



# **Milford Care Centre**

*(Under the auspices of Little Company of Mary)  
Castletroy, Limerick.*

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## **Mission Statement**

*We in Milford Care Centre as a Little Company of Mary Health Care Facility aim to provide the highest quality of care to patients or residents, family and friends, both in the areas of palliative care and services to the older person, as envisaged by Venerable Mary Potter.*

*We strive to live our core values:-*

*Justice: To be rooted in integrity, honesty and fairness in all that we do.*

*Compassion: To seek to understand and to care for all with compassion.*

*Respect: To treat each person as a unique and valued individual.*

*Communication: To be open, honest and sensitive in all our communications.*

*Accountability: To provide a professional service that uses resources economically, efficiently and effectively.*

## **JOB DESCRIPTION**

### **Hospice at Home Team Leader at CNM3 Grade Specialist Palliative Care Community Service**

*(Full Time Position, 39hours per week)*

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| <b>Job Title &amp; Grade:</b> | Hospice at Home Team Leader at CNM3 Grade                                   |
| <b>Location of Post:</b>      | Milford Care Centre   |
| <b>Service:</b>               | Hospice at Home (H@H), Specialist Palliative Care Community Service (SPCCS) |
| <b>Reports to:</b>            | Assistant Director of Nursing – Community Services                          |
| <b>Accountable to:</b>        | Director of Nursing, Therapies and Social Care                              |

## **1.0 Qualifications:**

### **1.1 Essential:**

- Candidates must be registered on the General Register of Nurses as maintained by NMBI.
- Have experience at CNM2 level / CNS level or its equivalent.
- Have a Post Graduate Qualification in Palliative Care.
- Have 5years experience in palliative nursing.
- Have the clinical, managerial and administrative experience to fulfill the role.
- Demonstrate evidence of continuing professional development at the appropriate level.

### **1.2 Desirable:**

- Have a recordable post registration course in management or be willing to undertake one.
- Have Information System and Technology skills or willingness to undertake training would be vital.

### **1.3 Health:**

- Candidates must be free from any defect or disease, which would render him/her unsuitable to hold office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

### **1.4 Personal Integrity:**

- The post holder must be honest and trustworthy and of good character.
- References on behalf of previous employers will be taken into account.
- Garda vetting is a requirement of the application process and any previous convictions may be disclosed and discussed.

## **2.0 Skills, Competencies and Knowledge:**

### **2.1 Job Summary:**

The CNM3 posts as Team Leaders will assist the ADON-Community Services in the overall management, co-ordination and supervision of patient care within a multidisciplinary setting, ensuring a high quality of patient care in a safe and caring environment. The CNM3s will team lead and manage the day to day activities of their assigned Nursing Team.

In their role as Team Leader, the CNM3's will be required to maintain an assigned caseload at all times as directed by the ADON. They will be responsible for the proactive and efficient coordination and management of activities and resources in a cost effective manner. They will provide leadership and supervision in relation to patient care and caseload management, ensuring a high quality and timely care in a safe and caring environment.

The CNM3 will have responsibility for:

- The supervision of evidenced based specialist palliative care nursing.
- Managing and leading change effectively, as required.
- Ensuring that the needs of patients and their families are met within available resources.

- Taking an active role in service development, staff training and budgetary planning.
- Acting as a role model for nursing staff within the department.
- Facilitating good communication within the H@H team and the internal and external departments of the palliative care service.
- Promoting and developing effective communication with community based services, PHNs, GPs, community hospitals and consultant's general hospitals.
- Participating in recruitment and selection of staff for the service.
- Deputising for the ADONs, as required, according to service needs.
- Working with and delegating appropriately to CNS's and CNM2's.
- Ensuring the core competencies of the CNS's (clinical focus, patient advocacy, education, training, audit, research and consultancy) are enabled and achieved.

## **2.2 Professional Responsibilities:**

The CNM3 will:

- Practice nursing according to the Code of Professional Conduct as laid down by the Nursing and Midwifery Board of Ireland (NMBI) and Professional Clinical Guidelines.
- Adhere to national, regional and local guidelines, policies, protocols and legislation.
- Work within their scope of practice and take measures to develop and maintain competence necessary for professional practice.
- Maintain a high standard of professional behaviour and can be accountable for their practice.
- Be aware of ethical policies and procedures which pertain to their area of practice.
- Respect and maintain the privacy, dignity and confidentiality of the patient.
- Follow appropriate lines of authority within the Nurse Management structure.

## **2.3 Outline of the Role:**

### **2.3.1 Health, Safety and Risk Management:**

- Maintains a safe environment and act in accordance with the Health, Safety and all relevant policies of Milford Care Centre
- Works in a safe manner with due care and attention to ensure the safety of yourself, other authorized persons and members of the public in the workplace.
- Actively contributes to the development and adherence of policies, practices and procedures of Milford Care Centre.
- Reports immediately any accident or incident involving patients, staff or members of the public to your Line Manager.
- Carries out local investigations as required by your Line Manager and makes relevant recommendations.
- Carries out risk assessments as required by your Line Manager and makes relevant recommendations.
- Maintains the Clinical Risk Register for the H@H Nursing Team
- Plays a central role in the occurrence of internal emergencies or major incidents.
- Complies with all safety regulations and audits in line with the Safety, Health and Welfare at Work Act, 1989.

### **2.3.2 Promote Evidence-based Decision-making:**

- Makes decisions in a well-judged and timely manner bringing all relevant information to bear when addressing problems or issues.
- Uses logical analysis to break complex problems into their component parts.
- Applies research findings to improve nursing practice and process.

- Works closely with the CNS's, CNM2's, SN's Practice Development and ADON's in developing nurse led initiatives to enhance patient care.
- Develops and uses reflective practice techniques to inform and guide practice as part of their daily work.

### **2.3.3 Build and Maintain Relationships:**

- Forms strong positive working relationships across all areas of the service.
- Demonstrates a supportive and reciprocating work style including strong empathy with service users.
- Manages employee relations issues and conflict diplomatically
- Provides support to nursing staff, other healthcare professionals, management and service users as required.
- Works effectively as part of the interdisciplinary team.

### **2.3.4 Communication and Influencing Skills:**

- Gets a message across accurately and respectfully in a variety of different media (oral, written and electronic).
- Makes a compelling case to positively influence the thinking of others, where necessary.
- Be strategic in how he/she goes about influencing others.
- Demonstrates strong listening, sensing and collaboration skills.

### **2.3.5 Responsibility for service initiation and innovation:**

- In collaboration with other team members takes responsibility to drive and to achieve positive results at all levels of the service.
- Takes initiatives to move the service forward and initiate and support new ideas and services, as appropriate.
- Ensures that nursing in the H@H team and the SPCCS is at the forefront of clinical practice by leading the team in new areas of innovative treatment and care.

### **2.3.6 Resilience and Composure:**

- Maintains a disciplined and professional level of performance under sustained or situational pressure, to bounce back from adversity or setbacks.
- Shows persistence and flexibility in achieving goals.
- Maintains calm and provides leadership in a crisis in a time-limited environment.
- Maintains composure when dealing with patients their families and members of the interdisciplinary team in highly charged situations.

### **2.3.7 Integrity and Ethical Stance:**

- Holds an appropriate and effective set of professional and managerial values and beliefs and behave in line with these.
- Promotes and consistently supports ethical and value-based staff practices.
- Promotes and contributes to the formation of organisational ethics and values.
- Demonstrates the ability to deal with complex ethical patient and service dilemmas.
- Acts as a role model for other staff in the handling of complex or sensitive issues.

### **2.3.8 Confidentiality:**

- You will have access to various types of records/information in the course of your work. Such records and information are strictly confidential and unless acting on the instruction of an authorised person, on no account must information concerning staff, patients or other organisational business be divulged or discussed except in the performance of normal duty.
- In addition, records may never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.
- Adhere to the Data Protection Policy at all times.

### **2.3.9 Sustained Personal Commitment:**

- Demonstrates personal commitment to achieving the continuous improvement of the service.
- Shows enthusiasm and a high level of motivation in leading and completing projects.
- Be highly committed to the nursing profession and keeps abreast of current issues.
- Ensures a continuous improvement focus.
- Champions and promotes nurse education throughout the service.
- Initiates systems to capture learning and debrief staff.
- Attends and presents at conferences, meetings and other professional forums.

## **3.0 Frontline Competencies:**

### **3.1 Planning and Organisation:**

- Plan, organise and use resources efficiently and effectively within a specified time frame.
- Review case and work load management
- Co-ordinate and schedule activities.
- Manage unexpected scenarios.
- Allocate and co-ordinate resources to achieve tasks and scheduling of rosters.
- Procuring and evaluating material resources.
- Prioritisation and meeting demands.
- Record keeping and reports of operational activities.
- Planning of meetings, case conferences or other events, as required.
- Admission planning in collaboration with the inpatient unit, the Specialist Palliative Care Day Unit, the acute hospital services, the consultants in palliative medicine and the ADONs.
- Discharge/transfer co-ordination.

### **3.2 Build and Lead the Team:**

- Act as a role model in terms of capability and professionalism.
- Lead the 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 through active engagement in the appraisal process.
- Promote high standards in the daily running of the clinical services.
- Lead and manage interdisciplinary care for service users.
- Orientate and educate other team members as required.

- Empower staff through team meetings, coaching, education and promotion of staff initiatives.
- Adapt in an evolving health care service is essential.

### **3.3 Leading on Clinical Nursing Specialist Practice and Service Quality:**

- Ensure that service users receive a good standard of clinical care and patient service.
- Implement and monitor standards of clinical care for the service.
- Engage in interdisciplinary networking to ensure high quality effective systems for service delivery.
- Co-ordinating cleaning services, portering, maintenance and administration in collaboration with relevant personnel as required.
- Contribute locally, national and internationally to the body of nursing knowledge, particularly in Specialist Palliative Care.

## **4.0 Clinical Governance:**

The CNM3 will:

- Participate in clinical governance structures within the local/national clinical governance framework.
- Have a working knowledge of HIQA Standards as they apply to the role/care setting.
- Contribute to ongoing monitoring, audit and evaluation of the service, as appropriate.
- Coordinate the departmental schedule of policy review and development, audits and quality improvements plans.
- Accurately record and report all complaints to appropriate personnel according to local service policy.
- Participate in the development of policies, procedures and guidelines to support compliance with current legal requirements, where existing, for the safe storage and administration of medicines and other clinical products.
- Participate in the development of policies, procedures and guidelines with health, safety, fire, risk and management personnel and participate in their development in conjunction with relevant staff and in compliance with statutory obligations.
- Observe report and take appropriate action on any matter which may be detrimental to patient care or well-being.
- Be aware of and comply with, the principles of clinical governance including quality, risk and health and safety and be individually responsible for clinical governance, risk managements/health and safety issues in their area of work.
- Participate in the development, promotion and implementation of infection prevention and control guidelines.
- Adhere to organisational dress code and ensure others adhere to dress code.
- Assume responsibility for the management of services in the absence of senior managers as required.
- Adhere to all guidelines, policies, protocols of Milford Care Centre.

## **5.0 Training and Education**

The CNM3 will:

- Take responsibility for their own competency and learning and development needs and actively contribute to the learning and development of the interdisciplinary team.
- Complete all mandatory training as deemed necessary by the ADON / Director of Nursing, Therapies and Social Care and governing bodies, NMBI.
- Participate in performance evaluation review (Appraisal) with their line manager; identify areas for improvement and appropriate plans/measures to achieve them.
- Provide feedback to the ADON with regard to compilation of proficiency assessments for CNS's in the clinical setting.
- Develop and use reflective practice techniques to inform and guide practice as part of their daily work.
- Identify and contribute to the continual enhancement of learning opportunities within a population health framework.
- Participate in the clinical/workplace induction of all new nursing and support staff and students.
- Contribute to the identification of training needs pertinent to the clinical area.
- Develop teaching skills and participate in the planning and implementation of orientation, training and teaching programmes for nursing students and other healthcare staff, as appropriate.
- Contribute to the activities of the Education, Research and Quality Department as agreed in consultation with the ADON and the Senior Nursing Team
- Having undergone appropriate training, act as a mentor/preceptor or clinical assessor for students.
- Participate in the development of performance indicators in conjunction with the Nursing Management.
- Participate in innovation and change within the service and contribute to the service planning process, based on best practice and under the direction of Nurse Management, particularly in relation to new research findings and advances in treatment.

**Note: The above list of Responsibilities/Duties is not exhaustive and as such will be subject to review on an ongoing basis and may be changed in accordance with service requirements.**

**This job description will be subject to review in the light of changing circumstances and may include any other duties and responsibilities as may be determined in consultation with the post holder and the Director of Nursing Therapies and Social Care/Assistant Director of Nursing - Community Services.**