



St. Francis Hospice

JOB DESCRIPTION

CLINICAL NURSE MANAGER 3
Community Palliative Care
(37.5 HOURS PER WEEK)

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1. **Job purpose**

The CNM III will lead, manage and support the CPC team that is committed to St. Francis Hospice philosophy of care and interdisciplinary team working. The successful candidate will ensure the delivery of the highest quality of patient care service in the Community Palliative Care Team.

He/she has responsibility for:

- The management and co-ordination of Community Palliative Care services.
- The supervision of evidenced based specialist palliative care nursing.
- Manage change effectively, as required.
- Ensure that the needs of patients and their families are met within available resources.
- Take an active role in service development, staff training and budgetary planning.
- Acting as a role model for nursing staff within the department.
- To facilitate good communication within CPC and with the internal and external stake holders.
- Maintain and promote effective communication with community based services, PHNs, GPs, Hospitals/Nursing Home Staff.
- Participate in recruitment and selection of staff for the service.
- Deputise for the DON/ADON, and provide Hospice Management cover as required, according to service needs.
- Working with and delegating appropriately to CNS or CNM 2's.
- Ensure the core competencies of the CNS's (clinical focus, patient advocacy, education, training, audit, research and consultancy) are enabled and achieved.

2. **Accountability**

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

3. **Key Dimensions**

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

Key relationships that will influence the success of the role: Multidisciplinary Team Members and Community Palliative Care Team.



4. OPERATING ENVIRONMENT

Contractual Hours: 37.5 hours per week

Hours of work: Contracted hours of work are over seven days to meet the requirements of the services in accordance with the terms of the Framework Agreement (Implementation of Clause 30.4 of Towards 2016).

Location: This position is based in Raheny the interest of patient care and changing needs, candidates 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.

As St. Francis Hospice Dublin is an expanding service, the demands for services can change and it will be necessary to meet these changes throughout 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 March 2025) – CNM3 €70,025 to €79,081 with specialist allowance.

Annual Leave: 28 days per annum pro rata.

Pension Scheme: Your post, position, or office is pensionable for the purpose of the Single Public Service Pension Scheme (the “SPSPS”).



6. The Person: Qualifications, Experience, Knowledge & Competencies

	Essential	Desirable
Qualifications	<ul style="list-style-type: none">• Candidates must be registered on the General Register of Nurses as maintained by Nursing Midwifery Board of Ireland (NMBI).• Have a Post Graduate Diploma in Palliative Care or Oncology/MSc Palliative Care or an MSc (Non-Specialist) with an accompanying post-graduate Certificate in Palliative Care.• Have excellent communication and interpersonal skills along with the ability to motivate and manage a range of staff.• Demonstrate evidence of continuing professional development at the appropriate level.	<ul style="list-style-type: none">• Be willing to undertake management courses.• Have Information System and Technology skills or willingness to undertake training.
Experience	<ul style="list-style-type: none">• Have at least 5 years experience in Palliative Care, 3 of which must be in Community Palliative Care.• Have 2 years of management experience at CNM level.• Evidence of consistent updating of clinical skills and knowledge.• Experience with participation within an MDT• Competent and confident IT skills – Word, Excel, Power Point and e-mail.	<ul style="list-style-type: none">• Experience of Regulation inspections

7. Outline of Duties and Responsibilities

The role of CNM3 includes but is not limited to:

General

- Comply with the Mission Statement, ethos and core values of St Francis Hospice Dublin.



- Practice nursing according to the Code of Professional Conduct as lay down by the Nursing Board (NMBI) and Professional Clinical Guidelines.
- Adhere to national, regional and local guidelines, policies, protocols and legislation.
- Work within your scope of practice and take measures to develop and maintain competence necessary for professional practice.
- Adapt a patient/family centred approach when providing care.

Key Responsibilities and Accountabilities

Professional / Clinical

- Be responsible for the overall management and performance of the CPC Nursing Team.
- Be aware of ethical policies and procedures, which pertain to your area of practice.
- Respect and maintain the privacy, dignity and confidentiality of the patient in line with the Hospice Core Values.
- Ensure best practice in relation to patient's needs assessment and care provision to ensure Holistic Patient Care.
- Clinical caseload will be determined by Service requirements and staffing needs.
- To provide professional support to CNS's as required.
- Maintain the highest standards of practice and level of professional knowledge by participating in continuous professional development initiatives and attendance at courses as appropriate to the role.

Health and Safety

- To maintain a safe environment and act in accordance with the Safety Statement and all relevant policies of Hospice.
- To work in a safe manner with due care and attention to ensure the safety of yourself, other authorized persons and members of the public in the workplace.
- To carry out risk-assessments as appropriate within CPC and maintain an up-to-date risk register.
- To actively contribute, as required, in the writing and reviewing of policies, procedures and guidelines of the Hospice.
- To report immediately any accident or incident involving patients, staff volunteers or members of the public to your Line Manager. To ensure appropriate documentation is completed.



- To carry out local investigations as required by your Line Manager and to make relevant recommendations.
- Play a central role in the event of an internal emergencies or major incidents.
- Comply with all safety regulations and audits in line with the Safety, Health and Welfare at Work Act, 2005.
- Have a working knowledge of the HIQA standards as appropriate to the role in your area of practice.
- To take responsibility for all aspects of staff and patients' safety within your area of responsibility.

Education and Training

- Take responsibility for your own competencies, learning and development and actively contribute to the learning and development of the interdisciplinary team.
- Complete all mandatory training as deemed necessary by the Organisation and governing bodies e.g. NMBI.
- Participate in performance evaluation review with your line manager; identify areas for improvement and appropriate plans/measures to achieve them.
- Provide feedback to the DON/ADON with regard to performance evaluation reviews for CNS's/CNMII's in your clinical area.
- Develop and use reflective practice techniques to inform and guide practice as part of their daily work.
- Identify and contribute to the continual enhancement of learning opportunities within your department.
- Support staff to identifying learning needs and to source relevant courses.
- Participate in the clinical/workplace induction of all new nursing and support staff and students.
- Develop teaching skills and participate in the planning and implementation of orientation, training and teaching programmes for nursing students and other healthcare staff, as appropriate.
- Having undergone appropriate training, act as a mentor/preceptor or clinical assessor for students.
- Participate in innovation and change within the Organisation and contribute to the service planning process, based on best practice and under the direction of Nurse Management, particularly in relation to new research findings and advances in treatment.



Personnel / Administrative

- Make decisions in a timely manner bringing all relevant information to bear when addressing problems or issues.
- Use logical analysis to break complex problems into their component parts.
- Apply research findings to improve nursing practice and process.
- Work closely with the CNS's, CNM II's, Practice Development and DON/ADON, in developing nurse led initiatives to enhance patient care.
- Develop and use reflective practice techniques to inform and guide practice as part of their daily work.
- To participate in and encourage CNS's to attend clinical supervision.
- To undertake audits to inform best practice.

Management and Administration:

- Act as a role model in terms of capability and professionalism.
- Lead the team confidently, motivating, empowering and communicating with staff to promote the provision of a quality service.
- Blend diverse styles into a cohesive unit, coach and encourage improved performance through active engagement in the performance review process.
- Promoting high standards in the daily running of the clinical services.
- Leading and managing interdisciplinary care for service users.
- Orientating and educating other team members, as required.
- Empowering staff through attendance at team meetings, clinical supervision, education sessions and the promotion of staff initiatives.
- Adaptability in an evolving health care service is essential.

Core Competencies

Professional Knowledge and Skills	Planning and Organisation: <ul style="list-style-type: none">• Demonstrate analytical skills in relation to Service Developments.• Monitor staff performance; carry out probation reviews/performance reviews in a timely manner.• Ensure effective systems are in place to support efficient and consistent service delivery.• Delegate responsibilities within the team effectively.• Co-ordinate and schedule activities.• Manage unexpected scenarios.• Scheduling of rosters allocate and co-ordinate resources to achieve tasks.
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	<ul style="list-style-type: none">• Planning of meetings, case conferences or other events, as required.• Admission/Discharge/Transfer planning in collaboration with the In-Patient Unit, Hospice Day Services, the acute hospital services, the Consultants in palliative medicine and the Nurse Management. <p><u>Clinical Governance:</u></p> <p>The CNM III will:</p> <ul style="list-style-type: none">• Participate in clinical governance structures within the local/national clinical governance framework.• Have a working knowledge of HIQA Standards as they apply to the role/care setting.• Contribute to ongoing monitoring, audit and evaluation of the service, as appropriate.• Accurately record and report all complaints to appropriate personnel according to local service policy.• Participate in the development of policies, procedures and guidelines to support compliance with current legal requirements, where existing, for the safe storage and administration of medicines and other clinical products.• Participate in the development of policies, procedures and guidelines with health, safety, fire, risk and management personnel in compliance with statutory obligations.• Observe report and take appropriate action on any matter, which may be harmful to patient care or wellbeing.• Be aware of and comply with, the principles of clinical governance including quality, risk and health and safety and be individually responsible for clinical governance, risk managements/health and safety issues in your area of work.• Participate in the development, promotion and implementation of infection prevention and control guidelines.• Adhere to organisational dress code and ensure others adhere to dress code.• Assume responsibility for the management of the hospice in the absence of senior managers.• Adhere to all guidelines, policies, protocols of the hospice.
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Problem Solving & Decision Making	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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.



St. Francis Hospice

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