St. Francis Hospice Dublin

JOB DESCRIPTION

CLINICAL NURSE MANAGER II (NIGHT DUTY)

CONTRACT OF INDEFINITE DURATION

(30 HOURS PER WEEK)

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1. JOB PURPOSE

The CNM2, will co-ordinate and lead in the implementation and provision of quality specialist palliative care. He/she will participate in service planning, co-ordinating, and managing activity and resources within the clinical area. They will lead the team and be accountable for nursing activity and outcomes of care.

The main responsibilities of the post holder are: quality assurance, resource management, staffing and staff development, practice development, facilitating communication and professional / clinical leadership.

2. ACCOUNTABILITY

The position reports to and is accountable to the Director of Nursing/Assistant Director of Nursing or other designated officer in all matters relating to the job.

3. KEY DIMENSIONS

Direct reporting to the Director of Nursing/Assistant Director of Nursing

Key relationships that will influence the success of the role: Multidisciplinary Team Members and In Patient Unit Staff.

4. OPERATING ENVIRONMENT

Contractual Hours: 30 hours per week

Hours of work: Night duty hours which may vary in accordance with Hospice needs will be notified by the Director of Nursing/Assistant Director of Nursing. There will be times when you will be required to work outside of the normal working hours.

Location: This position is based in SFHD; however, SFHD operates across two sites: Raheny & Blanchardstown. In the interest of patient care and changing needs, CNMs are required to be 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 Director of Nursing/Assistant Director of Nursing.

The role of CNM2 may necessitate rotating through all the service areas within the Hospice i.e. Hospice Day Care, Out Patients, the Inpatient Unit and community. This includes change of site, Raheny or Blanchardstown, depending on the needs of the service.

As St. Francis Hospice Dublin is an expanding service the demands for services can change and it will be necessary to meet these changes through the organisation. In such circumstances it may be necessary to review the work location for this post and, on behalf of the Board of Directors, the Leadership Team reserves the right to change the terms and conditions as necessary. However, notification will be given of any such changes.

Garda Vetting: The successful candidate will be required to satisfactorily complete the Garda Vetting process prior to a formal job offer being made.

5. SALARY SCALES, ANNUAL LEAVE & PENSION SCHEME

Salary Scale: Department of Health - Consolidated Salary Scale (1st January 2020) – CNM2 scale from €49,914.11 - €59,009.83.

Annual Leave: 180 hours per annum.

Pension Scheme: SFHD will contribute 7% of the successful candidate's basic annual salary.

6. THE PERSON: QUALIFICATIONS, EXPERIENCE, KNOWLEDGE & COMPETENCIES

	Essential	Desirable
Qualifications	• Registered on the Live Register in the General Division of the Register of Nurses as maintained by NMBI. • Hold / willing to work towards a post graduate qualification in palliative care	• Previous Managerial experience
Experience	• Five years post registration experience. • 2 years' experience in Palliative Care • Management experience at CNM1 level or above. • Evidence of consistent updating of clinical skills and knowledge • Competent and confident IT skills - Word, Excel, Power Point and e-mail	• Management experience in the Specialist area. • Experience of Regulation inspections • Experience with participation within an MDT.

7. OUTLINE OF DUTIES AND RESPONSIBILITIES

The role of CNM2 Night duty includes but is not limited to:

General

1 Comply with the Mission Statement and Values of St. Francis Hospice Dublin
2 Participate in Annual Performance, Professional Development Reviews as required.
3 Create and promote a healthy working relationships.
4 Conduct all assignments and communications in a professional, efficient and confidential manner.
5 Foster and develop a spirit of teamwork and participate in team-building activities.
6 Maintain a high standard of work performance, attendance, appearance and punctuality.

Key Responsibilities and Accountabilities

7 To take responsibility for the management of patient care to the highest professional standards, using an evidence based care planning approach to ensure that physical, psychological, social, spiritual and cultural needs of patients and families are met.
8 To liaise and collaborate with other members of the multidisciplinary team to ensure that high quality, holistic care is provided to patients and families/friends.
9 To liaise with the Director of Nursing/Assistant Director of Nursing/CNM3 as appropriate regarding personnel, clinical and patient information; to represent the Director of Nursing/Assistant Director of Nursing/CNM3 when requested.
10 Be familiar with and act according to the NMBI professional code of conduct.

11 To ensure that appropriate, accurate and concise records are maintained at all times.

12 Provide a high level of professional and clinical leadership, demonstrating clinical competence and expertise in palliative care nursing, displaying a sound knowledge of symptom management.

13 To develop nursing and operational policies regarding the care of the patient and the family, in keeping with the philosophy and policies of St Francis Hospice Dublin.

14 Demonstrate expertise and knowledge of the grief and bereavement process, recognising the need for referral and appropriate follow-up.

15 Undertake the role of Bed Manager to ensure the effective control and utilisation of patient accommodation in compliance with the admissions policy.

16 Ensure that there is co-ordination and planning of discharge through liaison with the multidisciplinary team, General Practitioners and community services.

17 Participate in team meetings and family meetings on patient/family care management and progress.

18 Act as a resource to nursing staff in assessing, planning, implementing and evaluating nursing care.

19 Ensure that each patient and their family have individual and on-going assessment of need, ensuring planning, implementation and evaluation of care.

20 Provide, in conjunction with the Practice Development Nurse (PDN), a structured training and orientation programme for all staff appointed to the inpatient unit.

21 Ensure that each patient and their family are offered the opportunity to participate appropriately in decision-making relating to the patient's care.

22 Ensure that controlled drug administration is in compliance with current guidance of The Nursing & Midwifery Board of Ireland and in line with the Medication Policy of St. Francis Hospice.

23 Provide supervision support to all members of nursing and support staff, to facilitate team building and staff motivation.

24 To provide advice and support to patients and those close to them on psychological, social and spiritual issues when necessary.

Management and Administration:

1 Manage all resources efficiently and effectively and within agreed budgets.

2 Take responsibility for the creation and implementation of work rosters for nursing and support staff with due regard for:

- current patient occupancy levels
- available staffing levels
- necessary staff skill mix requirements to meet individual patient needs
- fair and equitable allocation of study leave
- fair and equitable allocation of annual leave

3 Ensure that accurate records of attendance and absenteeism are maintained.

4 Ensure that IPU staff returning to work following sick leave are appropriately supported (with reference to cause of absence), in conjunction with the Director of Nursing/Assistant Director of Nursing.
5 Ensure that adequate levels of ward stock/supplies are maintained.
6 Liaise closely with cleaning and catering staff with regard to patient needs.
7 Ensure that appropriate, accurate and concise records are maintained at all times.
8 Maintain records of patients' valuables handed over for safekeeping.
9 Respond promptly to comments, complaints or issues raised by patients or families, and follow Incident Reporting requirements.
10 Lead and implement change with reference to any National reforms relating to nursing and palliative care practices, policies and procedures.
11 Ensure that all procedures are carried out within the remit of health and safety, data protection and freedom of information legislation and relevant hospice policies and procedures.
12 Present changes and research-based innovations in a positive manner to staff.
13 Orientate new staff and manage the probationary process.
14 Participate in regular and formal forums for interdisciplinary communication which are respectful and receptive of contributions from all staff.
15 Participate in developing and implementing evidence-based standards and guidelines for practice.
16 Participate in developing, implementing and regularly revising the Risk Management, Clinical Audit and Performance Indicator programmes.
17 Participate in and support research initiatives as appropriate.
18 Participate in professional organisations or committees as appropriate.
19 Liaise and co-operate as required with other hospital and community departments to provide appropriate support services.
20 Maintain effective communication networks within all disciplines and departments throughout the hospice.
21 Serve as a resource to other disciplines and departments.
22 Support the on-going practice and review of emergency procedures.
23 Submit the required reports to the Director of Nursing/Assistant Director of Nursing.

Education Audit and Research:

1 Work closely with designated education staff (e.g. Practice Development Nurse/Infection Control) in the identification, development and delivery of education, training and personal/professional development for nursing and support staff;
   - conduct and record regular clinical competency checks on nursing and support staff with a structured follow-up training programme to facilitate learning needs;
   - supervise visiting students on clinical placements, ensuring that student educational requirements are met
   - provide instruction and guidance - from orientation to ongoing informal and formal teaching sessions – for staff nurses and care assistants/Household.
2 Take responsibility for own learning and development needs and take all necessary steps to pursue objectives.

3. Create a good learning environment by keeping updated with new developments in nursing and palliative care and by supporting and encouraging open discussion.
4. Take an active part in the delivery of care, keeping personal clinical practice up to date.
5. Participate in pertinent and appropriate research and audits as relevant to your area of work and as agreed by the Director of Nursing/Assistant Director of Nursing.
6. Ensure best practice in the work place by implementing the appropriate findings from both research and audits

Teaching Responsibilities:

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

Health & Safety:

- These duties must be performed in accordance with local organisational and the HSE health and safety polices.
- In carrying out these duties, the employee must ensure that effective safety procedures are in place to comply with the Health, Safety and Welfare at Work Act (2005).
- Staff must carry out their duties in a safe and responsible manner in line with the local policy documents and as set out in the local safety statement, which must be read and understood.

Quality, Risk and Safety Responsibilities

It is the responsibility of all staff to:

- Participate and cooperate with legislative and regulatory requirements with regard to quality, risk and safety
- Participate and cooperate with local quality, risk and safety initiatives as required
- Participate and cooperate with internal and external evaluations of the organisation's structures, services and processes as required, including but not limited to, The National Hygiene Audit, National Decontamination Audit, Health and Safety Audits and other audits specified by the HSE or other regulatory authorities
- Initiate, support and implement quality improvement initiatives in their area which are in keeping with local organisational quality, risk and safety requirements
- Contribute to the development of PPPGs and safe professional practice and adhere to relevant legislation, regulations and standards
- Comply with SFHD Complaints Policy
- Ensure completion of incident/forms and clinical risk reporting

- Be vigilant in relation to safety at work. Adhere to SFHD policies in relation to safety at work i.e. SFHD Safety Statement.
- Adhere to department policies in relation to the care and safety of any equipment supplied and used to carry out the responsibilities of the role of CNM 2 (Palliative Care)
- Continually monitor the service to ensure it reflects current needs
- Generate and contribute to the development of clinical standards and guidelines and support implementation
- Implement and manage identified changes
- Infection Prevention and Control is integral to the high quality of patient care. It is the CNM2's responsibility to adhere to all IPC policies and procedures and to promote safe practice.

Core Competencies

Professional Knowledge and Skills	• Knowledge of national nursing policies, procedures and protocols • Demonstrate the ability to lead on clinical and service quality initiatives • Demonstrate high level of clinical knowledge & competence in Palliative Care • Promotion of evidence based practice
Management Skills	• Demonstrate the ability to build lead and manage a team • Keeps abreast of and anticipates staffing needs within the ward • Demonstrate an awareness of HR policies and Procedures
Leadership	• Embraces organisational change initiatives, establishing structure/roles to support it • Shows strong initiative; can work outside of standard protocol when necessary • Able to bring new ideas/initiative to fruition • Demonstrate resilience and composure
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 this to make decisions
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 • Manages competing and changing priorities
Communication	• Demonstrate strong communications and influencing skills • Draws on a variety of communication methods to fit situation/circumstances • Listens openly, using questions to check for understanding/avoid misinterpretation

Organisational Knowledge	• Uses knowledge of structures within St Francis Hospice Dublin in general to achieve goals • Understands national health strategies relevant to their service • Strong understanding of St Francis Hospice Dublin's Core Values & Mission Statement
Quality Improvement	• To initiate Quality Improvement projects to bring about change. • Proactively challenge any interaction which fails to deliver a quality service to patients. • Evaluate audit results and research findings to identify areas for quality improvement in collaboration with nursing management and MDT colleagues.

Signature of Job Holder:	**Signature of Line Manager or Designated Officer:**
Job Title:	**Job Title:**
Date:	**Date:**