JOB DESCRIPTION
& PERSON SPECIFICATION

Clinical Nurse Manager 1
Rheumatic and Musculoskeletal Diseases Unit
1.0WTE Permanent Contract
TITLE: Clinical Nurse Manager 1 (CNM1)

REPORTS TO: Clinical Nurse Manager 2 in his/her area

ACCOUNTABLE TO: Assistant Director of Nursing

RESPONSIBLE TO: Director of Nursing, Clinical and Quality

SALARY SCALE: Department of Health & Children salary scales will apply: Clinical Nurse Manager 1 - €43,288 to €51,191 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 the Director of Nursing, Clinical and Quality

LOCATION: This position is based in Harold’s Cross however 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 the Chief Executive Officer.

ETHICAL CODE: The post holder is requested to respect the special charism, ethos and tradition of 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 main responsibilities for the CNM1 will be management and coordination of Day Ward activity, management of complex clinical situations, advanced decision making skills, effective resource utilisation and provision of clinical support, expertise and advice to all members of the multidisciplinary team.

This role includes patient assessment, triaging of referrals in consultation with the Consultant teams, administration of biologics and supportive therapies, patient / family education, counselling and support and interdisciplinary and multidisciplinary communication including strong liaison with primary care providers.

DUTIES AND RESPONSIBILITIES

Management responsibilities

• To be responsible for the management, care and treatment of service users, to ensure that the optimum standard of care is provided within the day services in the RMDU
• To effectively manage the activities of the ward in the absence of the ward manager
• To act up for the CNM2 with continuing responsibility when required
• To collaborate with the CNM2 in
  o Preparing, implementing and evaluating budget issues and service planning for the clinical area
  o Identifying resources and facilities to manage the ward efficiently
  o Managing all resources – including nursing and non-nursing staff within an agreed budget with due regard to budgetary control
• To promote standards and quality programmes within OLH&CS
• To assist with and ensure that 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’ valuables handed over for safekeeping
• Play a central role in maintaining a safe environment for patients, staff and visitors
• To assist with planning and co-ordinating duty rotas and annual leave. Ensure accurate records of attendance and absenteeism are maintained
• To participate in and undertake individual performance review using a self-assessment model
• To advise and support staff about administrative issues in the absence of the CNM2
• To maintain effective communication links with other members of the Hospice team
• To liaise closely with household and catering staff with regard to patients’ 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
• To be familiar with and ensure all staff is familiar and adhere to OLH&CS policies and procedures
• To support the introduction and utilisation of information management systems at ward level
• Assist with planning and arranging admissions to the unit/wards
• In consultation with CNM2 and other disciplines, implement and assess quality management programmes
• To cover for nursing administration as requested

Clinical Responsibilities

• The post holder will be responsible for his co-ordination, assessment, planning, implementation and review of care of services users according to service standards
• 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
• Plan and initiate care and treatment modalities within agreed interdisciplinary protocols to achieve patient/client centred outcomes and evaluate their effectiveness
• Utilise evidence based assessment and treatment skills and techniques to determine and manage each patient/family needs
• To take an active part in the delivery of care as and where appropriate
• Encourage evidence based practice, using a care planning approach to nursing care
• To support the concept of team nursing as a system for the delivery of care
• Manage own case load in accordance with the needs of the post
• To provide advice and support to patients and those close to them on psychological, social and spiritual issues when necessary. Act as patient advocate and articulate and represent patient interests in collaboration with the multidisciplinary team
• 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 participate in ward meetings on patient/family care, management and progress
• To maintain in conjunction with the CNM2 a welcoming relaxed and informal atmosphere for the patient and those close to them
• To provide/promote educational support for patients
• To plan, liaise, and prepare patient’s transfer to home or hospital
• 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
• To be familiar with and act according to An Bord Altranais professional code of conduct
• 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 by supporting and encouraging open discussion
• To support other members of the caring team in order to assist them in their role of caring for the patient and family

Teaching Responsibilities

• To act as a specialist nurse 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
• To promote and participate in in-service education and other training programmes
• To be prepared to participate in relevant and appropriate research as agreed by DON/ADON

General

• To adhere to Departmental and organisational 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 have a working knowledge of OLH&CS Services policies
• To present and act in a professional manner at all times and ensure colleagues do likewise

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
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 adults. The successful candidate will be required to satisfactorily complete the Garda Vetting process prior to an appointment being made.

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.

The duties and responsibilities detailed above are a reflection of the present service requirements and may be subject to review and amendment to meet the changing needs of the service.
## PERSON SPECIFICATION

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| **Qualifications** | • Registered on the Live Register in the General Division of the Register of Nurses as maintained by NMBI  
  • Hold or working towards postgraduate qualification in Rheumatology | • A recordable post registration management course |
| **Experience**  | • Three years relevant post registration experience, one of which must be in the specialty of Rheumatology  
  • Evidence of consistent updating of clinical skills and knowledge  
  • Competent IT skills - Word, Excel, Power Point and e-mail | |

### CORE COMPETENCIES

_Level 2 on the OLH&CS Competency Based Framework_

**Quality Service**
- Strong use of initiative
- Demonstrates an ability to evaluate, audit and review practice
- Provides a flexible service that is responsive to the need of the patient / resident
- Optimises appropriate resources within own area to achieve effective outcomes
- Identifies and prioritises the requirements of change within own service area, bearing in mind the departmental impact

**People Management**
- Utilises research and an evidence based practice approach to care
- Seeks to expand duties and responsibilities for the purposes of progression
- Creates, structures and maintains a learning environment for staff
- Provides constructive feedback to staff
- Mentor staff as appropriate

**Professional Service**
- Is well informed on Health Service trends both nationally and internationally
- Can identify the services that differentiate OLH&CS from other healthcare facilities
- Understands the function of the different departments and promotes a multidisciplinary approach
- Awareness of national health strategies relevant to one’s job and grade
- Proficient in the use of IT systems to access organisational system

**Planning and Organising**
- Anticipates problems and issues and take preventative action to address these
- Demonstrates the ability to plan and deliver care in an effective and resourceful manner within a model of person-centred care
- Delegates effectively to ensure objectives are achieved
Professionalism
- Demonstrates the ability to work with multiple stakeholders across clinical and non-clinical services
- Demonstrates and applies research and audit to the work environment
- Manages others fairly and consistently
- Demonstrates the ability to work under pressure
- Awareness of one’s own strengths and weakness
- Demonstrates resilience by not taking things personally and striving for a successful outcome

Communication
- Expresses ideas clearly and logically, supported by the appropriate evidence to persuade others
- Information sharing in an open and timely manner ensuring to keep relevant people informed
- Delivers presentations to groups with confidence and credibility
- Ability to facilitate two way communication between conflicting parties
- Effectively communicates new initiatives and ideas to ensure successful implementation

Team Player
- Proactively develops and nurtures workplace relationships
- Establishes teams and manages the process
- Understands and tolerates different needs and viewpoints
- Utilises team strengths and attributes in achieving goals
- Involves the team in decisions that may affect them
- Ensures everyone is aware of each other’s role on the team

People Management
- Approachable and available for advice and support
- Identifies performance problems in a timely manner and manages same
- Ensures team members are aware of their role and how it contributes to the organisational strategic objectives
- Recognises strengths and limitations of individual team members and delegates appropriately
- Demonstrates confidence when dealing with challenging situations

Innovation
- Embraces change by being flexible and enthusiastic to new ideas
- Brings all groups of staff together to identify inefficiencies and bring ideas for change to Senior Management
- Implements new progressive programmes / processes
- Identifies gaps in practice
- Puts forward proposals and develops strategic implementation plans to introduce new and improved ways of operating
- Demonstrates creative ways to implement low cost people development tools

Problem Solving and Decision Making
- Acts quickly to address urgent matters
- Anticipates problems and issue and takes preventative action to address them
- Has basic finance and budgeting knowledge and draws on this to make decisions
- Ability to make decisions in challenging situations
- Accurately anticipates likely consequences of actions and decisions

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Job Description & Person Specification – Clinical Nurse Manager 1 (RMDU) – March 2017