



DAUGHTERS OF CHARITY Disability Support Services

JOB DESCRIPTION

JOB TITLE: CLINICAL NURSE MANAGER 3
LOCATION:
REPORTS TO: THROUGH SENIOR NURSING TO
ADMINISTRATOR

ROLE RELATIONSHIPS

The CNM3 has specific job contact with nursing and relevant personnel.

RESPONSIBILITY OF EMPLOYEE

- Be proactive in promoting and ensuring that the Ethos, Mission, Vision and core values of the Daughters of Charity are upheld.
- Ensure that personnel within their designated area of responsibility work in accordance with the policy and ethos of the Daughters of Charity
- Ensure that all nursing staff adhere to professional code of conduct and operate within the scope of practice
- Ensure that any concerns for the safety and welfare of clients are reported in a timely manner
- Ensure a holistic Model of Care for Service Users which is consistent with a Person Centred approach
- Be familiar with all Policies and Procedures, particularly those pertaining to client safety and welfare

MAIN PURPOSE OF JOB

- The post holder is responsible for the efficient and effective co-ordination and management of nursing practices and service delivery and resources in their designated area of responsibility
- Line-manager to CNM2/Social Care leaders in designated areas

DUTIES AND RESPONSIBILITIES

1. Leadership and Accountability

- Use an enabling style of leadership that ensures that staff are involved, motivated and accountable in decision- making and for practice issues within their environment.
- Provide guidance and support to relevant staff in the development of unit/house/department based teams and objectives
- Encourage all team members to participate and contribute their views on service issues.
- Support the process of person centeredness
- Encourage sharing of ideas and learning from relevant projects.
- Keep the Administrator/Director of Nursing/Assistant Director of Nursing informed of any significant development within area of responsibility.
- Maintain an open door policy and is available to staff as and when needed
- Visit designated areas of responsibility regularly as agreed with A.D.N./Administrator

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2. Professional and Clinical Responsibility

- Promote high standards of professional care and safety in the day-to-day delivery of services within designated area of responsibility.
- Maintain and promote a high standard of work performance, attendance, appearance and punctuality.
- Ensure that each person with an Intellectual Disability is treated with the utmost respect and dignity at all times.
- Ensure the highest standards of confidentiality are maintained at all times.
- Ensure that all staff in designated areas are aware of their roles and responsibilities and what is expected of them
- Promote the development and implementation of service user plans to ensure that an integrated service is provided.
- Work in collaboration with units/houses/departments in planning and achieving short and long- term goals.
- Design methods of quality assurance in conjunction with unit/houses/departments
- Monitor the results of audit findings, identify trends and develop appropriate actions ensuring best practice.
- Identify and prioritise areas for practice development in conjunction with Assistant Director of Nursing/Nursing Staff/Nurse Practice Development Co-ordinator
- Ensure adherence to all codes and guidelines relating to professional nursing practice and behaviour
- Ensure that service policies are implemented across area of responsibility.
- To respond to all emergencies in an appropriate and timely manner
- Facilitate and promote reflective practice in units/houses/departments
- Promote and participate as appropriate in clinical supervision.
- Lead as appropriate interdisciplinary groups on service issues
- Keep clinically and professionally competent.

3. Planning

- Ensure the efficient and effective use of resources, which includes relief and agency staff.
- Advise on skill-mix and staff allocation as appropriate.
- Plan ahead with Assistant Director of Nursing and CNM2's regarding resource requirements for changing Service User needs and new and developing services
- Evaluate Service User care in conjunction with relevant staff
- Ensure that each unit/house develops an efficient system for utilising interdisciplinary sessions available to them
- Identify education and development needs of nursing and allied staff

4. Human Resources

- Assist the Assistant Director of Nursing with the recruitment and retention of staff

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- Ensure that relevant staff within area of responsibility participate in the performance management programme
- Contribute to the development of an organisational culture conducive to the establishment and maintenance of good staff morale.
- Ensure that CNM2's and Social Care Leaders receive adequate induction programme, have a clear understanding of their duties, responsibilities and the standards of performance expected of them at all times.
- Assist the Assistant Director of Nursing in the initialisation of grievances and disciplinary procedures in accordance with Service policies and procedures.
- Regularly monitor levels of absenteeism taking appropriate corrective action where necessary.
- In collaboration with all disciplines promote good employee relations in accordance with human resource policies.

5. Management and Staff Development (Teambuilding, Communication and Deputising)

- Act as mentor for relevant staff
- Develop action plans with staff to operationalise relevant parts of the centre and strategic plans
- Foster the development and maintenance of good team relations.
- In accordance with the service communication charter provide a regular forum for staff communication
- Provide professional development opportunities for all staff in area of responsibility.
- Deputise as appropriate for Assistant Director of Nursing
- Intervene decisively where standards of behaviour, performance or attitude contravenes Service Policy and Procedures

6. Finance

- Ensure the efficient and effective use of resources.
- Implement effective monitoring systems for all key resource deployments.
- Plan and track budget variances in defined cost centres.
- Ensure that staff evaluate and monitor all supplies and equipment relevant to their area.

7. Quality, Education and Research (Incl Professional Development)

- Review and measure practice and clinical standards of care at regular intervals.
- Review clinical service provision based on clinical expertise and makes appropriate recommendations.
- Explore and develop new ideas in order to improve care and optimise to full potential.
- Identify problems within designated area– assesses, plans and takes action as appropriate.
- Encourage discussion on and supports clinical and research initiatives to improve care.
- Ensure quality assurance processes are adhered to.
- Identify areas for quality improvement and works with interdisciplinary team member to improve particular processes/practice
- Keep up to date on new research findings ensuring that they are implemented where appropriate.

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8. General Duties

- Any other duties as may be assigned from time to time.

The above job description is not intended to be a comprehensive list of duties and responsibilities 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 when in office. This job description may change in line with the changing needs and objectives of the Daughters of Charity Service.

Core Competencies

Quality Service

- Mentor and develop workforce to establish a high performing culture.
- Monitors, maintains and develops the quality of the service.
- Seeks opportunities and leads initiatives for improving services.
- Promotes a multi-disciplinary approach.
- Promotes a proficient and cost effective service.

Planning & Organising

- Plans ahead with a vision for understanding the overall integration across different service areas and disciplines.
- Excellent awareness of how external factors impact on workforce planning.
- Develops strategic plans and objectives.
- Is aware of workload and pressures across teams and acts appropriately to promote maximum organisational effectiveness.
- Ensures both self and teams' time is utilised to meet key organisational objectives

Professionalism

- Is an advocate for the service by consistently projecting a professional image.
- Ensure a respectful representation of service/department.
- Act as a professional role model for others.
- Demonstrates and encourages a strong work ethic.
- Is transparent; acts with integrity and carries no hidden agendas.
- Espouses professional ethics and codes of practice.

Continuous Learning & Development

- Leads continuous professional and personal development in support of vision /department/ team.
- Aware of critical roles central to the core service of the organisation and ensures successful delivery of these positions.
- Ensures 'managers of the future' are identified and developed.
- Provides and supports learning opportunities for others.
- Uses professional bodies to improve knowledge and resources.
- Presents at industry seminars/conferences when appropriate.

Organisational Knowledge

- Anticipates and manages impact of political environment on service
- Understands how different service areas and disciplines align with overall service.
- Excellent knowledge of organisational culture, key stakeholders and internal dynamics.
- Understands and Influences national frameworks for the service.
- Keeps up to date on developing technologies and their likely impact.
- Balances available resources: implements a 'value for money' approach.

Innovation & Creativity

- Fosters and develops an innovative and creative culture to meet organisational goals and objectives.
- Encourages and values new ideas, perceptions and suggestions.
- Ability to see future trends and changes in opportunities and anticipates appropriate courses of action.
- Works with internal & external resources, encouraging partnership on new ideas.
- Thinks laterally and is considered within the service as a good source of creativity for new ideas.
- Encourages diversity and inclusion in the creative process to generate highly innovative solutions.

Leadership Potential

- Translates the overall strategic vision and goals and clarifies what is required from each department.
- Inspires commitment and passion in others to accomplish objectives.
- Influences others through evidence based reasoning aligned with strategic priorities.
- Challenges traditional assumptions and champions new initiatives.
- Decisive, can make unpopular decisions after consulting major stakeholders.
- Shows skills at negotiating when manging upwards in the organisation.
- Demonstrates a high level of self-belief and credibility in all interactions.
- Leads multiple teams/projects adapting leadership style to different situations and/or individuals in order to achieve optimum results
- Creates and fosters an environment where people are flexible and open to change.
- Keeps the wider service informed of health service developments.

Problem Solving & Decision Making

- Thinks creatively and laterally in relation to the entire service.
- Processes diverse information and can make well informed decisions during times of uncertainty.
- Considers how full scope and impact of decisions effects the service financially.
- Anticipates Issues/opportunities and implements appropriate measures accordingly.
- Can examine complex information to identify root causes of problems issues.
- Breaks large problems down into smaller, more manageable sections.
- When providing solutions, is not restricted by convention.
- Facilitates groups or teams through problem-solving and creative-thinking processes leading to the development and implementation of new approaches, systems, structures and methods.

Team work

- Create an environment where employees work collaboratively and effectively in a spirit of co-operation and mutual respect to maximise service delivery for service users.
- Embraces diversity and values a broad range of perspectives.
- Is inclusive of key stakeholders when making important decisions.
- Encourages consultation and collaboration across disciplines.

Communication & Interpersonal Skills

- Takes a strategic approach to communicating across the organisation.
- Creates a culture of open communication to maintain a climate of trust and honesty.
- Adapts tone and pace of communications to reflect the needs of the individual and / or situation.

- Opens up communication channels through implementation of systems and processes.
- Establishes and maintains information networks across service.
- Adopts a range of communication techniques as appropriate to explain complex information.
- Skilfully mediates conflict situations creating win-win scenarios.