

Job Description

Job Title	Nurse Manager
Department	Emergency Department
Reports to	Director of Patient Care
Date	January 2014

Overall Purpose of Job

We will provide exceptional patient care in an environment where quality, respect, caring and compassion are at the centre of all we do. The post holder will be responsible for the provision of the highest standard of nursing care to patients and manage all nursing and allied staff in the Emergency Department (ED) and be responsible for maintaining and developing professional standards.

Key Responsibilities and Deliverables

PROFESSIONAL RESPONSIBILITIES

The delivery of a patient focused service must be the principle underpinning the delivery of services. Every patient must be provided with the highest standard of service in terms of courtesy, kindness, efficiency and effectiveness. The post holder will be responsible and accountable for the delivery of a quality patient focused service:

- Be responsible for the delivery of nursing care to all patients treated within the department.
- To work with the Director of Patient Care, the nursing staff and the ED Consultant Group on the development of the nursing strategy and ensure its implementation in the Emergency department.
- Provide leadership in the continual enhancement of nursing practices, service delivery and staff education relevant to the Emergency Department.
- Support the strategic direction of UPMC Beacon Hospital through managerial leadership.
- Communicate effectively with all staff and relevant stakeholders.
- Design, develop, monitor and evaluate methods of quality assurance and clinical effectiveness in nursing.
- Ensure the correct mix of nursing and allied staff are available to deliver services.
- Ensure professional protocols reflecting the Code of Professional Conduct of An Bord Altranais are implemented and monitored regularly.
- In conjunction with the Director of Patient Care, provide a leadership role in the implementation of staff appraisal systems.

UPMC Beacon Hospital

PERFORMANCE MONITORING

- Ensure the effective implementation of agreed Service Plans including the execution of corrective programming where necessary.
- Pro-actively monitor the performances of all budgets within the department and respond appropriately to budgeting queries.
- Communicate monthly workload information with the Director of Patient Care and the ED consultant group to include any staff variances through the appropriate reporting chain.

HUMAN RESOURCE MANAGEMENT

- Manage nursing and allied staff within the Department with responsibility for their recruitment, appraisal and development.
- Provide professional leadership to encourage and guide team development.
- To work with the Clinical Nurse Educator ensuring that all new nursing and allied staff to the department receive appropriate induction training and that they have a clear understanding of their duties, responsibilities and of the standards of performance expected of them.
- Effectively contribute to the development of a positive organisational culture amongst all staff.
- To resolve disciplinary issues in accordance with established procedures.
- Pro-actively manage levels of sickness and absenteeism taking corrective action, when necessary.
- Ensure all leave entitlements are effectively scheduled to ensure staff availability.
- Ensure cost effective use of all staff including all BBank and Agency staff.
- In collaboration with other disciplines, to promote good industrial relations in accordance with personnel policies.

PLANNING AND INITIATING SERVICE DEVELOPMENT & MONITORING QUALITY STANDARDS

- Provide leadership role in the planning and attainment of short to long term management objectives.
- To assist in liaising with General Practitioners and other Hospitals regarding their use of the service covering issues of access, quality and communication.
- To ensure that Hospital and Department protocols are implemented in the process of establishing and monitoring standards of service provision.
- To liaise with the appropriate managers of clinical and non-clinical support services in conjunction with nursing and medical staff to agree and audit quality standards taking corrective action where necessary.
- To participate in the development and implementation of service and capital planning of the hospital development, as it affects the department.

OPERATIONAL MANAGEMENT

- To work with the senior nursing team and the ED Consultant Group to investigate patients' complaints and provide a timely response in accordance with the Hospital protocol.
- To ensure that appropriate Health and Safety, Fire and other statutory regulations are adhered to.
- To liaise with medical physics on all patient equipment maintenance and renewal.
- To organise and service inter and intra departmental meetings as appropriate.
- To co-ordinate patient service delivery with all relevant disciplines throughout the organisation.
- To participate in the conduct of investigations when requested.
- Be prepared to deputise as appropriate.
- Effectively manage accidents and incidents in accordance with Hospital procedures.
- Work collaboratively with other departments to ensure the efficient and effective use of resources.

This job description is an outline of the post as it is currently perceived by the Hospital. The post holder will be expected to contribute fully to the determination of specific objectives. This job description will therefore be subject to change in detail and emphasis in the light of that contribution and of future developments which may come about as a result of the implementation of measures in the Department of Health and Children Strategy and the Report of the commission of Nursing.

Person Specification

Qualifications	<ul style="list-style-type: none"> ▪ Registered General Nurse. ▪ Registration with or be registered with An Bord Altranais. ▪ Relevant post registration course specific to the Emergency nursing. ▪ Recognised management qualification is desirable.
Experience	<ul style="list-style-type: none"> ▪ Minimum of 3-5 years' experience in Emergency care environment within the past 5-7 years. ▪ Minimum of 3 years' experience at senior level. ▪ Evidence of implementing change and practice development in emergency care. ▪ Multidisciplinary team working.
Job Specific Competencies and Knowledge	<ul style="list-style-type: none"> ▪ Workload measurement. ▪ Change management. ▪ Service management. ▪ Staff management. ▪ Project work. ▪ Health Strategy. ▪ Audit and clinical effectiveness. ▪ Report writing skills. ▪ Quality initiative development.
Personal Competencies	<ul style="list-style-type: none"> ▪ All posts in UPMC Beacon Hospital require a high level of flexibility to ensure the delivery of an effective and efficient service. Therefore, the post holder will be required to demonstrate flexibility as and when required by their manager or hospital management. ▪ Professional development of self and staff. ▪ Presentation skills. ▪ Excellent interpersonal skills. ▪ Excellent communication skills.

This job description is intended to be an outline of the areas of responsibility and deliverables at the time of its writing. As the Hospital and the post holder develop, this job description may be subject to review in light of the changing needs of the Hospital.

Job Description received by employee: _____

Signature

Date _____

Name (Block Capitals)