**Clinical Nurse Manager 2 (Emergency Department)**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | **Clinical Nurse Manager 2 (Emergency Department)**  *(Grade Code: 2119)*  [**https://www.rezoomo.com/job/64875/**](https://www.rezoomo.com/job/64875/) |
| **Remuneration** | The Salary Scale (as at 01/10/2024) for the post is:  €59,661 €60,649 €61,485 €62,849 €64,357 €65,837 €67,318 €68,984 €70,532 €73,194 €**75,389 LSI**  New appointees to any grade start at the minimum point of the scale. Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011). Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies. |
| **Campaign Reference** | SLIGO 0460 |
| **Closing Date** | 12 noon on Wednesday 2nd April 2025 via Rezoomo <https://www.rezoomo.com/job/64875/> |
| **Proposed Interview Date (s)** | Candidates will normally be given at least two weeks' notice of interview. The timescale may be reduced in exceptional circumstances. |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | Emergency Department, Sligo University Hospital.  There is currently one whole-time vacancy available in the Emergency Department, Sligo University Hospital which will be filled on a permanent basis. The successful candidate may be required to work in any service area within the vicinity as the need arises.  A panel may be formed as a result of this campaign for **Sligo University Hospital** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | Tina Fraser, ADoN Unscheduled Care, 0871800156, [**martina.fraser@hse.ie**](mailto:martina.fraser@hse.ie) |
| **Details of Service** | The Saolta University Health Care Group provides acute and specialist hospital services to the West and North West of Ireland – counties Galway, Mayo, Roscommon, Sligo, Leitrim, Donegal and adjoining counties.  The Group comprises 7 hospitals across 8 sites:   * [Letterkenny University Hospital (LUH)](https://saolta.ie/hospital/letterkenny-university-hospital) * [Mayo University Hospital (MUH)](https://saolta.ie/hospital/mayo-university-hospital) * [Portiuncula University Hospital (PUH)](https://saolta.ie/hospital/portiuncula-university-hospital) * [Roscommon University Hospital (RUH)](https://saolta.ie/hospital/Roscommon%20University%20Hospital) * [Sligo University Hospital (SUH)](https://saolta.ie/hospital/sligo-university-hospital) incorporating Our Ladies Hospital Manorhamilton (OLHM) * Galway University Hospitals (GUH) incorporating [University Hospital Galway (UHG)](https://saolta.ie/hospital/university-hospital-galway) and Merlin Park University Hospital   The Group's Academic Partner is NUI Galway.  The Saolta Group’s region covers one third of the land mass of Ireland, it provides health care to a population of 830,000, employs in excess of 10,000 employees, and has a budget in excess of €800 million.  The Group provides a range of high quality services for the catchment areas it serves and GUH is a designated supra-regional cancer service provider meeting the needs of all the counties along Western seaboard and towards the midlands from Donegal to North Tipperary.    Saolta University Health Care Group aims to meet its service plan targets. Its priority is to implement the national Clinical Care programmes across the Group and establish a performance management culture with the development of Key Performance Indicators.  **Vision**  Our vision is to be a leading academic Hospital Group providing excellent integrated patient-centred care delivered by skilled caring staff.  **Guiding Principles**  Care - Compassion - Trust - Learning  Our guiding principles are to work in partnership with patients and other healthcare providers across the continuum of care to:   * Deliver high quality, safe, timely and equitable patient care by developing and ensuring sustainable clinical services to meet the needs of our population. * Deliver integrated services across the Group Hospitals, with clear lines of responsibility, accountability and authority, whilst maintaining individual hospital site integrity. * Continue to develop and improve our clinical services supported by education, research and innovation, in partnership with NUI Galway and other academic partners. * Recruit, retain and develop highly-skilled multidisciplinary teams through support, engagement and empowerment. |
| **Reporting Relationship** | Reports to the CNM 3, Assistant Director of Nursing as appropriate.  Accountable to the Director of Nursing. |
| **Purpose of the Post** | The role of the Clinical Nurse Manager 2 within the Emergency Department is to ensure the provision of a quality patient focused service that enhances the health status of the population. Working towards the delivery of best practice for all patients, include the planning and provision of in-service training of nursing and other healthcare professionals where appropriate. |
| **Principal Duties and Responsibilities** | **Professional / Clinical**  *The Clinical Nurse Manager 2 (Emergency Department) will:*   * Manage patient care to ensure the highest professional standards using an evidence based, care planning approach. * Provide a high level of professional and clinical leadership. * Be responsible for the co-ordination, assessment, planning, delivery and review of service user care by all staff in designated area(s). * Provide safe, comprehensive nursing care to service users according to the Code of Professional Conduct as laid down by the Bord Altranais agus Cnáimhseachais na hÉireann (Nursing Midwifery Board Ireland) and Professional Clinical Guidelines * Practice nursing according to: * Professional Clinical Guidelines * National and Area Health Service Executive (HSE) guidelines. * Local policies, protocols and guidelines * Current legislation * Manage own caseload in accordance with the needs of the post. * Participate in teams / meetings / committees as appropriate, communicating and working in co-operation with other team members. * Facilitate co-ordination, co-operation and liaison across healthcare teams and programmes. * Collaborate with service users, family, carers and other staff in treatment / care planning and in the provision of support and advice. * Communicate verbally and / or in writing results of assessments, treatment / care programmes and recommendations to the team and relevant others in accordance with service policy. * Plan discharge or transition of the service user between services as appropriate. * Ensure that service users and others are treated with dignity and respect. * Maintain nursing records in accordance with local service and professional standards. * Adhere to and contribute to the development and maintenance of nursing standards, protocols and guidelines consistent with the highest standards of patient care. * Evaluate and manage the implementation of best practice policy and procedures e.g. admission and discharge procedures, control and usage of stocks and equipment, grievance and disciplinary procedures. * Maintain professional standards in relation to confidentiality, ethics and legislation. * In consultation with Clinical Nurse Manager 3 (CNM3) and other disciplines, implement and assess quality management programmes. * Participate in clinical audit as required. * Initiate and participate in research studies as appropriate. * Devise and implement Health Promotion Programmes for service users as relevant to the post. * Operate within the scope of practice - seek advice and assistance from his / her manager with any cases or issues that prove to be beyond the scope of his / her professional competence in line with principles of best practice and clinical governance.   **Health & Safety**   * Ensure the department Health and Safety statement is updated annually. * 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 well-being / may be inhibiting the efficient provision of care * Ensure completion of incident / near miss forms / clinical risk reporting via the Q-Pulse system. * Adhere to department policies in relation to the care and safety of any equipment supplied for the fulfilment of duty * Liaise with other relevant staff e.g. CNS/ infection control Occupational Therapist re appropriateness for procurement. * Promote the welfare of children at all times even when not directly working with a child, be alert to the possibility that children who use HSE services may be suffering from abuse or neglect. If any [reasonable grounds for concern](https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/resources/reasonablegrounds.pdf) that a child has been, is being, or is at risk of being abused, they have a responsibility to make a report to Tusla Child and Family Agency. * Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role.   **Education and Training**   * Engage in continuing professional development by keeping up to date with nursing literature, recent nursing / midwifery research and new developments in nursing management, education and practice and to attend staff study days as considered appropriate * Assist in observing and ensuring implementation and adherence to established policies and procedures e.g. health and safety, infection control, storage and use of controlled drugs, sepsis guidelines, PEWS training etc. * Be familiar with the curriculum training programme for student nurses and be aware of the clinical experience required to meet the needs of the programme * Participate in the identification, development and delivery of induction, education, training and development programmes for nursing and non-nursing staff * Provide support and supportive supervision to front-line staff where appropriate * Supervise and assess student nurses / midwives and foster a clinical learning environment * Engage in performance review processes including personal development planning as appropriate   **Management**   * Exercise authority in the running of the paediatric department (in patient and day ward) deputised by the A/DoN. * Provide the necessary supervision, co-ordination and deployment of nursing / midwifery and support staff to ensure the optimum delivery of care in the designated area(s) * Manage communication at ward and departmental level and facilitate team building * Provide staff leadership and motivation which is conducive to good working relations and work performance * Promote a culture that values diversity and respect in the workplace * Formulate, implement and evaluate service plans and budgets in co-operation with the wider healthcare team * Manage all resources including compiling rosters to efficiently and effectively work within agreed budget * Lead on practice development within the clinical area. * Lead and implement change * Promote, facilitate and participate in the development of nursing policies and procedures. Monitor as appropriate and lead on proactive improvement * Contribute to the formulation, development and implementation of policies and procedures at area and hospital level. * Ensure compliance with legal requirements, policies and procedures affecting service users, staff and other hospital matters * Manage and promote liaisons with internal / external bodies as appropriate e.g. intra-hospital service and the community * Actively participate in the Nursing / Midwifery Management structure by ‘acting up’ when required. * Work collaboratively with other wards/ departments within the hospital where paediatric patients may be attending/admitted e,g E.D ,ICU.OPD * Maintain all necessary clinical and administrative records and reporting arrangements * Engage in IT developments as they apply to service user and service administration   **KPIs**   * The identification and development of Key Performance Indicators (KPIs) which are congruent with the hospital’s service plan targets. * The development of Action Plans to address KPI targets. * Driving and promoting a Performance Management culture. * In conjunction with line manager assist in the development of a Performance Management system for your profession. * The management and delivery of KPIs as a routine and core business objective.   **PLEASE NOTE THE FOLLOWING GENERAL CONDITIONS**   * Employees must attend fire lectures annually and must observe fire orders. * All accidents within the Department must be reported immediately. * Infection Prevention and Control Policies must be adhered to. * In line with the Safety, Health and Welfare at Work Act, 2005 all staff must comply with all safety regulations and audits. * In line with the Public Health (Tobacco) (Amendment) Act 2004, smoking within the Hospital Building is not permitted. * Hospital uniform code must be adhered to. * Provide information that meets the need of Senior Management.   **Risk Management, Infection Prevention and Control, Hygiene Services and Health & Safety**   * The management of Risk, Infection Prevention and Control, Hygiene Services and Health & Safety is the responsibility of everyone and will be achieved within a progressive, honest and open environment. * The post holder must be familiar with the necessary education, training and support to enable them to meet this responsibility. * The post holder has a duty to familiarise themselves with the relevant Organisational Policies, Procedures, Guidelines & Standards and attend training as appropriate in the following areas:   + Continuous Quality Improvement Initiatives   + Document Control Information Management Systems   + Risk Management Strategy and Policies   + Hygiene Related Policies, Procedures and Standards   + Decontamination Code of Practice   + Infection Prevention and Control Policies, Procedures and Guidelines.   + Safety Statement, Health & Safety Policies and Fire Procedure   + Data Protection and confidentiality Policies * The post holder is responsible for ensuring that they become familiar with the requirements stated within the Risk Management Strategy and that they comply with the Hospitals Risk Management Incident/Near miss reporting Policies and Procedures. * The post holder is responsible for ensuring that they comply with hygiene services requirements in your area of responsibility. Hygiene Services incorporates environment and facilities, hand hygiene, catering, cleaning, the management of laundry, waste, sharps and equipment. * The post holder must foster and support a quality improvement culture through-out your area of responsibility in relation to hygiene services. * It is the post holders’ specific responsibility for Quality & Risk Management, Hygiene Services and Health & Safety will be clarified to you in the induction process and by your line manager. * The post holder must take reasonable care for his or her own actions and the effect that these may have upon the safety of others. * The post holder must cooperate with management, attend Health & Safety related training and not undertake any task for which they have not been authorised and adequately trained. * The post holder is required to bring to the attention of a responsible person any perceived shortcoming in our safety arrangements or any defects in work equipment. * It is the responsibility of the post holder to be aware of and comply with the HSE Health Care Records Management / Integrated Discharge Planning (HCRM / IDP) Code of Practice.   **The above Job Specification is 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.** |
| **Eligibility Criteria**  **Qualifications and/ or experience** | **Each candidate must, at the latest date for receipt of completed applications for the post:**  **1.Statutory Registration, Professional Qualifications, Experience, etc**   1. **Eligible applicants will be those who on the closing date for the competition:** 2. Are registered in the General division of the Register of Nurses & Midwives maintained by the Nursing and Midwifery Board of Ireland (Bord Altranais agus Cnáimhseachais na hÉireann) or entitled to be so registered.   **And**   1. Have at least 5 years post registration experience (or an aggregate of 5 years fulltime post registration experience) of which 2 years must be in the speciality of Emergency Medicine   **And**   1. Have the clinical, managerial and administrative capacity to properly discharge the functions of the role.   **And**   1. Candidates must demonstrate evidence of continuing professional development.   **And**  **(b)** Candidates must possess the requisite knowledge and ability including a high standard of suitability and clinical, managerial and administrative capacity to properly discharge the functions of the role.  **2. Annual registration**  (i) Practitioners must maintain live annual registration on the relevant division of the Register of Nurses and Midwives maintained by the Nursing and Midwifery Board of Ireland (Bord Altranais agus Cnáimhseachais na hÉireann).  **AND**  (ii) Confirm annual registration with NMBI to the HSE by way of the annual Patient Safety Assurance Certificate (PSAC).  **3. Health**  Candidates for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.  **4. Character**  Candidates for and any person holding the office must be of good character. |
| **Post Specific Requirements** | Demonstrate depth and breadth of experience in Emergency Medicine Nursing as relevant to the role. |
| **Other requirements specific to the post** | The Emergency Department Clinical Nurse Manager 2 role is an internal rotational post operating over a 7/7 week. |
| **Skills, competencies and/or knowledge** | **Professional Knowledge**   * Demonstrate practitioner competence and professionalism. * Demonstrate knowledge of relevant legislation & standards. * Demonstrate an understanding of key issues and priorities in the health service. * Demonstrate commitment to educational and professional development issues. * Demonstrates strong knowledge of research methods and knowledge of the challenges and opportunities to develop research, audit and evidence based practice. * Demonstrates excellent critical thinking. * Demonstrate the ability to relate nursing research to nursing practice.   **Planning & Organising Skills**   * Demonstrate ability to effectively manage workload, prioritise and manage deadlines. * Demonstrate evidence of computer skills including use of Microsoft Word, Excel, PowerPoint and Internet search engines etc. * Demonstrate promotion of evidence-based decision making. * Demonstrate problem solving and decision making skills.   **Building & Maintaining Relationships including Leadership, Managing People & Team Skills**   * Demonstrate skills to effectively manage and lead change. * Demonstrate ability to lead relevant projects and show initiative in developing new projects. * Demonstrate effective communication and interpersonal skills. * Demonstrate strong communication and influencing skills. * Demonstrate the ability to build and develop relationships with nursing colleagues and the broader multidisciplinary team. * Demonstrate resilience and composure. * Demonstrate openness to change. * Demonstrate integrity and ethical stance.   **Commitment to Providing a Quality Service**   * Demonstrate knowledge and understanding of educational and professional development issues. * Demonstrate the ability to lead on clinical practice and service quality. * Demonstrate commitment to self-development and performance improvement. * Demonstrates a strong degree of self-awareness, seeking feedback from colleagues. * Demonstrate the ability to critically analyse and articulate how nurses contribute to the enhancement of the patient experience. * Demonstrates ability to reflect on incidents and situations. * Demonstrate an ability to analyse and evaluate information and situations to inform decision making. * Demonstrate initiative and innovation in the delivery of service. * Demonstrate an awareness of HR policies and procedures including disciplinary procedures.   **Analysis, Problem Solving and Decision Making Skills**   * Demonstrate promotion of evidence-based decision making. * Demonstrate effective analytical, problem solving and decision making skills * Demonstrate integrity and ethical stance. * Recognises when it is appropriate to refer decisions / problems to the next level * Relies on experience to anticipate, understand & evaluate problems / make decisions. * Demonstrates sound practical judgement and decisiveness. * Gathers information from a range of sources to make well-founded decisions / solve problems and takes information on board quickly and accurately. * Uses experience to generate a number of possible alternatives.   **Interpersonal/Communication Skills**   * Demonstrate interpersonal verbal and written communication skills. * Demonstrate ability to develop positive working relationships internally and externally. * Demonstrate experience of communicating effectively in multi-disciplinary teams.   Demonstrate ability to build and maintain relationships as part of a team. |
| **Campaign Specific Selection Process**  **Ranking/Shortlisting / Interview** | A ranking and or shortlisting exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and or shortlisting are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore it is very important that you think about your experience in light of those requirements.  Failure to include information regarding these requirements may result in you not progressing to the next stage of the selection process.  Those successful at the ranking stage of this process, where applied, will be placed on an order of merit and will be called to interview in ‘bands’ depending on the service needs of the organisation. |
| **Diversity, Equality and Inclusion** | The HSE is an equal opportunities employer.  Employees of the HSE bring a range of skills, talents, diverse thinking and experience to the organisation. The HSE believes passionately that employing a diverse workforce is central to its success – we aim to develop the workforce of the HSE so that it reflects the diversity of HSE service users and to strengthen it through accommodating and valuing different perspectives. Ultimately this will result in improved service user and employee experience.  The HSE is committed to creating a positive working environment whereby all employees inclusive of age, civil status, disability, ethnicity and race, family status, gender, membership of the Traveller community, religion and sexual orientation are respected, valued and can reach their full potential. The HSE aims to achieve this through development of an organisational culture where injustice, bias and discrimination are not tolerated.  The HSE welcomes people with diverse backgrounds and offers a range of supports and resources to staff, such as those who require a reasonable accommodation at work because of a disability or long-term health condition.  Read more about the HSE’s commitment to [Diversity, Equality and Inclusion](https://www.hse.ie/eng/staff/resources/diversity/diversity.html) |
| **Code of Practice** | The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA).  The CPSA is responsible for establishing the principles to be followed when making an appointment. These are set out in the CPSA Code of Practice. The Code outlines the standards to be adhered to at each stage of the selection process and sets out the review and appeal mechanisms open to candidates should they be unhappy with a selection process.  Read the [CPSA Code of Practice](https://www.cpsa.ie/pdf/?file=https://assets.cpsa.ie/media/275828/b88e3648-c663-4293-9471-d2d75bd1d685.pdf). |
| The reform programme outlined for the health services may impact on this role, and as structures change the Job Specification may be reviewed.  This Job Specification is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned. | |

**Clinical Nurse Manager 2 (Emergency Department)**

**Terms and Conditions of Employment**

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| **Tenure** | The current vacancy available is permanent and whole time  The post is pensionable. A panel may be created from which permanent and specified purpose vacancies of full or part time duration may be filled. The tenure of these posts will be indicated at “expression of interest” stage.  Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013. |
| **Working Week** | The standard working week applying to the post is to be confirmed at Job Offer stage.  ***\*\*Please note the hours of work include working: days, nights, week-ends, unsocial hours as required to meet service needs****.*  HSE Circular 003-2009 “Matching Working Patterns to Service Needs (Extended Working Day / Week Arrangements); Framework for Implementation of Clause 30.4 of Towards 2016” applies. Under the terms of this circular, all new entrants and staff appointed to promotional posts from Dec 16th, 2008 will be required to work agreed roster / on call arrangements as advised by their line manager. Contracted hours of work are liable to change between the hours of 8am-8pm over seven days to meet the requirements for extended day services in accordance with the terms of the Framework Agreement (Implementation of Clause 30.4 of Towards 2016). |
| **Annual Leave** | The annual leave associated with the post will be confirmed at Contracting stage. |
| **Superannuation** | This is a pensionable position with the HSE. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 01st January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled to at 31st December 2004 |
| **Age** | The Public Service Superannuation (Age of Retirement) Act, 2018\* set 70 years as the compulsory retirement age for public servants.  ***\* Public Servants not affected by this legislation:***  Public servants joining the public service or re-joining the public service with a 26 week break in service, between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.  Public servants, joining the public service or re-joining the public service after a 26 week break, after 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70. |
| **Probation** | Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71. |
| **Protection of Children Guidance and Legislation** | The welfare and protection of children is the responsibility of all HSE staff. You must be aware of and understand your specific responsibilities under the Children First Act 2015, the Protections for Persons Reporting Child Abuse Act 1998 in accordance with Section 2, Children First National Guidance and other relevant child safeguarding legislation and policies.  Some staff have additional responsibilities such as Line Managers, Designated Officers and Mandated Persons. You should check if you are a Designated Officer and / or a Mandated Person and be familiar with the related roles and legal responsibilities.  Visit [HSE Children First](https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/resources/) for further information, guidance and resources. |
| **Infection Control** | Have a working knowledge of Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role. |
| **Health & Safety** | It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named and roles and responsibilities detailed in the relevant Site Specific Safety Statement (SSSS).  Key responsibilities include:   * Developing a SSSS for the department/service[[1]](#footnote-2), as applicable, based on the identification of hazards and the assessment of risks, and reviewing/updating same on a regular basis (at least annually) and in the event of any significant change in the work activity or place of work. * Ensuring that Occupational Safety and Health (OSH) is integrated into day-to-day business, providing Systems Of Work (SOW) that are planned, organised, performed, maintained, and revised as appropriate, and ensuring that all safety related records are maintained and available for inspection. * Consulting and communicating with staff and safety representatives on OSH matters. * Ensuring a training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee. * Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures[[2]](#footnote-3). * Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate. * Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example.   **Note**: Detailed roles and responsibilities of Line Managers are outlined in local SSSS. |

1. A template SSSS and guidelines are available on [writing your site or service safety statement](https://healthservice.hse.ie/staff/health-and-safety/safety-statement/).

   2 Structures and processes for effective [incident management](https://www2.healthservice.hse.ie/organisation/qps-incident-management/incident-management/) and review of incidents. [↑](#footnote-ref-2)
2. [↑](#footnote-ref-3)