JOB DESCRIPTION

Job Title: Clinical Nurse Manager 2 (CNM2)

Professionally accountable to: Director of Nursing

Key working relationships: Clinical Nurse Managers, Medical Staff, Staff Nurses, Health Care Assistants, Administration staff, Student Nurses and all hospital staff.

Key Reporting relationship: Chief Executive Officer and Director of Nursing

1. Role Summary

As a key member of the front line management team, the CNM2 will demonstrate managerial and leadership skills and facilitate effective communication with colleagues in the Hermitage Medical Clinic (HMC).

The candidate is responsible for the maintenance of a high standard of patient care which is achieved through professional education and development of all nursing staff, acting as an expert practitioner, participating in the formation of organisational objectives linking nursing with its goals, managing resources and facilitating communication.

The CNM 2 will ensure that direct comprehensive nursing care to patients is evidence-based and will adjust available resources to ensure continuity of care.

The CNM 2 will communicate and co-operate with the medical, nursing and multidisciplinary staff teams within the HMC in the delivery of quality Surgical, Medical continuing care for patients.

The CNM 2 will manage Nursing, Healthcare Assistants and administration staff on their Unit and will partake in the weekend On-call Rota.

2. Essential Criteria

2.1. The Candidate must be registered in the general division of the Register of Nurses maintained by An Bord Altranais.

2.2. Have at least five years recent relevant post-registration nursing experience (full-time or equivalent hours part-time) in an acute hospital setting and a minimum of three years nursing experience in senior nursing management.
2.3. A recognised post-registration nursing course - Higher Diploma or Post Grad course, in a relevant nursing area of study.
2.4. A Health Care Management qualification preferably at third level.
2.5. Proven clinical and professional management ability, risk management, Clinical audit, and excellent leadership and communication skills.
2.6. Competence in the use of information technology.
2.7. Hold an up to date Advanced Cardiac Life Support course or be in pursuit of same.
2.8. Possess well-developed leadership, interpersonal and organisational skills.
2.9. Have submitted a copy of Nursing Registration Certificate or Degree, and any specialist qualification documentation to Director of Nursing or HR Department.
2.10. Submit every January, to the HR Department or to the Director of Nursing, a copy of current Professional Registration (PIN).

3. Key Responsibilities

- To adhere to the Hermitage Medical Clinic guidelines policies, procedures and guidelines.
- To maintain a safe working environment as set out in the Health and Safety at Work Act. To guide and direct activities in order to provide a high standard of holistic nursing care to all patients in the Unit.
- To be responsible for the supervision and development of the nursing team and to take an active part in the delivery of care as appropriate.
- To respect confidential information obtained in the course of professional practice.
- To be familiar with the HMC Mission Statement and uphold the tradition, Ethos and the Philosophy of the Hospital.
- To manage the Unit taking responsibility for the safe delivery and co-ordination of nursing services for patients, ensuring effective, efficient and quality specialist nursing care service.
- Developing and monitoring human and fiscal resource plans.
- Planning specialist nursing service, innovations and developments as may be required on the Unit.
- Providing clinical and management leadership for CNM1 and Staff Nurse positions.
- Ensure an effective learning environment for the multidisciplinary team.
- Work within the code of Professional Conduct for Nurses, participation in the development of the Scope of Practice and provide strong professional leadership and direction for nursing services.
- Promote the advancement of professional knowledge and ensure its integration into practice.
- Ensure that nursing care is based on the latest research findings and constitute best practice and act as an expert clinical resource for all nursing personnel on the Unit.
- To have achieved competency in IV cannulation and IV Medication Administration.
- To facilitate effective communication with patients, relatives, visitors and multi disciplinary teams as necessary and ensure patient confidentiality is respected and maintained at all times.
• Encourage continuous review and evaluation of policies, guidelines and existing practices through regular audit programmes and reviews and uphold hospital policy and An Bord Altranais regulations in relation to custody of all drugs and related records.
• Investigate any nursing and clinical complaints, responding fully taking corrective action as appropriate and review audit.
• Resolve disciplinary issues within the context of the hospital’s disciplinary procedures.
• Ensure that all records are properly and accurately maintained.

4. Essential Job Functions and Performance Standards

4.1. Management
• Communicate effectively with all hospital staff to ensure safe, efficient management of the Unit.
• Work with the Director of Nursing in developing a nursing recruitment and retention strategy. Monitor absenteeism rates, study leave and turnover rates working to improve the turnover rates at all times.
• Together with Hospital Management be involved in identifying opportunities for the development of services that will improve the care of patients.
• Liaise with the Director of Nursing on a regular basis, as appropriate, providing feedback on Unit issues.
• Promote the delivery of a high standard of care to all patients. Encourage evidence-based practice and assist in the dissemination and implementation of research findings.
• Work with members of the Multidisciplinary team in devising Standard Operating Procedures for the development of the Unit.
• Ensure that systems for the provision of clinical and non-clinical services are satisfactory and that they are timely and economically utilised.
• Ensure that all staff are familiar with and comply with hospital policies, procedures and guidelines.
• Ensure good reporting relationships among the different grades of nursing staff.
• Assist the Director of Nursing in devising and implementing Provider Plans for the department. Initiate and encourage appropriate participation from all grades of staff in the planning and development of care services.
• Undertake an annual review of nursing services including the preparation of an annual report.
• Monitor all complaints, inform the Director of Nursing of significant complaints and work with CNM’s and staff nurses to ensure a full investigation of the complaint; counselling of staff as appropriate; and instigate measures to ensure there are no re-occurrences. Ensure all documentation are submitted in a timely manner.
• Ensure the maintenance of a suitable environment for patients and staff with particular emphasis on health and safety factors including the adherence to statutory regulations and organisational policies.
• Ensure that all staff within the Unit are familiar with the plan for management of critical incidents and that the Staff are ready to meet such a demand.
• Work with the Information Technology Department and clinicians in the development of computerised systems for patient management and ensure that these are maintained and upgraded.
• In consultation with staff continually monitor stock levels, suitability, usage and potential for savings. Advise the Director of Nursing on alternative supplies and changes in practice which impact on costs.
• Decide who is to be in charge of the area in his/her absence and ensure that relevant staff are informed of these arrangements.

4.2. Human Resource Management
• Promote an environment that is conducive to the development of best practice, enhances staff retention and promotes good industrial relations.
• Maintain a high level of staff morale, promoting good communication, team spirit and job satisfaction among members of the multidisciplinary team. Strive to ensure that staff are accountable, responsible and have authority to practice and manage within their roles.
• Establish a formal mechanism for communication among the nursing team including schedules for staff meetings.
• Lead by example and act as a role model for all members of nursing and allied staff.
• As part of retention strategy audit staff satisfaction and implement a governance approach that values staff participation and empowerment.
• Play a role in collaboration with the Director of Nursing in the selection, interviewing and retention of nursing staff for the service.
• Ensure that all new nursing and support staff in the department receive an adequate orientation and induction programme, have a clear understanding of their duties, responsibilities and standards of performance at all times.
• Ensure that staff nurses and CNM1’s are effectively supported in the development of personal development plans.
• Ensure correct and economical use of stock and materials, conscious of budget. Assist in identification of areas where use of resources could be improved.
• Ensure that all reasonable precautions and safe guards are in place and provide a safe place of work for all persons required to be in the department in accordance with current Health & Safety at work legislation.
• Provide a duty roster that ensures resources are deployed effectively and efficiently to cope with fluctuations in workload, case complexity, planned activity or staff absence difficulties.
• Ensure that details for the human resource minimum dataset for nursing staff are collected, updated and returned to HR. Maintain relevant staff records – sick leave, annual leave and study leave. Manage all leave equitably in line with best practice in HR Management.
• Confirm the Duty Roster at least 2 weeks in advance and roster staff to achieve an adequate equitable staff mix.

4.3. Quality Of Service
• Promote the delivery of a high standard of care for all patients. Encourage evidence-based practice and assist in the dissemination and implementation of research findings.
• Provide advice to the Director of Nursing on matters relating to the care of patients in the Unit.
• Ensure that patient confidentiality is respected and the dignity of patients is assured and maintained having regard to the Mission, Philosophy and Ethical code of the hospital.
• Oversee that the requirements of An Bord Altranais for the practice of professional nursing are met and upheld including the development of an expanded scope of nursing practice.
• Collaborate in the implementation of the accreditation programme and ensure standards of care are met and regularly evaluated.
• Liaise and work with multidisciplinary teams on the development of policies, standards, audits and research.
• Encourage collaboration with the nursing team with regard to developing evidence based nursing practice and seeking advice when reviewing and formulating new practice.
• Initiate regular audit of nursing practices and procedures through discussion with staff and other specialist nurses and medical staff.
• Ensure that the infection control protocols, guidelines and standards are implemented and evaluated in a structured format.
• Provide clinical nursing leadership, proactively addressing ethical and quality of service issues with multidisciplinary team members and hospital management.
• Investigate and take remedial action on incidents or near misses involving patients and staff according to hospital policies, protocols and guidelines.

4.4. Education
• Provide professional and personal development opportunities for all nursing staff.
• Work closely with the Director of Nursing and other Clinical Nurse Managers, leading and supporting the education programme.
• In association with the Educational Officer, develop an orientation programme for new nursing and ancillary staff.
• Implement and participate in education programmes for all grades of nursing and ancillary staff and instruct staff in new procedures.
• Maintain accurate records of all study leave and education resources used. Demonstrate outcomes of education and development programmes.
• Work with the Director of Nursing on development and implementation of an enhanced staff competence assessment relevant to the Unit.
• Conduct staff evaluations and discuss staff performance annually with the individuals involved. Ensure these performance reviews are then placed on the nurses’ HR file.
• Keep abreast of research and developments in nursing and facilitate and contribute to nursing research.
• Liaise with the Education Officer in identifying staff training needs and assist in the professional development of career pathways for all staff in the department.
• Facilitate study days and leave for nurses, in accordance with the HMC Study Leave Policy and within budgeted allowances.
• Instruct and supervise CNM1, Registered Nurses, Health Care Assistants, Student Nurses and Administration staff to enable them to attain their potential and assume responsibility for delegated duties in a conducive learning environment.
• Report to the Director of Nursing on the competency performance of the Nursing Staff in the Unit.

4.5. Self Development
• Read current literature and recent nursing research, attend seminars or conferences and be aware of any new developments in special aspects of nursing.
• Participate in in-service education and represent the HMC at relevant conferences when appropriate.
• Attend and participate in staff development programmes on an ongoing basis.
• Maintain and update a personal development portfolio
• Keep up-to-date with Health & Safety requirements, Fire regulations and Radiation Safety and Protection ensuring that such lectures are attended and that you are familiar with the policies on Moving and Handling, Infection Prevention and Control, Waste Disposal, Risk Management, Major incident and Cardiac Arrest procedures.
• Be aware of legislation governing or affecting the Nursing Profession, including the Nurses’ Act (1985) and Nurses and Midwives Bill (2010), Health & Safety Legislation or any other relevant legislation or guidelines.

5. Confidentiality

In the course of your employment you may have access to, or hear information concerning the medical or personal affairs of patients, students, staff and/or other health service business. Such records and information are strictly confidential and, unless acting on the instruction of an authorised officer, such information must not be divulged or discussed except in the performance of normal duty. In addition records must 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.

Please note the following conditions:

a) The Hospital Board is not responsible for loss or theft of personal belongings.
b) Fire orders must be observed and staff must attend fire lectures as per policy.
c) All incidents within the department must be reported immediately.
d) In line with the Safety, Health and Welfare at Work Act (1989/2004), smoking within the Hospital building is not permitted.
e) All staff must avail of Pre Employment Occupational Health Screening, Hepatitis B Vaccination and Occupational Health recommendations.
f) The use of personal mobile phones are prohibited in clinical care areas.
This Job Description is intended as a basic guide to the scope and responsibilities of the position and it is subject to regular review and amendment as necessary. You will be required to be completely flexible in this position and you may also be required to work overtime on occasion and are expected to facilitate when requested.