CLINICAL NURSE MANAGER 1 (CNM I) – General Wards

JOB DESCRIPTION

Reports to: Clinical Nurse Manager II in assigned area.

Accountable to:
Clinically: Assistant Director of Nursing
Professionally: Director of Nursing

Job Summary

Contributes towards the management of the ward/department. Deputises for the CNMII as and when required. Provides professional leadership and support. Actively promotes practice and educational development at ward/departmental level. Acts in accordance with the NMBI Code of Professional Conduct.

Accountable for:

a) Professional and Clinical Leadership
b) Development of Nursing Staff in-service training and maintaining accurate records of same. This includes Nurses and Health Care Assistants
c) Patient needs – planning, implementation and evaluation of outcomes
d) Maintaining high standards of care and treatment in the Dept.
e) Actively participate in Infection Control and Prevention
f) Orientation of new staff members
g) Arranging clinical experience and providing support and supervision to student nurses
h) Assisting in effective resource management

Principal Duties and Responsibilities:

- Provides effective managerial and clinical leadership of ward/department staff in conjunction with or in the absence of the Clinical Nurse Manager II.
- This role will involve rotation onto nights in line with service needs.
- To report and advise supervisors of trends, problems etc., in relation to bed management.
- To contribute towards the effective use and deployment of ward staff.
- To be responsible for the management, care and treatment of patients, to ensure that the optimum standard of care is provided for patients within allocated areas of responsibility and that this is done in a timely and effective manner.
Planning and organising of activities and resources:
Plan and organise resources effectively and efficiently within a specified time frame.
Co-ordinate and schedule activities. Manage unexpected scenarios. Ensure the Department is kept clean and tidy and operates in an organised manner.

Leading on Clinical Practice and Service Quality:
To act as a role model at all times and contribute to the provision of nursing expertise and specialist knowledge within the area of practice.
Set and monitor standards and quality of service and lead on pro-active improvement. Progress clinical governance initiatives by acting as a change agent for quality and safety initiatives and taking a proactive role in service development. Actively promote and support clinical practice development. Involve all staff in the audit cycle. Assist in the implementation and monitoring of action plans in order to achieve and maintain ward/departmental standards.

Promotion of Evidence-based Decision – making:
Contribute towards an environment in which individuals take
Make decisions in a well-judged and timely manner, bringing all relevant information to bear when addressing problems or issues. Use logical analysis to break complex problems into their component parts. Contribute towards the collection and evaluation of information in order to support clinical decision-making. Apply research findings to improve nursing practices and processes.

Service Initiative and Innovation:
Drive to achieve positive results at all levels of the service. Take initiatives to move the service forward, and show a willingness to try out new ideas. Be willing to participate in any such projects designated by the Director of Nursing/Assistant Director of Nursing. Support the development of an environment that promotes the value of nursing care.

Practitioner competence and professional credibility:
Have the functional and technical knowledge and skills to make a credible contribution to nursing practice. Pursue his/her own clinical and managerial education and development in line with their personal development plan.

Leading and building the Team:
Act as a role model, in terms of capability and professionalism. Lead a team confidently, motivating empowering and communicating with staff, to promote provision of a quality service. Blend diverse styles into a cohesive unit, coach and encourage improved performance.
Contribute towards an environment in which individuals take ownership for their own development. In conjunction with the CNM11, develop and implement ward induction programmes, preceptorship, clinical supervision and PREP.
Building and maintaining working relationships:
Form strong positive working relationships across all areas of the service, build on a common understanding. Demonstrate a supportive and reciprocating work style including strong empathy with service users. Facilitate open and effective communication within the ward team.

Negotiation, Communication and Influencing Skills:
Get a message across fluently and persuasively in a variety of different media (oral, written and electronic). Make a compelling case to positively influence the thinking of others. Be strategic in how to go about influencing others – show strong listening and sensing skills.

Resilience and Composure:
Maintain a disciplined and professional level of performance under sustained or situational pressure. Be able to bounce back from adversity or setbacks. Show persistence and flexibility in achieving goals.

Integrity and Ethical Stance:
Hold an appropriate and effective set of professional and managerial values and beliefs, and behave in line with these. Promote and consistently support ethical and value – based staff practices.

Sustained Personal Commitment:
Be personally committed to achieving end goals and the continuous improvement of the service. Show enthusiasm and a high level of motivation in leading and completing projects. Be highly committed to the nursing profession, and keep abreast of current issues.

Patient Care:

➢ Manage patient care to ensure the highest professional standards using an evidence based, care planning approach.

➢ Ensure that all staff are fully aware of their duties and responsibilities.

➢ Work closely with Consultants and NCHD’s in organisation of patient care.

➢ Foster good working relationships between colleagues and other staff by maintaining a high professional standard.

➢ Ensure that patients, their relatives and members of the public who visit the hospital are treated with kindness and courtesy at all times, and that a user-friendly atmosphere is evident to all disciplines and visitors.

➢ Deal personally with patients, families and carers in order to aid resolution of complaints.
Ensure clinical expertise and level of competence of staff in clinical setting. Complement this by ensuring that all documentation reflects best practice, and is completed in an accurate and timely fashion.

In consultation with CNMII and other disciplines, to implement and assess quality programmes.

Co-operate with policies/practices approved, relating to documentation of patient care plans, and standard setting with a view to preparation for clinical audit and hospital accreditation/licensing when applicable.

Ensure that staff are familiar with and comply with policies and procedures regarding the ordering, storage and administration of all drugs, medicines and equipment necessary to provide the service.

Perform other duties appropriate to the post as may be assigned by Director of Nursing and/or Deputy or such other authorised Officer as the Chief Executive may designate from time to time.

**Health & Safety:**

It is a standard element of the role and responsibility of all staff that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

Be aware of and familiar with Health & Safety regulations and ensure compliance amongst your staff. You can only be responsible for your own compliance.

Protection of patients from healthcare associated infections is everyone’s business. All healthcare workers have a duty to provide clean safe care by observing hand hygiene precautions before and after contact with the patient and clinical environment. Ensure all staff comply with best practice in relation to Infection Prevention and Control, emphasising the importance of hand hygiene.

Actively participate in fire drill as required and observe fire instructions within the Hospital. Ensure a knowledge of fire policy among staff.

Actively participate in Major Incident Policy when required.

Maintain a safe environment for patients, staff and members of the public in consultation with appropriate personnel and direct staff on procedures to be followed in emergency situations.

Investigate relevant incidents/accidents, mishaps, complaints and report same to CNMII and Nursing Management in accordance with hospital policy.

Ensure that hospital premises and property is rendered clean and safe. To Report any hazards which may give rise to accidents.
Human Resource Management:

- Assist in the rostering of staff, taking cognisance of skill mix/case mix requirements.
- Supervise and support nursing and allied staff in performing their duties, in compliance with agreed policies and protocols.
- Advise Nurse Management where staffing complement either requires to be augmented or depleted, as dictated by specialist activity at a specific period of time.
- Ensure that all staff receive encouragement and counselling in developing nursing skills and job satisfaction.
- Ensure that all enquiries from outside agencies e.g. Press, Gardai etc., are referred to Senior Hospital Administration. Be aware of Hospital’s policy re: media.
- Devise, implement and oversee an orientation/induction programme for new staff members in line with Hospital policy.
- Participate in the development implementation and maintenance of a preceptorship programme for both newly qualified and newly appointed staff members.

Hospital Uniform:

- Adhere to hospital dress code and ensure all staff comply with same.

Professional and Personal Development:

- Ensure that all staff in your area are up to date with relevant mandatory training/education sessions and be responsible for the maintenance of records of same.
- Keep up to date with nursing literature, recent nursing research findings and new developments in nursing management, education and practice and advise staff on necessary changes. Attend staff meetings/study-days/seminars as considered appropriate.
- Demonstrate interest in the various groups/committees throughout the hospital.

Ancillary Staff:

- Ensure that the work of all ancillary/support staff assigned to the Ward is performed to the required standard through direct supervision where appropriate (Health Care Assistants), or the appropriate Supervisor (Catering, Contract Cleaning, Porters, etc.) Special attention should be given to the prevention and control of infection.

Budget Management:

- Work within allocated pay and non-pay resources, through rigorous planning, monitoring and evaluation of all available resources.
- Collaborate with the CNMII in preparing, implementing and evaluating budget and service plans for the clinical area.
Co-operate in managing all resources – including nursing and non-nursing staff within an agreed budget.

In consultation with the CNMII and other disciplines, implement and assess quality management programmes.

Confidentiality:

In the course of your employment you 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 left in safe custody when no longer required.

Policies and Procedures

Comply with and adhere to all Hospital policies and procedures.

It would be expected in the normal course of events at Hospital level that the role will evolve as professional and service demands change. Management structures, budgetary processes and training/education initiatives are the subject of on-going development to facilitate the exercise of the devolved functions set out above.

This job description indicates the main responsibilities and duties of the post and is subject to review and amendment.

I confirm that I have received a copy of and have read the above job description.

SIGNED: ____________________________  DATE:_________________

Employee