

## **UPMC Beacon Hospital**

### **Job Description**

<b>Job Title</b>	<b>Nurse Manager</b>
<b>Department</b>	<b>Emergency Department</b>
<b>Reports to</b>	<b>Director of Nursing/ ADON</b>
<b>Date</b>	<b>April 2011</b>

#### **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 Directorate and be responsible for maintaining and developing professional standards.

#### **Key Responsibilities and Deliverables**

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 Nursing and the nursing staff on the development of the nursing strategy and ensure its implementation in the Emergency department.
- Identify and develop research into nursing practice and service delivery and assist in the dissemination and implementation of research findings.
- Work with the Director of Nursing and the nursing staff on practice development, including the development of nurse led initiatives and developments which enhance health gain, particularly those relevant to the Emergency Department
- Participate in teaching, speaking at conferences, meetings etc. and support the

- strategic direction of the Beacon Hospital
- To liaise and communicate effectively with staff within the department, the hospital and with outside agencies.
  - To design, monitor and evaluate methods of quality assurance and clinical effectiveness in nursing and contribute to the development of these.
  - To undertake a review of the nursing workforce within the Department including allied staff and to ensure correct grades and skill mix of staff are available to deliver services.
  - Ensure professional protocols reflecting the Code of Professional Conduct of An Bord Altranais are implemented and monitored regularly.
  - To work with the Director of Nursing on the development and implementation of a staff appraisal system relevant to the Emergency Department
  - To identify education and development needs of nursing and allied staff within the Directorate.

## **PERFORMANCE MONITORING**

- To utilise financial and other information to plan and deliver agreed levels of service as agreed in the Service Plan. Thereafter to monitor results, taking action where appropriate. To highlight variances to the Director of Nursing and the Medical Director
- Monitoring the performances of all budgets within the Directorate.
- To communicate monthly workload information including any staff variances to the Director of Nursing and other budget holders and to liaise with the Finance Office over budget queries.
- To assist the Medical Director in implementing any corrective programme necessary for adherence to financial budgets.

## **HUMAN RESOURCE MANAGEMENT**

- To manage nursing and allied staff within the Department with responsibility for their recruitment, appraisal, education, training and development. This includes liaison with other departments and agencies.
- To take responsibility for team development and for moving the team towards organisation goals by providing professional leadership.
- To ensure that all new nursing and allied staff to the Department receive an adequate induction programme and that they have a clear understanding of their duties, responsibilities and of the standards of performance expected of them at all times.
- To contribute to the development of an organisation culture conducive to the establishment and maintenance of good staff morale.
- To resolve disciplinary issues within the context of the hospital's disciplinary procedures.

- To establish an effective mechanism for regularly monitoring levels of sickness and absenteeism taking corrective action, when necessary.
- To ensure that annual leave and study leave of all staff are cost effectively scheduled, ensuring the availability of cover at all times.
- When necessary, to ensure cost effective use of agency nurses.
- In collaboration with other disciplines, to promote good industrial relations in accordance with personnel policies.

## **PLANNING AND INITIATING SERVICE DEVELOPMENT & MONITORING QUALITY STANDARDS**

- To work with the Director of Nursing/ADON in planning and achieving short and longer term management objectives. This includes liaison with other departments and agencies and inputting with the preparation of the Departments Service, Plans and Strategy.
- 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 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/intra departmental meetings as appropriate.
- To ensure the effective two way communication of information throughout the Department..
- To co-ordinate patient service delivery with other services e.g. Physiotherapy, Laboratories etc.
- To carry out as requested by the Director of Nursing projects, investigations etc., and to deputise as appropriate.
- To liaise with the Risk Manager and Quality Assurance Co-ordinator with regard to the management of accidents and incidents.

- To provide on-call cover between the hours of 15.00 and 1930 and at week ends on a rota basis if required by the Director of Nursing
- To liaise and co-operate with other Directorates to ensure the efficient and effective use of resources.

## **6. SPECIAL PROJECTS**

The post holder will be allocated special projects on a hospital wide basis by the Director of Nursing or ADON which may involve representing the hospital on national forums.

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.

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• RGN</li> <li>• Registration with or be registered with An Bord Altranais</li> <li>• Relevant post registration course specific to the Emergency nursing</li> <li>• Recognised management qualification</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Minimum of 5 years experience in Emergency care environment within the past 7 years</li> <li>• Minimum of 2 years experience at senior level</li> <li>• Evidence of implementing change and practice development in emergency care.</li> <li>• Multidisciplinary team working</li> </ul>
<b>Job Specific Competencies and Knowledge</b>	<ul style="list-style-type: none"> <li>• Workload measurement</li> <li>• Change Management</li> <li>• Service management</li> <li>• Staff Management</li> <li>• Project Work</li> <li>• Health Strategy</li> <li>• Audit and Clinical Effectiveness</li> <li>• Report Writing Skills</li> <li>• Quality Initiative development</li> </ul>
<b>Personal Competencies</b>	<ul style="list-style-type: none"> <li>• All posts in 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 of hospital management.</li> <li>• Professional Development of self and staff</li> <li>• Presentation Skills</li> <li>• Excellent Interpersonal Skills</li> <li>• Excellent Communication skills</li> </ul>

**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**

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**Signature**

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**Date**