records of patients/residents’ valuables handed over for safekeeping.
- To ensure that the working environment is as safe and healthy as possible for patients/residents, staff and visitors.
- To plan and co-ordinate duty rotas and annual leave. Ensure accurate records of attendance and absenteeism are maintained.
- To participate in and undertake individual performance review.
- To advise and support staff about administrative issues.
- Facilitate co-ordination, co-operation and liaison across multidisciplinary team and programmes and promote community liaison.
- To liaise closely with household and catering staff with regard to patients/residents’ needs.
- To liaise with nursing colleagues and attend/participate at meetings as required.
- To ensure that all registered staff is aware of their legal responsibilities as regards the prescription, administration and custody of drugs.
- Ensure compliance with legal requirements, policies and procedures affecting residents/patients, staff and other service matters.
- To support the introduction and utilisation of information management systems at ward level.
- Assist with planning and arranging admissions to the unit/wards.
- Manage communication at departmental level and facilitate team building.
• Provide staff leadership and motivation which is conducive to good working relations and 
work performance.
• Promote a culture that values diversity and respect in the workplace.
• Lead on practice development within the clinical area.
• Lead and implement change.
• Exercise a defined role in the personnel function.
• Facilitate team building and staff motivation.
• To cover for Department of Nursing as requested.

Clinical Responsibilities

• To promote a person centred approach to care, utilising specialist knowledge relating to 
the care of the patient and family.
• To act as an effective role model and resource/advisor to colleagues in the delivery of 
nursing care and provide a high level of professional and clinical leadership.
• To take an active part in the delivery of care.
• Manage patient care to ensure the highest professional standards using an evidence based, 
care planning approach, evaluate and manage the implementation of best practice policy 
and procedure.
• To support the concept of team nursing as a system for the delivery of care.
• To be responsible for the coordination and the assessment, planning implementation and 
evaluation of patient care.
• To provide advice and support to patients/residents and those close to them on 
psychological, social and spiritual issues when necessary.
• To support family and relatives through times of change and stress in their lives liaising 
with and referring to other professionals/specialists/ support groups as appropriate.
• To lead and participate in ward meetings on patient/family care, management and 
progress.
• To provide a welcoming relaxed and informal atmosphere for the patient and those close 
to them.
• To provide/promote educational support for patients/residents.
• To plan, liaise, and prepare patient’s transfer to home or hospital if applicable.
• To ensure that the family or carer of the discharged patient has adequate knowledge of 
their needs and plan of care prior to discharge.
• To ensure patient confidentiality is respected and maintained at all times.
• Provide safe, comprehensive nursing care to service users within the guidelines laid out 
by An Bord Altranais agus Cnáimhseachais na hÉireann (Nursing and Midwifery Board 
of Ireland – NMBI).
• In consultation with Director/Assistant Director of Nursing and other disciplines, 
implement and assess quality management programmes.
• Participate in clinical audit as required.
• 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.
• To be responsible for personal professional development.
• To promote and encourage professional development of staff.
• To create a good learning environment by keeping up to date with new developments and supporting and encouraging open discussion.
• Provide support and supervision to Clinical Nurse Manager 1, staff nurses and care assistants where appropriate in order to assist them in their role.

Education & Training

• To act as a resource to other members of the team, to other health care professionals and to students from external agencies. To co-ordinate and facilitate learning objectives for nurses undertaking diploma/degree courses when on clinical placement in the particular speciality.
• To provide instruction and guidance in the form of orientation and ongoing informal and formal teaching sessions to care assistants and staff nurses.
• Participate in the identification, development and delivery of education, training and development programmes for nursing and non-nursing staff.
• To be prepared to participate in relevant and appropriate research as agreed by Director of Nursing /Assistant Director of Nursing.

General

• To adhere to Departmental and Hospice policies at all times.
• To perform such other duties appropriate to the post as may be assigned from time to time by the Manager or a nominee.
• To ensure confidentiality in all matters of information obtained during the course of employment.

Self Development

• To be aware of current developments and issues in health care 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.
**Health & Safety**

- Comply with the policies, procedures and safe professional practice of Our Lady’s Hospice & Care Services and the Irish Healthcare System by adhering to relevant legislation, regulations and standards.
- Assist in the development, implementation and review of the department’s Health and Safety statement, as appropriate.
- Document appropriately and report any near misses, hazards and accidents and bring them to the attention of the relevant person(s).
- Work in a safe manner with due care and attention to the safety of self and others.
- Be aware of risk management issues, identify risks and take appropriate action.
- Comply with department procedures with regard to assessment, recommendation and / or manufacturing of all assistive devices.
- Support a culture that values diversity and respect.

**Professional**

- To have a working knowledge of Our Lady’s Hospice and Care Services policies.
- 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 is not intended to be exhaustive but should be regarded as providing guidelines within which individuals work. The job description will be subject to review in the light of changing circumstances.
### PERSON SPECIFICATION

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<th>Factors</th>
<th>Essential</th>
<th>Desirable</th>
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| **Qualifications** | • Registered on the Live Register in the General Division of the Register of Nurses as maintained by the NMBI.  
• Hold/willing to work towards a post graduate qualification in Gerontology.  
• Consideration will be given to candidates with relevant qualifications e.g. palliative care | • Hold a post graduate qualification in Palliative Care e.g. post graduate diploma, Princess Alice. |
| **Experience**   | • Minimum 5 years post registration experience.  
• Two years post registration experience in Gerontology or Palliative Care.  
• Two years management experience at CNM1 level or above.  
• Evidence of consistent updating of clinical skills and knowledge | • Management experience in the Specialist area.  
• Experience of Regulation inspection  
• Knowledge of SAP, HR and salaries system |

## CORE COMPETENCIES

| Knowledge & Skills | • High level of English and numeracy skills.  
• Competent and confident IT skills - Word, Excel, Power Point and e-mail  
• Knowledge of NMBI directives.  
• Demonstrate high level of clinical knowledge & competencies.  
• Demonstrate promotion of evidence-based decision making. |

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Job Description & Person Specification – Clinical Nurse Manager 2 – June 2016
- Demonstrate practitioner competence and professionalism.
- Demonstrate a commitment to continuing professional development.
- Demonstrate the ability to relate nursing research to nursing practice.
- 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 an ability to work within a regulated environment.
- Demonstrate knowledge of and an ability to ensure infection control and hygiene standards are adhered to.
- Demonstrate an awareness of the Health Service Transformation Programme.
- Ability to collect, analyse and report on data.
- Ability to work under pressure.
- Knowledge of principles and practices Gerontology or Palliative Care.
- Evidence of interest in management.

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<td>Negotiation and influencing skills</td>
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<td>Proven managerial and decision making skills.</td>
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<td>Demonstrate the ability to lead on clinical practice and service quality.</td>
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<td>Demonstrate the ability to plan &amp; organise effectively</td>
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<td>Resourceful and proactive.</td>
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<td>Demonstrate an ability to work in a changing environment.</td>
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<td>Demonstrate the ability to build, lead and manage a team.</td>
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<td>Demonstrate strong interpersonal skills including the ability to build and maintain relationships.</td>
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<td>Demonstrate an ability to monitor individual staff’s progress and an ability to coach staff members to develop their skills.</td>
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<td>Demonstrate initiative and innovation in the delivery of service</td>
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<td>Demonstrate an awareness of HR policies and procedures including disciplinary procedures, managing absence and attendance etc.</td>
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<th>Scope of Practice/Professional Development</th>
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<td>Adhere to a professional code of practice.</td>
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<td>Understands the need to apply hospice and/or professional standards, policies and procedures to their area of practice.</td>
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- 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.

| Communication Skills | • Excellent interpersonal and communication skills.
| | • Clearly and confidently articulates ideas and opinions and their underlying rationale.
| | • Draws on a variety of communication methods to fit situation/circumstances.
| | • Listens openly, using questions to check for understanding/avoid misinterpretation.
| | • Adapt a professional approach at all times. |

| Quality Service | • Patient/resident centred focus at all times.
| | • Flexible/adaptable to meet unexpected and competing demands.
| | • Ability to act as an advocate for nursing / residents / patients. |

| Team Player | • Understanding of diverse values and beliefs.
| | • Considers how one’s behaviour might impact others.
| | • Knows when and where to ask for help. |

| Confident and friendly manner with patients/residents and staff | • Display awareness of confidentiality issues.
| | • Display awareness of patient/resident advocacy issues.
| | • Display eagerness to learn more on speciality.
| | • Express interest in career development. |

| Core Values | • Demonstrate knowledge of the ethos and core values of Our Lady’s Hospice & Care Services. |