



NATIONAL REHABILITATION HOSPITAL

Clinical House Manager - Nursing Operations Management Permanent, Full time

Particulars of Office

1. The appointment is permanent, full-time and pensionable.
2. **Salary**
Remuneration is in accordance with the salary scale approved by the Department of Health
3. **Superannuation**
The terms of the Voluntary Hospitals Superannuation Scheme and the Voluntary Hospitals Spouses and Children's Scheme or the Single Public Service Pension Scheme will apply to the position. Superannuation contributions at the appropriate rate will be payable in accordance with the provisions of these schemes.
4. **Duties**
The incumbent will perform such duties as are outlined in the attached Job Description.
5. **Hours of Work**
The normal hours of work associated with the post are 39 hours full time per week. As this is a senior post within the hospital management structure and as such it is inappropriate to specify rigid hours of attendance and a certain degree of flexibility in working will be required.
6. **Probation**
The successful candidate will be appointed initially for a probationary period of 6 months. During the probationary period, progress or otherwise will be monitored and at the end of the period, the service will be
 - a) Certified as satisfactory and confirmed in writing.
 - b) In certain circumstances this period may be extended and in such case you will be advised in writing of this and the duration of the extension.
7. **Retirement**
No age restrictions shall apply to a candidate except where he/she is not classified as a new entrant (within the meaning of the Public Service Superannuation (Miscellaneous Provisions) Act, 2004). In this case the candidate must be under 70 years of age on the 1st day of the month in which the latest date for receiving completed application forms for the office occur. Continued employment is conditional upon capacity and conduct of the employee.
8. **Annual leave**
Annual leave and public holidays are granted in accordance with the provisions of the Organisation of Working Time Act, 1997. Your annual leave entitlement will be advised to you by the Director of Nursing Office and is based on the number of years service.
9. **Sick Leave**
Payment of salary during illness will be in accordance with arrangements as approved from time to time by the Department of Health and Children.

10. Termination of office

The employment may be terminated at any time by three months notice on either side except where circumstances are dictated by the Minimum Notice and Terms of Employment Act 1973/77. The Management's right under this paragraph shall not be exercised save in circumstances where the Management is of the opinion that the holder of the office has failed to perform satisfactorily the duties of the post or has misconducted himself/herself in relation to the post or is otherwise unfit to hold the appointment.

11. Garda Vetting Checks

Arrangements have been introduced, on a national level, for the provision of Garda Vetting Checks in respect of candidates for employment in areas of the Health Service, where it is envisaged that potential employees would have substantial access to children or vulnerable adults in the course of their duties. Garda vetting is done for the protection of these groups and the National Rehabilitation Hospital reserves the right to re-verify employees at any future point, as deemed appropriate by Hospital Management.

12. 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 services 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 person can obtain access to them and must be kept in safe custody when no longer required.

13. Hygiene

During employment staff are required to ensure that the hospital's hygiene and infection control policies are adhered to at all times. All employees have responsibility to prevent transmission of infection by adhering to and implementing optimal hand hygiene and adhering to the Hospital's Hygiene processes. Hygiene is a fundamental component of the National Rehabilitation Hospital's quality system to ensure the safety and well being of its patients and staff and plays a role in the prevention and control of healthcare associated infection.

14. Policies / Legislation

All Hospital policies and procedures form an integral part an employment contract and may be subject to update and revision, from time to time, in consultation with union representatives as appropriate. Employees are required to comply with all hospital policies, procedures (e.g. Dignity at Work, Trust in Care, Computer Usage Policy) and the Hospital's ethical codes of practice.

Employees are required to abide by the hospital's code of behaviour and the code of practice as defined by their relevant professional body.

15. Disability Census

As part of the NRH's commitment to supporting the employment of people with disabilities and to comply with the requirements of the Disability Act 2005, all staff are required to inform the Director of Human Resources Ms. Olive Keenan, of any personal disabilities. This information is only requested if appropriate arrangements must be put in place during the course of one's employment and will be stored in compliance with Data Protection legislation.



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JOB DESCRIPTION

1. Qualifications

The candidate must, on the latest date for receiving completed application forms for the office, possess:

- Must be registered on the General Division of the NMBI or eligible to be so registered.
- Minimum 5 years post registration experience and 2-year management experience.
- Relevant post registration qualification essential.
- Post Registration qualification in Rehabilitation; Spinal Injury; or Neurosurgical or Neurodisability Nursing desirable.
- Management course essential.
- Have proven clinical and professional ability, leadership, communication, and organisational skills.
- Display evidence of continuing professional development.
- Computer skills essential.

2. Health

Candidates or any person holding the office must be free from any medical condition which would render them unsuitable to hold the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

For the purposes of satisfying the requirements as to health, it will be necessary for each successful candidate before he/she is appointed to undergo a medical examination by a qualified medical practitioner to be nominated by the Chief Executive or designated officer. Any irregularities reported as a result of this examination which render the incumbent unsuitable for the post must be remedied / addressed before appointment.

3. Character

Candidates for and any person holding the office must be of good character.



NATIONAL REHABILITATION HOSPITAL Clinical House Manager - Nursing Operations Management Permanent, Full time

JOB DESCRIPTION

Title: Clinical Nurse Manager 11

Purpose of the Position:

To provide nursing leadership in proactively managing and coordinating clinical practice and the provision of human, financial and material resources in accordance with organisational values and goals, ensuring a cost-effective nursing service focused on providing exceptional, evidence-based tailored patient care.

The post holder has overall responsibility for the hospital and its environs during Day/Night Duty rotation over a 7-day week.

Accountable to: Director of Nursing

Liaison/Communication: With Patients; Families and Carers

All Nursing Support, Medical and Paramedical staff working during on duty hours



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JOB DESCRIPTION

Overview of the Role

The CHM 11 role is essential for the safe and smooth running of Core and out of hour's period in the NRH. The Primary aims of this post is to be the central point of contact for all operational areas during both working and out of hour's periods.

The post holder will work in the Department of Nursing on a day/night rotation and collaborate with the ward managers to ensure that the clinical site is operating effectively and at a standard of excellence. She/he will provide an expert level of operational management and leadership. They will act as a senior clinical advisor to wards, other departments and disciplines in the absence of the Assistant Director or Director of Nursing. They will efficiently deploy staff in conjunction with clinical nurse managers and encourage a culture of openness and participation through effective communication.

The Post holder will be responsible for:

During Core hours

- To assume operational responsibility during core hours, linking with all clinical areas regarding patient status, escalating potential risks to ADON/DON or relevant head of department
- Organise, manage, and lead nursing pre-DOSH (daily operational safety huddle) at 8:20am, managing risks identified or escalating as necessary to ADON /DON.
- To facilitate patient flow through NRH by liaising with the ADON as necessary and ensure open communication practices support the patient journey in NRH.
- To promote and improve communication networks ensuring collaborative working practices between the post holder and clinical areas.
- To record, report to ADON and analyse and audit sick leave and absence of staff and assist CNM's in coordinating staff numbers and skill mix in clinical areas to meet the need of the patient group.

- Ensure that sick leave is managed for the following 24 hours if possible, staffing night/following day including management and allocation of nursing resources.
- To participate in and co-ordinate the emergency response to fire, security alerts, cardiac arrests, and any other clinical emergency.
- To co-ordinate the Emergency Plan if required following the guidance as per Major Emergency Plan, NRH.
- Ensure actions follow the code of Professional conduct and ethics for Nurses and Midwives, 2014 and works within their scope of practice
- To collaborate with the supporting Assistant Director of Nursing on a given day
- To complete incident forms, inform ADON and follow up on actions where possible, write reports for any incidents in a timely manner.

Outside Core Hours

- To assume operational responsibility out of hours, linking with all clinical areas regarding the status of all patients. Escalating potential risks to the NCHD and the Consultant on call and at the next handover.
- Organise, manage, and lead an out of hours safety huddle (OHSH) each night of the week including Saturday, Sunday and bank holidays.
- To manage patient safety in the event of unplanned absences after hours with the NCHD on duty.
- To participate in and co-ordinate the emergency response to fire, security alerts and cardiac arrests and any other clinical emergency.
- To co-ordinate the Emergency Plan, if required, following the guidance as per NRH Emergency Plan. Have knowledge of the security/fire alarm systems. Know the procedure to take if corrective action is required.
- To provide clinical leadership and maintain credibility through practice and professional update. To provide professional advice, consultation and direct assistance to colleagues and junior staff, as necessary.
- To be the first point of contact for clinical areas relating to complaints, and any untoward incidents involving patients, visitors, staff and take appropriate action.
- To complete incident forms, follow up on actions immediately where possible, write reports for any incidents in a timely manner and send to the appropriate personnel i.e., Medical Social worker, Quality and Risk Manager. Inform ADON and appropriate persons (unit CNM11) at next handover.
- To participate in creation of guidelines/SOPs as required. To assist staff new to the office for induction and orientation to night duty. Ensure any new staff member is well supported by person in charge and unit colleagues. If extra support or training required, please ensure its given and inform the CNM11/CNM1 managing that unit in writing.
- Review staffing levels on a shift-by-shift basis, ensuring adequate staffing numbers and skill mix to deliver safe patient care.

- Assist with the coordination of the safe transfer of the deteriorating patient to St. Vincent's University Hospital or other Hospital, as indicated. Ensure that all relevant documentation is sent with the patient.
- Assist and participate in practice development and any quality improvements across the organisation whether on day duty or night roster.
- To supply unit areas with out of hours emergency pharmacy requests as per NRH policy.

ACCOUNTABILITY, DUTIES AND RESPONSIBILITIES

General Accountability

- The post holder has accountability both professionally for decisions she/he makes which impacts on patient and staff health, safety, and welfare. She/he must submit her/his NMBI Registration Certificated to Nursing Administration before 1st February of each year.
- Ensure that a safe environment is maintained for staff and visitors in compliance with Health and Safety requirements.
- Keeping up to date with all relevant mandatory, statutory, and legislative training for the department.
- Ensures clinical competence of staff in performing clinical activities and adhering to all NRH infection control policies.
- Assist in the introduction of new clinical practices or techniques as national standards predict.
- Promotes nurtures and maintains a high level of staff morale hence promoting team spirit and job satisfaction among all nursing and non-nursing staff within the designated Programme.
- Ensures that the safety policies are complied with within the unit.
- Checks that nursing and non-nursing staff are on duty as scheduled.
- Ensures that staff wears proper uniform and adheres to the NRH dress code policy.
- Ensures that all nursing staff practice within the code set for the profession by NMBI where applicable.
- Carries out development and performance review interviews with individual staff in the unit.
- Decides how to deal with behaviour outside acceptable limits i.e., emotional upset in staff, or colleagues, undignified behaviour, absenteeism, conflict, grievance, and discipline.
- Ensures that all staff follow the complaint, disciplinary and grievance procedures.
- Investigates incidents and accidents involving all staff and report these verbally and in writing to the Assistant Director/ Director of Nursing at handover.
- To work with the Department of Nursing on writing new and reviewing/updating nursing policies, procedures, and standards regarding the care of the patient and the family in conjunction with team members and in keeping with the philosophy and policies of the NRH
- To ensure that appropriate, accurate and concise records are always maintained.
- To support the use of information management systems.

- To liaise with nursing management and nursing colleagues and organise/attend/participate at meetings as required.

Staffing and Manpower Planning:

- Arranges staff meal breaks in consultation with nurse in charge of the unit as per patient care permits.
- Supports, supervises and coaches nursing staff and other support staff in carrying out their allocated clinical duties to the required standard.
- Advises the Director of Nursing/ ADON when staff levels fall below or are in excess of that considered to be adequate to meet variations in workload.

Quality, Patient Safety & Risk Management

The NRH is committed to supporting a culture of continuous quality improvement through effective governance, clinical effectiveness, and outcome measurement.

Quality and Patient Safety supports the Health Service to deliver high quality and safe services to patients and service users. This involves developing appropriate standards of practice that can be measured from the clinician and service user perspective and requires that the Manager is:

Responsible to ensure compliance with Health Information and Quality Authority (HIQA) National Standards, Health Service Executive (HSE), CARF/adopted Accreditation Standards, National and Local policies, procedures, guidelines, best practice standards, relevant government legislation and regulations.

- Participate in various standards, NRH accreditation and quality control groups to support the overall achievement and maintenance of the designated NRH quality and accreditation standards.
- To promote and effect a Continuous Quality Improvement (CQI) environment for services at NRH in line with existing and future regulatory requirements.
- To work closely with the Risk Management Department, clinical programmes and services in order to organise and assure implementation of all hospital and external quality, safety and risk management policies, procedures and requirements pertinent to services at the Hospital.
- Assist in the collection of data on the performance of nursing services. Maintain relevant records and audit same as required and as requested by the Assistant Director of Nursing.

Management of Challenging Behaviour

The post holder will ensure that

- All staff are aware that immediate support and counselling are available to those who have been involved in a violent incident.
- Post holder is required to manage unpredictable behaviour

Education/Staff Development:

- Assesses and identifies training and development needs of all ward staff, set objectives for such learning; recommends these to the Director of Nursing / Assistant Director and contributes to the development of training programmes where appropriate.
- Identify teaching/learning opportunities within the unit.

Self Development:

The post holder is expected to:

- Maintain and update knowledge and keep abreast of relevant professional development and all current trends in nursing.
- Discuss present performance and future needs with the Assistant Director of Nursing.
- Demonstrate the ability to relate nursing research to nursing practice

- Applies research findings to defined patients' populations e.g. patients with disabilities.

- Demonstrate the ability to collect and report on data

The extent of speed and change in the delivery of health care is such that adaptability is essential for all staff. The post-holder will be required to maintain, develop, and enhance the necessary professional knowledge, skills and aptitudes required to respond to a changing situation.

This Job description does not contain an exhaustive list of duties, and the post holder may be required to undertake additional responsibilities. It will be reviewed from time to time in order to adapt and develop the role, according to service needs and Hospital policies.

I agree that this position description clearly outlines the specific responsibilities and duties that are to be carried out as part of this role. I also understand that these represent the minimum requirements to perform the duties at the current level.

To be signed by the post holder.

Employee Name: _____

Director of Nursing: Frances Campbell

Employee Signature: _____

DON Signature: _____

Date: _____

Date: _____