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**Clinical Nurse Manager 2 (Emergency)**

**Job Specification, Terms & Conditions**

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| **Job Title and Grade** | **Clinical Nurse Manager 2 (Emergency)***(Grade Code: 2119)* |
| **Campaign Reference** | HBS07899 |
| **Closing Date** | Wednesday 25th September 2019 @ 12 Noon |
| **Proposed Interview Date(s)** | Interviews will take place Mid October 2019 |
| **Taking up Appointment** | A start date will be indicated at job offer stage |
| **Location of Post** | Saolta University Healthcare GroupThere is currently one permanent whole-time vacancy available in the Emergency Department, Mayo University Hospital.A panel may be formed as a result of this campaign for **Mayo University Hospital** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled.  |
| **Informal Enquiries** | Craig Allen, Assistant Director of Nursing**Tel:** 094 90 42699**Email:** craig.allen@hse.ie  |
| **Details of Service** | Saolta University Health Care Group is one of seven new hospital groups announced by the then Minister for Health, Dr. James Reilly TD in May, 2013, as part of a re-organisation of public hospitals into more efficient and accountable hospital groups that will deliver improved outcomes for patient. The Saolta University Health Care Group comprises of 7 hospitals:* Letterkenny University Hospital
* Sligo University Hospital
* Mayo University Hospital
* Roscommon University Hospital
* Portiuncula University Hospital
* Merlin Park University Hospital Galway
* University Hospital Galway

The Group has one overall Group Management Team, turnover of €863 million and operates with 1,986 beds and 8,936 WTE (10,135 headcount in June 2018) staff.The objectives of the groups are to:* Achieve the highest standard of quality and uniformity in care across the group
* Deliver cost effective hospital care in a timely and sustainable manner
* Encourage and support clinical and managerial leaders
* Ensure high standards of governance, both clinical and corporate and recruit and retain high quality nurses, NCHDs, consultants, allied health professionals and administrators in all our hospitals.

 There is an evolving Group governance structure with 5 Clinical Directorates which manage the clinical specialities across each site:* Medicine
* Perioperative
* Laboratories
* Radiology
* Women and Children’s

Each Directorate has a set of key performance indicators to improve quality, drive performance, and ensure efficiency. The Group provides a range of high quality services for the catchment areas it serves and Galway University Hospitals (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**The formation of the hospitals groups, which will transition to independent hospital trusts, will change how hospitals relate to each other and integrate with the academic sector. Over time, the Group will deliver:* Higher quality service
* More consistent standards of care
* More consistent access to care
* Stronger leadership
* Greater integration between the healthcare agenda and the teaching, training, research and innovation agenda

Our Academic Partner is the National University of Ireland, Galway and we are developing further international partnerships in the UK and the USA.Mayo university Hospital is a 331 bedded band 1 hospital that provides acute services for the county of Mayo 24 hours a day, seven days per week. The Emergency Department at Mayo University Hospital consists of 6 dedicated adult cubicles, a dedicated paediatric cubicle, 3 single rooms, two dedicated treatment rooms and a two bedded resuscitation room.The Emergency Department Nursing Team is operationally led by a CNM3 and is strategically managed by a dedicated Assistant Director of Nursing in unscheduled care. The department is also supported by two advanced Nurse Practitioners in minor injuries.Mayo University Hospital is dedicated to staff education and training and the recent appointment of a dedicated Emergency department clinical facilitator is evidence of this commitment to staff development.The Emergency Department is clinically led by four consultants in Emergency Medicine and there is a strong multidisciplinary approach to managing both the safety and flow of patients through the department. |
| **Mission Statement** | Patients are at the heart of everything we do. Our mission is to provide high quality and equitable services for all by delivering care based on excellence in clinical practice, teaching, and research, grounded in kindness, compassion and respect, whilst developing our staff and becoming a model employer.**OUR VISION STATEMENT** Our Vision is to build on excellent foundations already laid, further developing and integrating our Group, fulfilling our role as an exemplar, and becoming the first Trust in Ireland.**OUR GUIDING VALUES** **Respect** - We aim to be an organisation where privacy, dignity, and individual needs are respected, where staff are valued, supported and involved in decision-making, and where diversity is celebrated, recognising that working in a respectful environment will enable us to achieve more. **Compassion** - we will treat patients and family members with dignity, sensitivity and empathy.**Kindness** - whilst we develop our organisation as a business, we will remember it is a service, and treat our patients and each other with kindness and humanity. **Quality** – we seek continuous quality improvement in all we do, through creativity, innovation, education and research. **Learning** - we will nurture and encourage lifelong learning and continuous improvement, attracting, developing and retaining high quality staff, enabling them to fulfil their potential. **Integrity** - through our governance arrangements and our value system, we will ensure all of our services are transparent, trustworthy and reliable and delivered to the highest ethical standards, taking responsibility and accountability for our actions. **Teamworking** – we will engage and empower our staff, sharing best practice and strengthening relationships with our partners and patients to achieve our Mission. **Communication** - we aim to communicate with patients, the public, our staff and stakeholders, empowering them to actively participate in all aspects of the service, encouraging inclusiveness, openness, and accountability.*These Values shape our strategy to create an organisational culture and ethos to deliver high quality and safe services for all we serve and that staff are rightly proud of.*  |
| **Reporting Relationship** | Reports to the CNM 3 / Divisional Nurse Manager as relevant to the post / as appropriate. Accountable to the Assistant Director of Nursing and Director of Nursing. |
| **Purpose of the Post**  | The post of CNM 2 has a pivotal role in service planning, co-ordinating, and managing activity and resources within the clinical area. The main responsibilities are: quality assurance, resource management, staffing and staff development, practice development, facilitating communication and professional / clinical leadership.  |
| **Principal Duties and Responsibilities**  | * The person holding this post is required to support the principle that the care of the patient comes first at all times and will approach their work with the flexibility and enthusiasm necessary to make this principle a reality for every patient to the greatest possible degree.
* Maintain throughout the Group’s awareness of the primacy of the patient in relation to all hospital activities.
* Performance management systems are part of role and you will be required to participate in the Group’s performance management programme.

*The Clinical Nurse Manager 2 (Emergency) will:***Professional /Clinical*** 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 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 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.
* 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 etc.
* Ensure completion of incident / near miss forms / clinical risk reporting.
* 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.
* 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.
* Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.

**Education and Training*** Engage in continuing professional development by keeping up to date with nursing literature, recent nursing research and new developments in nursing management, education and practice and to attend staff study days as considered appropriate.
* 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 Clinical Nurse Manager 1 and front-line staff where appropriate.
* Supervise and assess student nurses 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 assigned area(s) as deputised by the CNM3.
* Provide the necessary supervision, co-ordination and deployment of nursing 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 efficiently and effectively 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 Management structure by ‘acting up’ when required.
* 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.

**General Conditions*** Employees must attend fire lectures periodically and must observe fire orders.
* All accidents within the Department must be reported immediately.
* Infection Control Policies must be adhered to.
* In line with the Safety, Health and Welfare at Work Acts 2005 and 2010 all staff must comply with all safety regulations and audits.
* In line with the Public Health (Tobacco) (Amendment) Act 2004, smoking within the Hospital Buildings is not permitted.
* Hospital uniform code must be adhered to.
* Provide information that meets the need of Senior Management.
* To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.

**Risk Management, Infection Control, Hygiene Services and Health & Safety*** The management of Risk, Infection 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 & 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 Control Policies
	+ 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 Group’s 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.
* The post holders’ 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.

**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**  | 1. **Professional Qualifications, Experience, etc.**
2. **Eligible applicants will be those who on the closing date for the competition:**
3. 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 of which 2 must be in the speciality or related area of Emergency Medicine in an Acute hospital setting.

**And**1. Candidates must demonstrate evidence of continuous professional development.

**And**1. 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**
3. 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**1. Confirm annual registration with NMBI to the HSE by way of the annual Patient Safety Assurance Certificate (PSAC).
2. **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.1. **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 Nursing in an Acute setting as relevant to the role. |
| **Other Requirements Specific to the Post** | N/A  |
| **Skills, Competencies and/or Knowledge** | ***Candidates must:**** Demonstrate the ability to lead on clinical practice and service quality.
* Demonstrate promotion of evidence-based decision making.
* Demonstrate practitioner competence and professionalism.
* Demonstrate the ability to plan and organise effectively.
* Demonstrate the ability to build, lead and manage a team.
* Demonstrate strong interpersonal skills including the ability to build and maintain relationships.
* Demonstrate strong communication and influencing skills.
* Demonstrate initiative and innovation in the delivery of service.
* Demonstrate resilience and composure.
* Demonstrate openness to change.
* Demonstrate integrity and ethical stance.
* Demonstrate a commitment to continuing professional development.
* Demonstrate the ability to relate nursing research to nursing practice.
* Demonstrate knowledge of quality assurance practices and their application to nursing procedures.
* Demonstrate an awareness of HR policies and procedures including disciplinary procedures, managing attendance etc.
* Demonstrate an awareness of relevant legislation and policy e.g. legislation relevant to the service area, health and safety, infection control etc.
* Demonstrate an awareness of current and emerging nursing strategies and policies in relation to the clinical / designated area.
* Demonstrate an awareness of the Health Service Transformation Programme.
* Demonstrate a willingness to develop IT skills relevant to the role.
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| **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 being called forward 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. |
| **Code of Practice** | The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commissioners for Public Service Appointments (CPSA). The Code of Practice sets out how the core principles of probity, merit, equity and fairness might be applied on a principle basis. The Code also specifies the responsibilities placed on candidates, feedback facilities for applicants on matters relating to their application when requested, and outlines procedures in relation to requests for a review of the recruitment and selection process and review in relation to allegations of a breach of the Code of Practice. Additional information on the HSE’s review process is available in the document posted with each vacancy entitled “Code of Practice, Information For Candidates”. Codes of practice are published by the CPSA and are available on [www.hse.ie/eng/staff/jobs](http://www.hse.ie/eng/staff/jobs) in the document posted with each vacancy entitled “Code of Practice, information for candidates or on [www.cpsa-online.ie](http://www.cpsa-online.ie). |
| 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)**

**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.  |
| **Remuneration**  | The Salary Scale (as at 01/09/2019) for the post is: €49,914 - 50,741 - 51,439 - 52,582 - 53,843 - 55,081 - 56,320 - 57,714 - 59,010 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. |
| **Working Week** | The standard working week applying to the post is to be confirmed at job offer stage. |
| **Annual Leave** | The annual leave associated with this post is to be confirmed at job offer 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 recruited between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.Public servants recruited since 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 Persons Reporting Child Abuse Act 1998** | As this post is one of those designated under the Protection of Persons Reporting Child Abuse Act 1998, appointment to this post appoints one as a designated officer in accordance with Section 2 of the Act.  You will remain a designated officer for the duration of your appointment to your current post or for the duration of your appointment to such other post as is included in the categories specified in the Ministerial Direction. You will receive full information on your responsibilities under the Act on appointment. |
| **Mandated Person Children First Act 2015** | As a mandated person under the Children First Act 2015 you will have a legal obligation:* To report child protection concerns at or above a defined threshold to TUSLA.
* To assist Tusla, if requested, in assessing a concern which has been the subject of a mandated report.

You will remain a mandated person for the duration of your appointment to your current post or for the duration of your appointment to such other post as is included in the categories specified in the Ministerial Direction. You will receive full information on your responsibilities under the Act on appointment. |
| **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 ward/department/service[[1]](#footnote-1), 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 ward/department/service are appropriately managed and investigated in accordance with HSE procedures[[2]](#footnote-2).
* 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 the National Health and Safety Function/H&S web-pages [↑](#footnote-ref-1)
2. See link on health and safety web-pages to latest Incident Management Policy [↑](#footnote-ref-2)