JOB DESCRIPTION
& PERSON SPECIFICATION

Practice Development & Quality Coordinator: Clinical Nurse Manager 3
1.0WTE Permanent Contract
**JOB DESCRIPTION**

**TITLE:** Practice Development & Quality Coordinator (CNM3)

**REPORTS TO:** Director of Nursing, Quality & Clinical Services

**SALARY SCALE:** Department of Health & Children salary scales apply per annum pro rata: CNM3 €54,336 - €61,491

**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, Quality & Clinical Services.

**LOCATION:** Our Lady’s Hospice & Care Services (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 (OLH&CS) 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 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 Quality and Practice Development team at OLH&CS is made up of Senior Nurse experts in Practice, Tissue Viability, Haemovigilance and Infection Control. This post holder will be carry out practice development activities and be responsible for the management and co-ordination of the Quality and Practice Development team. This will include operational and strategic management to ensure the smooth running and efficient use of resources. The post holder must have demonstrable ability to analyse, report and effect change in nursing and clinical practice. The post holder will be required to lead and participate in the quality and practice development agenda and develop patient centred nursing practice through care processes, which enhance clinical effectiveness and patient outcomes.

MAIN DUTIES AND RESPONSIBILITIES

Professional Responsibility

- To assist in leading a Quality & Practice Development Nursing Team, which will evaluate, develop, implement and monitor nursing practice in all areas of the Hospice.
- Promote the delivery of a high standard of care to all patients in OLH&CS.
- To assist the Director of Nursing, Quality & Clinical Services in the setting of achievable, safe standards of nursing care across the broad spectrum of patient categories and to collaborate with any multidisciplinary approach to standard setting.
- Liaise with multidisciplinary teams on the development of policies, standards, audit & research and support staff in formulating policies, protocols, guidelines and procedures which will ensure that the highest standard of patient focused nursing care is provided within available resources.
- Assist in the monitoring and evaluation of quality assurance and clinical effectiveness in nursing practice.
- To initiate, facilitate and take part in relevant nursing research and promote research awareness within the nursing service of the hospital.
- To promote and maintain a culture of evidence based practice for nursing, ensuring the creation of effective local networks to share good practice and dissemination.
- In conjunction with the Director of Nursing, Quality & Clinical Services, the Senior Nurse Management Team, the Quality and Practice team and relevant committees, develop an annual nursing/clinical strategy for quality and practice.
- Lead on or co-ordinate quality improvement projects and present findings to the relevant staff and committees.
- Conduct and engage in audit at a clinical level.
- To deputise for the Director of Nursing, Quality & Clinical Services/Assistant Director of Nursing at relevant meetings as required.
- To promote the dissemination and presentation of quality and practice initiatives at external meetings and conferences.
- Lead and role model for the Quality and Practice team and a resource for point of contact for quality and practice for all disciplines in OLH&CS.
Management

- To assist in the management of the Nursing Practice Development Team which will be central for the development of excellence in nursing practice.
- Liaise with the Director of Nursing, Quality & Clinical Services to ensure effective communication in relation to strategic and operational issues regarding staff development and service planning.
- To promote an environment that is conducive to development of best practice, enhance staff retention and good industrial relations.
- To ensure that appropriate health and safety, fire and other statutory regulations are adhered to.
- Participate and lead in projects as assigned relating to the Department or Hospice e.g. nurse prescribing
- To work with the Director of Nursing, Quality & Clinical Services/Assistant Director of Nursing on the implementation and maintenance of HIQA standards.
- Liaise and support the Clinical Nurse Managers on Quality Care Metric action plans where performance improvements are required at ward level.

Education

- To assist in the co-ordination of the implementation of nursing practice developments throughout the hospice and monitor their effectiveness.
- To encourage evidence-based practice and assist in the dissemination and implementation of research findings.
- Facilitate training and development of staff at all levels in the department.
- To keep up to date with nursing literature, recent nursing research and new developments in nursing practice, management and education to participate in training programmes and attend relevant seminars and conferences relating to nursing issues as required by the Director of Nursing.

Organisational

- Create and maintain clear and effective dissemination of information between all levels of nursing/wider clinical team.
- Communicate effectively with the Department of Nursing, Clinical Nurse Managers and relevant committees regarding the progress of practice based initiatives.
- Attend meetings that require the input of the Practice Development Coordinator.
- Attend formalised working groups and committees that exist in relation to the on-going development of clinical governance, audit and quality.
- To maintain current and develop performance indicators/metrics in line with corporate objectives for the organisation and support the achievement of hospice-wide key performance indicators.

Job Description & Person Specification – Practice Development & Quality Coordinator
• To contribute to the development and implementation of corporate strategies and decisions within the organisation.
• Develop a network of contacts and communication links with other professionals and stakeholders (internally and externally) that will assist in the provision of expert advice.
• Support nursing staff including CNS in the conduct of internal and local audit processes as part of service delivery improvement processes and their own professional development.

Professional Leadership
• Demonstrate the ability to self-manage and organise own workload efficiently.
• Help foster a supportive working environment by demonstrating excellent leadership ability and ability to motivate others.
• Demonstrate both clinical and professional leadership, enabling a multi-disciplinary team culture of continuous staff learning and development.
• Assist in creating an environment that promotes continuous lifelong professional and personal development for all staff nurses.
• To act as an advisor on clinical and quality/practice matters.
• To provide professional Nursing and Clinical leadership and provide support and supportive supervision to professional colleagues and front-line staff where appropriate.
• In collaboration with the Department of Nursing, develop and promote corporate nursing practice and integrated patient care policies, including the development of specialist nursing and multidisciplinary team approaches and policies.
• Influence training and educational plans, to anticipate future service requirements, to ensure equity and maintain compliance with OLH&CS Education, Training and Practice Development.
• Facilitate change and play a key role in promoting the organisational developments and strategies required to sustain innovations in nursing practice.

Health & Safety
• To maintain a safe work environment in cooperation with the Hospice Management Team and with reference to the Health, Safety and Welfare at Work Act, 2005.
• Ensure that effective safety procedures are developed and managed to comply with statutory obligations, in conjunction with relevant staff e.g. health and safety procedures, emergency procedures.
• Observe, report and take appropriate action on any matter which may be detrimental to staff and/or service user care or wellbeing/may be inhibiting the efficient provision of care.
• Assist in observing ensuring implementation and adherence to established policies and procedures e.g. health and safety, infection prevention/control, storage and use of controlled drugs etc.
• Ensure completion of incident/near miss forms/clinical risk reporting.
• Adhere to department policies in relation to the care and safety of any equipment supplied for the fulfilment of duty.
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.
- To have a working knowledge of OLH&CS policies.
- To present and act in a professional manner at all times and ensure colleagues do likewise.
- Comply with NMBI code of Conduct and support staff in the application of range of codes and policies of practice, including (but not exclusively): Scope of Nursing and Midwifery Practice Framework (NMBI, 2015) and the Code of Professional Conduct and Ethics (NMBI, 2014) in their practice.

Professional

- To ensure confidentiality on all matters and information obtained during the course of employment.
- To have a working knowledge of and adhere to OLH&CS policies.
- To present and act in a professional manner at all times and ensure colleagues do likewise.
- To perform such other duties appropriate to the post as may be assigned from time to time by the Manager or a nominee.

Garda Vetting:

Legislation has been introduced 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. The appointed candidate will be required to satisfactorily complete the Garda Vetting process prior to a formal job offer being made.

The duties and responsibilities detailed above are a reflection of the present service requirements and are 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. The job description is not intended to be exhaustive but should be regarded as providing guidelines within which individuals work.
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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 NMBI.  
• Hold a relevant post graduate Qualification award at level 9 or higher  
• Management qualification or training course (min 5 days) | • Post Graduate Qualification in one of the three specialities of OLHCS or related field.  
• Excel level 2 course completed |
| **Experience**   | • Proven clinical and professional management ability, leadership and communication skills  
• A minimum of 7 years post registration experience.  
• A minimum of 3 years’ experience as a Practice Development Nurse at CNM2 level within the last 5 years  
• Competent and confident IT skills - Word, Excel, Power Point and e-mail  
• Evidence of consistent updating of clinical skills and knowledge  
• Demonstrable Coaching & Development skills within clinical practice | • Experience of SAP application. |
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<th><strong>CORE COMPETENCIES</strong></th>
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| **Knowledge and Skills** | - Knowledge of NMBI directives  
- Demonstrate a high level of clinical knowledge & competencies  
- Demonstrate promotion of evidence-based decision making  
- 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 OLH Specialties  
- Ability to collect and report on data  
- Demonstrate knowledge of relevant HIQA standards and an ability to work within a regulated environment  
- Demonstrate knowledge of the OLHCS Patient Priority Pledge  
- Demonstrate an ability to lead champions and quality improvement groups |
| **People Management** | - Sets up formal structures/processes to ensure staff involvement in key decisions  
- Keeps abreast of and anticipates staffing needs within departments  
- Clarifies individual roles, responsibilities and accountabilities |
| **Leadership** | - Embraces organisational change initiatives, establishing structure/roles to support it  
- Convincingly communicates benefits of change to others  
- Shows strong initiative; can work outside of standard protocol when necessary  
- Able to bring new ideas/initiative to fruition |
| **Problem Solving & Decision Making** | - Able to act quickly to address urgent matters  
- Demonstrates lateral thinking to generate non-obvious solutions to problems  
- Has basic finance and budgeting knowledge and draws on these to make decisions  
- Grasps how all decisions (both big and small) might affect other colleagues, patients/residents, departments or the hospital |
| **Team Player** | - Is understanding of diverse values and beliefs  
- Considers how one’s behaviour might impact others  
- Knows when and where to ask for help |
| **Scope of Practice/Professional Development** | • Adhere to a professional code of practice  
• Understands the need to apply hospice and/or professional standards, policies and procedures to their 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. |
| **Planning & Organising** | • Ensures most effective allocation and use of resources  
• Anticipates problems and issues and takes preventative action to address these  
• Can multi-task, without losing focus |
| **Organisational Knowledge** | • Understands how each department contributes to overall strategic goals  
• Understands national health strategies relevant to their service |
| **Communication** | • 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 |
| **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 |