

SOUTH INFIRMARY-VICTORIA UNIVERSITY HOSPITAL
Old Blackrock Road, Cork



Job Description for the post of:

**Clinical Nurse Manager II -
E.N.T. / Head & Neck Theatres**

Permanent Full time – 39hrs per week

This document sets out the manner in which applications are accepted for the above post in addition to setting out the prescribed Particulars and Qualifications of the post, the Job Description and other relevant information.

Application Process:

4 copies of an up-to-date Curriculum Vitae (unbound) and 4 copies of a Cover Letter should be submitted to:

**The Human Resources Manager
South Infirmity-Victoria University Hospital
Old Blackrock Road
Cork**

The latest date for receipt of applications is:

1.00pm, Friday, 22nd June 2018

Please note successful candidates will be required to submit documentary evidence of all qualifications referred to on application when requested to do so post interview.

The South Infirmity -Victoria University Hospital is an equal opportunities employer

The South Infirmary-Victoria University Hospital

We at the South Infirmary-Victoria Hospital are committed to providing the highest quality service to all our patients in a friendly, safe and caring environment. We endeavour to provide an effective, efficient service in a timely manner with equal access for all our patients. We aim to provide individual patient centered care to each patient and their families and promote patient participation in their care. We encourage good interpersonal relationships. We promote staff and service development through education, motivation and encouragement. We are committed to providing an effective learning environment for future health service staff.

We are a 192 bed Voluntary Teaching Hospital affiliated to University College Cork and catering for approximately 38,500 discharges and 72,500 outpatients each year. We are part of the South/South West Hospital Group.

The Hospital is the Regional Centre for E.N.T. and Dermatology Services. The Hospital also plays a very prominent role in Endocrinology and Rheumatology services in the region. Services are continually developing and expanding at the Hospital.

The following medical disciplines are specialties in the Hospital:

- Anaesthesiology
- Combined Clinic in E.N.T. and Radiotherapy held at regular intervals
- Dermatology
- E.N.T. including an extensive Head & Neck service
- Endocrinology
- General Surgery
- Gynaecology
- Medical Oncology
- Ophthalmology
- Oral & Maxillofacial Surgery
- Orthopaedic Surgery
- Paediatrics - Consultation Service
- Pain Medicine
- Plastic Surgery
- Radiology
- Rheumatology

The SIVUH is primarily an elective hospital with a particular concentration on day surgery, short length of stay and day of surgery admission. There are 9 theatres in total in the complex; 4 General Theatres, 2 Orthopaedic Theatres, 1 Day Surgery, 1 Theatre in the Victoria Wing, and 1 Ophthalmology Theatre. In addition there is an Endoscopy Suite, Pain Management Procedure Rooms and a Minor Procedures Room.

The SIVUH has an extensive Day Surgery service including a Peri-operative Assessment Clinic which is supported by SIVUH Consultant Anaesthetist staff. In addition there is a Pre-admission Assessment Unit.

Informal enquires

Can be directed to the relevant Head of Department / Line Manager

Our website is accessible on

www.sivuh.ie

TITLE/GRADE OF THE POST

The title and grade of the post is Clinical Nurse Manager II – Operating Department Complex – E.N.T. / Head and Neck Theatres.

RESPONSIBLE TO

The Clinical Nurse Manager II will be responsible to the Assistant Director of Nursing.

REPORTS TO

The Clinical Nurse Manager II will report to the Operating Department Clinical Nurse Manager III.

WORKING RELATIONSHIPS

The Clinical Nurse Manager II will liaise with patients, with all Nursing, Medical, Heads of Departments, Paramedical staff, Clerical/Administrative staff, and other Services / Hospitals as required.

QUALIFICATIONS/EXPERIENCE

A candidate must, on the latest date for receiving completed applications for the post:

- (i) Be appropriately registered in the General Division of the active register of nurses maintained by the Nursing and Midwifery Board (NMBI) (Bord Altranais agus Cnaimhseachais na hEireann).
- (ii) Have five years post registration experience including a minimum of 2 years experience in Perioperative Nursing.
- (ii) Have completed a Recognised Post Graduate Perioperative Course or currently undertaking same.
- (iii) Management experience is essential
- (iv) Have experience of Resource Management
- (v) Have experience/knowledge of Risk Management
- (vi) Have knowledge and experience of the HIQA Standards
- (vii) Have knowledge and experience of evidence based practice

Desirable:

- (i) Management Course
- (ii) IT skills / experience

Note:

If being processed for appointment, **original documentation** will be sought for:

- (i) All qualification requirements for the post.
- (ii) Any additional qualification(s) that you may be awarded marks for at interview.

In the event that a number of years experience is required for a post, you will be requested to:

- (i) Provide documentary evidence that you possess same.

Character

A candidate for and any person holding the post must be of good character.

Health

A candidate for and any person holding the post must be fully competent and capable of undertaking the duties attached to the post and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. For the purpose of satisfying the requirements as to health, the successful candidate, before being appointed, shall undergo such medical examinations (which may include x-ray and / or other special tests) as the Chief Executive considers necessary. The Medical Examination will be provided by the Hospital.

OVERALL PURPOSE OF THE POST

As a member of the nurse management team the post-holder holds a pivotal role in the co-ordination and management of activity and resources within the Operating Department Complex and most particularly the clinical area in the E.N.T. Head and Neck Theatres.

The main responsibilities are: provision of Clinical Leadership, effective planning and management of patient care, resource management of staff and peri-operative supplies, facilitating effective multidisciplinary teamwork and communication, service development and professional development of peri-operative staff.

The CNMII will provide exceptional patient care in an environment where quality, respect, care and compassion are at the centre of all we do. The CNMII will be responsible for monitoring activity monitoring activity, for developing and delivering an agreed level of service.

MAIN DUTIES/RESPONSIBILITIES

1. Manage patient care to ensure it is carried out in a patient-centred manner to the highest professional standards using an evidence based, care planning approach.
2. Provide a caring and compassionate holistic approach to care and the integration of knowledge.
3. Provide a high level of professional and clinical leadership
4. Act as a patient advocate.
5. Formulate, implement and evaluate service plans, managing all resources effectively and efficiently within an agreed budget, and in co-operation with multi-disciplinary team.
6. Adhere to and contribute to the development and maintenance of nursing standards, policies, protocols and guidelines consistent with the highest standards of patient care.
7. Adhere to all hospital guidelines, policies & procedures and best practise. This includes Infection Control guidelines, Waste Management, and Environmental Management etc.
8. Maintain professional standards in relation to confidentiality, ethics and legislation.
9. Facilitate co-ordination, co-operation and liaison across multi-disciplinary teams and programmes
10. Foster a clinical learning environment and act as a mentor/coach to Staff Nurses and Post-Graduate and Under-Graduate Nurses
11. Participate in the identification, development and delivery of education, training and development programmes for nursing and non-nursing staff.
12. Provide professional and clinical leadership and facilitate staff team building to provide planned care and service goals
13. Provide leadership and motivation which is conducive to good working relations and work performance
14. Promote a culture that values diversity and respect in the workplace
15. Participate in teams / meetings / committees as appropriate, communicating and working in co-operation with other team members.
16. Risk Management, providing a safe environment for patients and staff. Reporting adverse events and near misses.
17. Ensure that effective safety procedures are developed and managed to comply with statutory obligations, in conjunction with relevant staff.
18. Ensure quality by auditing perioperative practices and activity
19. Effective communication between the Operating Department and wards to enable appropriate scheduling and departmental level.
20. Utilise a progressive and proactive approach to responsibilities
21. Participate as a Lead for Projects as required
22. Lead and support the implementation of change.
23. Provide an Annual Report.
24. Deputise in the absence of the CNMIII

The Clinical Nurse Manager will also be held accountable for the day to day management of the department and of the human resources (Nursing) working within the department. This includes the determination of work to be done, the rostering and allocation of the work, the coaching and

supervision of staff, teaching and training of nurses and support staff and participation in the ongoing development and evaluation of systems and programmes for care delivery.

In carrying out the work detailed hereunder the expectation is that, in agreement with the CNMIII and the Assistant Director of Nursing, work will be assigned to the other Nurses for which accountability will be ultimately held by the Clinical Nurse Manager.

DETAILS OF RESPONSIBILITY

WORK TO BE DONE AND WORKLOAD ESTIMATION

- On a day to day basis the Temporary Clinical Nurse Manager will decide and allocate the work to be done by Staff Nurses.
- Implement a systematic method for the assessment of individual patients needs and ensure proper documentation of same.
- The Manager will practice nursing according to current best practice pertaining to the peri-operative environment incorporating Professional Clinical Guidelines, local policies, protocols and guidelines and current legislation
- Manage own caseload in accordance with the needs of the post

STAFFING AND MANPOWER PLANNING

- Prepares weekly duty rosters for each shift, taking into consideration holiday, study leave and other control limits.
- Plans and allocates nursing teams with appropriate staff numbers, skill mix and level of experience in such a way that will meet the clinical management work load and ensure continuity of care.
- Coordinates staff meal breaks.
- Supports, supervises and coaches nursing staff and other support staff in carrying out their allocated clinical duties to the required standard.
- Advises the Clinical Nurse Manager III and the Assistant Director of Nursing when levels fall below or are in excess of that considered by the Clinical Nurse Manager III and the Assistant Director of Nursing to be adequate to meet variations of workload.
- Develop good working relationships with all staff to promote quality patient centred care.

HUMAN RESOURCES MANAGEMENT

- Promotes, nurtures and maintains a high level of staff morale, hence promoting team spirit and job satisfaction among nursing and other staff within the department.
- Implements Safety Health & Welfare Policies and Infection Control Policies in the department.
- Participate in the development of departmental orientation for staff, and within own department implements and evaluates a staff Orientation and Induction Training Programme for nursing and support staff.
- Ensure that all staff practice nursing within the code set for the profession by The Nursing and Midwifery Board of Ireland (An Bord Altranais agus Cnáimhseachais na hÉireann (NMBI).
- Ensure that all staff know stated Hospital Policies. Handle staff complaints, grievances in accordance with hospital policy and report to the Clinical Nurse Manager III and the Assistant Director of Nursing.
- Investigate incidents and accidents involving all staff and report these verbally and in writing to the Clinical Nurse Manager III and the Assistant Director of Nursing.
- Co-operate with investigations that are conducted under hospital procedure. All staff are required to participate either as a party to the investigation or as a witness. Investigations may be required under the Hospital's Dignity at Work Policy, Trust in Care Policy, Grievance Procedure etc.

EDUCATION/STAFF DEVELOPMENT

- Assesses and identifies training and development needs for nursing staff within the department and seeks to have these met. Contribute to the development of training programmes where appropriate.
- Assist nursing personnel to maintain high levels of competence by enabling them to identify their personal professional goals, provide feedback, and facilitate achievement of personal development outcomes.
- Attendance at appropriate meetings/conferences
- Identify teaching/learning opportunities within the department.
- Participate in clinical department induction training of all new nursing staff, ensuring that Staff Nurses receive sufficient theoretical and practical training to make them safe practitioners.
- 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.
- Ensure the agreed hospital, specialist administrative and clinical policies and procedures are known to and understood by the staff, and are implemented.
- Ensure that the code of confidentiality is always upheld.
- Provide for teaching, coaching, counselling and training.
- Ensure that agreed nurse training requirements are met.
- At all times act as an effective role model by demonstrating skilled nursing care in the clinical situation of all staff.
- Facilitate team work and customer focus
- Ensure professional standards are upheld
- Promote effective nurse documentation in the department and maintain appropriate records.
- Educate and support staff, including the introduction and orientation of new staff
- Engage in IT developments as they apply to service user and service administration

CLINICAL NURSING PRACTICE

- Ensures patient centred care is carried out
- Provide high quality, client focused care recognising the valuable contribution of a well-managed and innovative service
- Consistent with hospital nursing policy uses a framework and model of nursing to assess individual patient needs.
- Ensures that appropriate nursing care is planned for individual patients based on need assessment and that each individual patient receives prescribed treatment and nursing care, encompassing medical instructions and in conformance with established procedures and standards of care.
- Ensures that verbal and written nursing reporting systems are accurate and adequate.
- Keep up to date with current research, ensure evidence based practice and research is utilised and must contribute to nursing research that is relevant to his/her area of practice.
- Ensures clinical competence of staff in performing clinical activities.
- Introduces new clinical practices or techniques in an appropriate manner in accordance with approved procedures.
- Ensure nursing service is compliant with HIQA standards. Be cognisant of HIQA standards when developing the service.
- Maintains personal clinical skills by performing nursing procedures.
- Directs, supervises and mentors the nursing staff in the management of nursing care, i.e. providing professional and specialist advice on the provision of nursing care and demonstrate practical nursing skills.
- Participates in research in accordance with approved procedures as advised by the Director of Nursing.
- Implement changes in healthcare service in response to patient/client need and service demand.
- Attend and participate in multidisciplinary meetings.
- Co-ordinate the activities of all staff who visit the department, e.g. Allied Health.

STANDARDS AND QUALITY OF CARE

Takes all steps possible to safeguard the welfare and safety of patients by:

- Deciding with the Clinical Nurse Manager III and the Assistant Director of Nursing the indicators to be used to judge quality of services to patients.
- Establishes department management and clinical standards within realistic targets and explicit limits as set by the Clinical Nurse Manager III and the Assistant Director of Nursing.
- Ensures that the department staff understand and abide by required standards and limits.
- Checks on the quality of all work done by all department staff.
- Monitors and evaluates the outcomes of nursing care for individual patients.
- Monitors and evaluates the outcomes of environmental cleaning practices.
- Convenes periodic meetings with the Staff Nurses to discuss outcomes of the nursing service and ask suggestions on how the service might be improved.
- To set achievable safe standards of nursing care and review the broad spectrum of patient categories and to collaborate with any multidisciplinary approach to standard setting particularly in relation to National Standards e.g. HIQA, National Clinical Effectiveness guidelines, NMBI standards and requirements
- Participates in Quality Initiatives i.e. The Productive Operating Theatre.
- Provide an annual report of service delivered
- 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 practice nurse
- Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.
- There is a responsibility on all staff to participate in internal and external audit and review as appropriate
- To work in a manner with due care and attention to safety of self, patients, staff and other persons in the workplace with reference to the Safety, Health & Welfare at Work Act 2005
- To report immediately to Line Managers/nominated persons, any accidents or incidents involving patients, staff and/or members of the public in line with hospital policy
- To comply and be familiar with all hospital policies and procedures and in particular those relating to Safety, Health and Welfare, Infection Control, Hygiene, Risk Management and Decontamination

BUDGETING

- Identifies projected needs through review of the department inventories and advise on appropriate limits of physical resources (drugs, dressings and appliances, linen and other material) to be kept on the department.
- Ensures the economical ordering of department stocks, maintaining agreed stock level controls and adjusting levels according to peaks and troughs in demand.
- Encourages staff to utilise resources judiciously by developing economical habits and adhering to the limits so as to ensure economical use consistent with satisfactory standards.
- Continually monitors staffing-use patterns and ensures adequate standards consistent with maximum economy while maintaining acceptable standards for safety, yet judicious use of resources.
- Exercise control of all equipment and consults with appropriate people regarding the proper care and maintenance of such equipment.

SELF DEVELOPMENT

The post holder is expected to:

- Maintain, update and develop knowledge on relevant professional development and on all speciality current trends by attending a number of study days each year.
- Participate in internal & external training & development activities
- Develop and maintain personal nursing practice skills.
- Ensure mandatory training is up to date.

- Ensure annual registration with The Nursing and Midwifery Board of Ireland (Bord Altranais agus Cnáimhseachais na hÉireann (NMBI) is up to date.
- Ensure Patient Safety Assurance form is sent to Nursing Administration on a yearly basis.
- Develop Clinical leadership competencies
- 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
- Assist nursing personnel to maintain high levels of competence by enabling them to identify their personal professional goals, provide feedback, and facilitate achievement of personal development outcomes.

ADMINISTRATION

- Ensures the correct completion of records and reports.
- Participates in data collection for hospital statistics when necessary.
- Promotes the development of clinical and administrative computerisation as relevant.
- Performs such other duties appropriate to the post as may be assigned from time to time by the Director of Nursing or Chief Executive.

Note:

The rate and pace of change in the health service is such that the post holder will be required to update their knowledge and skills to fit the changing requirements of the service. Therefore this job description is an outline of the current broad areas of responsibility and accountability and should not be regarded as a comprehensive listing. It will be reviewed and updated in line with future needs as required.

The post holder will be required to be flexible in this position and must be prepared to undertake any other duties as may be assigned by the Head of Department/Line Manager dependent on service needs. Such duties can be outside the area of one's normal work and may be for other associated Departments as the Hospital may require.

Particulars of the post

1. Remuneration

Salary Scale: €48,570 - €57,421 per annum.

Salary payment frequency will be monthly.

Incremental credit may be granted in respect of recognised experience.

Recognisable experience refers to "previous service in a similar grade in the Civil Service, Local Authority Service, Health Service and other public service bodies or agencies, in Ireland or abroad".

New employees wishing to claim incremental credit for previous employment/s must submit details (documentary evidence) within the first year of their employment, otherwise the Hospital will not be liable for retrospective payments. New employees experiencing difficulty with a previous employer in obtaining any letters/documentation in this regard should notify the Salaries & Wages Department as soon as possible within the first year of employment.

2. The post is Permanent, whole-time and pensionable.

3. Annual Leave

Annual leave and public holidays are granted in accordance with the provisions of the Organisation of Working Time Act, 1997 and in conjunction with Hospital policy and in compliance with national circulars governing leave. Public holidays are dealt with in accordance with the provisions of the Organisation of Working Time Act, 1997 as reflected in the Annual Leave and Public Holiday policy.

0-5 years service: 25 days per annum

5-10 years service: 26 days per annum

more than 10 years service: 28 days per annum (pro-rata)

4. **Working Hours**
39 hours per week. Flexibility in consideration of service needs is required. You will be required to work the agreed roster/ on call arrangements advised to you by your line manager. Your contracted hours of work are liable to change between the hours of 8 am to 8 pm over seven days to meet the requirements for extended day services as may be introduced by the hospital.
5. **Superannuation**
There are various Superannuation Schemes in operation. You will be a member of the scheme relevant to you based on your entry date to the public service and previous service if any. You will be issued with the relevant superannuation information directly from the Superannuation Section, Wages & Salaries Department in due course.
6. **Probation**
The appointment shall be made subject to the conditions that: the person appointed shall hold the appointment for a probationary period of 9 months which the South Infirmary–Victoria University Hospital may, in exceptional circumstances, extend by a maximum of 6 weeks. The specific reasons for the extension shall be made known in writing to the person appointed. Performance and conduct of the person appointed will be monitored on an on-going basis within the probationary period, with written reviews every 3 months, to determine suitability for continued employment. Termination of the appointment within or at the end of the probationary period will be at the sole discretion of the South Infirmary-Victoria University Hospital. At the end of a satisfactory probationary period, the South Infirmary-Victoria University Hospital shall certify that the service has been satisfactory and confirm the appointment on a permanent basis. All new employees must complete satisfactory probation/performance monitoring period maximum 9 months prior to being eligible for any benefits under the hospital's sick pay scheme.
7. **Notice**
When resigning, the post holder is required to give one month's notice in writing prior to resigning the post, or in default, to forfeit one month's amount of salary, to be deducted as liquidated damages from any remuneration due at the time of such resignation.
8. **Healthcare Insurance**
VHI / LAYA Healthcare Insurance details are available on the Intranet Human Resources page / HR General. Salary deduction for healthcare insurance can be facilitated for long term Permanent (12 months or longer) or permanent employees only.
9. **Confidentiality**
In the course of his/her employment, the person appointed may have access to, or hear information concerning the medical or personal affairs of patients and/or staff, or other health service business. Such records and information are strictly confidential and unless acting on the instructions of an authorised officer, on no account must information concerning staff, patients or other health service business be divulged or discussed except in the performance of normal duty. In addition, records must never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody / destroyed in accordance with policy, when no longer required.
10. **Safety, Health and Welfare at Work**
The South Infirmary-Victoria University Hospital is committed to ensuring the safety, health and welfare of all employees. In line with the Safety, Health and Welfare at Work Act, 2005, a Safety Statement is provided by the Hospital and all staff must comply with Hospital safety regulations. The post holder has personal responsibility for Health and Safety in the workplace.

11. **Hospital Policies & Procedures (PPPGs)**

Details of the Hospital's policies and procedures, including the Grievance and Disciplinary Procedure will be issued to the post holder upon commencement of employment. All hospital policies and procedures are available on the intranet (hard copy can be accessed via the hospital library) and employees are obliged to read and familiarise themselves and adhere to same at all times. All new employees must complete satisfactory probation/performance monitoring period maximum 9 months prior to being eligible for any benefits under the hospital's sick pay scheme.

12. **Personal and Hospital Property**

Management does not accept responsibility for property lost, stolen or damaged on hospital premises, whether by fire, theft or otherwise. The right to search your person and/or property (including your motor vehicle) while on or departing from the premises is reserved by Management. Where you are found to be in unauthorised possession of articles which are the property of the hospital, the property of an employee, a patient, a visitor, a contractor or a client of the hospital, you may be liable to sanction up to and including dismissal and may also be prosecuted. A witness, i.e. union representative/colleague (whoever is available) may be present during any such search. Please note CCTV is in operation throughout the hospital.

13. **Garda Vetting**

Garda Vetting is sought for all South Infirmary-Victoria University Hospital employees, who may have significant interaction with children and/or vulnerable adults in the course of their duties, either while in the Hospital or in the community. This is done for the protection of these vulnerable groups. Garda Vetting will be sought for the successful candidate(s). Candidates must comply fully with this process. Failure to comply with this process or to provide false or misleading information will result in exclusion from the recruitment process.

This document sets out the prescribed Particulars and Qualifications of the post, the Job Description and other relevant information and is subject to review and amendment as required.

Job Description – CNMII ENT / Head and Neck Theatres – June 2018

PERSON SPECIFICATION

Clinical Nurse Manager II – E.N.T. Head and Neck Theatres

Qualifications and Training	
Essential	Desirable
<ul style="list-style-type: none"> ◆ Recognised Theatre Course ◆ Be a Registered General Nurse ◆ Evidence of ongoing Professional Development 	<ul style="list-style-type: none"> ◆ Management Course
Experience	
Essential	Desirable
<ul style="list-style-type: none"> ◆ 5 years post registration clinical experience including a minimum of 2 years in Theatre ◆ Evidence of managerial experience ◆ Knowledge and experience of research based practice ◆ Experience of Resource Management 	<ul style="list-style-type: none"> ◆ Evidence of involvement in quality/audit
Knowledge	
Essential	Desirable
<ul style="list-style-type: none"> ◆ In-dept knowledge of speciality ◆ Ability to work with and motivate team ◆ Excellent written and verbal skills ◆ Experience/Awareness of Risk Management ◆ Knowledge and experience of the HIQA Standards 	<ul style="list-style-type: none"> ◆ Management of Risk Management issues
Aptitudes & Skills	
Essential	Desirable
<ul style="list-style-type: none"> ◆ Displays leadership skills ◆ Ability to work on own initiative ◆ Has managed change ◆ Planning and organisation skills ◆ Leading a Clinical Practice and Quality Service ◆ Training and Motivating of Staff 	<ul style="list-style-type: none"> ◆ IT skills ◆ Awareness of issues involved in change management ◆ Professional skills
Personal Qualities	
Essential	Desirable
<ul style="list-style-type: none"> ◆ Excellent communication skills ◆ Approachable ◆ Flexibility to respond to service needs and demands 	