

Job Description and Person Specification

Clinical Nurse Manager 2 - Patient Flow

Permanent Vacancy

Reference: HR25E249

Closing Date for Applications: Monday, 20th October 2025

Interview Date: Wednesday, 29th October 2025

HR Business Services,
St Vincent's University Hospital,
Elm Park,
Dublin 4.

Contact: +353 (1) 221 6062 or recruitment@svuh.ie

Section 1: Accountability and Working Relationships

Job title:	Clinical Nurse Manager 2 (CNM2) – Patient Flow
Grade:	CNM2
Professionally accountable to:	Director of Nursing/Medical Directorate Lead/ADON Patient Flow
Key reporting relationships:	Assistant Director of Nursing Patient Flow
Key working relationships:	Assistant Directors of Nursing, Clinical Nurse Managers, Bed Management, Nursing HR, Consultants, In house Medical and nursing and Allied Health Professional Teams and non-clinical services staff and staff within the Healthcare Group
Working Hours:	37.5hrs per week working as required while maintaining a flexible schedule to be available to staff in out of hours as deemed necessary.

Section 2: Job Summary

Introduction

St Vincent's University Hospital (SVUH) with its Academic Partner University College Dublin (UCD), is the largest and most diverse hospital in terms of populations, budget, staffing, and number of hospitals, geographical spread and number of Community Healthcare Organisations. SVUH aims to deliver consistently high quality safe care whilst transforming and integrating clinical services to meet the needs of the people we serve.

One of our key strategic goals is to improve patient flow in unscheduled & scheduled care and our clinical priorities is to share best practice and engage partners across SVUH to deliver unscheduled care targets and compliance with national standards.

Overall Purpose of Job

The overall purpose of the job is to facilitate the efficient movement of patients through the hospital system and to assist with establishing pathways within SVUH, and between SVUH and other hospital's in The Dublin South East, SVPH, the community and nursing home sector.

The CNM2 Patient Flow is:

- Responsible for promoting and leading excellence in clinical practice and ensuring the provision of high quality nursing care for patients in line with the vision and values of SVUH.
- Promote the development of nurse led initiatives, which enhance health and social gain responding to service needs.
- The Patient Flow CNM2 will identify and coordinate suitable patients that can be transferred to other Dublin South East hospitals and facilitate their efficient transfer.

- The role includes working with the ADONS and Bed Management and Clinical Nurse Manager(s) to complement care delivery by to provide improved communication between these roles and between the Surgical and Medical wards, Emergency Care, Critical Care Complex and Theatre to improve patient flow, experience and organisational best practice.
- Covering areas to support the ADON Patient Flow, with special attention the discharge lounge, winter initiatives, escalation beds and other areas as defined.
- Provide expert senior nursing assistance with proactive management of key tasks associated with acute demand, bed management whilst supporting improved patient care experience.
- Review and coordinate the care pathways for patients transitioning between SVUH and other external hospitals, the community and the nursing home sector.
- Facilitate the processes for a safe and timely journey, in conjunction with CNM's/Discharge Coordinators/Bed Management/MSW between SVUH and other facilities and the patient's home.
- Assist ANP's CNS's and CNMs with the smooth flow of admissions and discharges by working with all teams to ensure opportunities are maximised in processes around patient flow in the hospital.
- In collaboration with the multidisciplinary team and all directorates, assist in the coordination of cases that are delayed waiting for procedures and delayed discharges with MSW e.g. radiology and gastro procedures.
- Conduct a daily review with the CNMs regarding patients who are in wards and or outside their service and work with the CNMs and Bed Management to repatriate where possible.
- Work with the CNMs and Discharge coordinator to identify appropriate patient groups suitable for goal discharge dates and nurse facilitated discharge; ensuring compliance with PDD and whiteboard systems.
- Ensure suitable patients are effectively identified and transferred to the OPAT, ICT, PHN & HCP CIT team and lead the governance team in conjunction with the community.
- Promote effective and efficient use of the discharge lounge.
- Comply with Nurses and Midwifery Board of Ireland (NMBI) Code of Professional Conduct.
- Assist in the monitoring and evaluation of quality assurance and clinical effectiveness in nursing practice.
- Liaise with multidisciplinary teams on the development of policies, standards, audit and research.
- Lead the interdisciplinary team through the accreditation process.
- Ensure all hospital policies and procedures are complied with.
- Liaise with the Assistant Director of Nursing on a daily basis to ensure effective communication in relation to strategic and operational issues regarding staff development and service planning.

Quality & Patient Safety

- Contribute to quality improvement activities through facilitating the collection of accurate data entered on to the IT systems
- Ensure all accidents/incidents in the workplace are reported and investigate using the SVUH Incident Management system.
- Utilise Quality improvement approach to problem solving and actively participate in the timely follow up of complaints and incidents as appropriate. Ensure a safe working environment and safe work practices.
- Actively contribute to the formation and review of hospital documents, guidelines, policies and procedures.
- Work with the CNMs, staff nurses and HCAs to ensure a good patient and family experience.
- Act with integrity and embrace the highest ethical standards.

- Achieve success by working with the MDT and value each other's skills.

Key Responsibilities and Deliverables

- Patient Flow CNM2 assists the patient throughout their hospital experience to ensure that care provided is holistic, efficient and appropriate in regards to all members of the healthcare/MDT while focusing on the person and family.
- Ensures the patient is actively engaging in the decision making of their care with all the appropriate team members, and advocates for education and follows through from team members if the patient requires clarification regarding disease process, treatment options plan of care or discharge plan.
- Ensure the safe and efficient management of patient flow within and outside the hospital by working with wards and departments as required and attending Patient Flow Hubs.
- Collaborating with patients and families, as well as the Consultants and Allied health care teams to deliver care consistent with best evidenced based practice.
- Assures the appropriate transition plan and education is in place prior to discharge and liaises with ward manager to ensure delivery of such has been implemented.
- Participating in MDT meetings as required.
- Maintains the financial integrity of the organization by decreasing waste and managing rosters accordingly.
- To promote an environment that is conducive to development of best practice, enhance staff retention and good industrial relations.
- To ensure that appropriate health and safety, fire and other statutory regulations are adhered to.
- Assist the CNMs and ward managers in all aspects of Human Resource Management across the division and ensure all staff are familiar with and follow all hospital policies and procedures. Ensure Predicted Dates of Discharge (PDD's).
- Diffuse complaints at local level and where necessary follow Hospital policy to resolve it.
- Contribute to all aspects of audit in respect of nursing standards, care planning and manpower planning.
- Participate and lead in projects as assigned – relating to the Division, Hospital or Group.
- Attend monthly Division meetings and hold CNM meetings to achieve patient flow and ensure compliance.
- Ensure Key Performance Indicators (KPIs) are met and Risks Registers are updated on a monthly basis across the area of responsibility.
- Work with multidisciplinary team (MDT) in service provision and development i.e.: executive management discharge hub
- Foster an "inter-disciplinary" approach to care delivery and guide the team towards organisational goals.
- Ensure the Division meets with full compliance in Continuous Professional Development (CPD).
- Be part of interview panels as required.
- Other ad hoc duties or projects as required
- Work closely with the Human Resources Department as required.

People Management

- Develop nursing and nursing support staff within the division in conjunction with the relevant first line manager.
- Contribute to the selection, recruitment and retention of staff.

- Ensure all new nursing, support and administrative staff in the division receive an adequate induction programme, have a clear understanding of their duties, responsibilities and standards of performance at all times.
- Assist the Assistant Director of Nursing in all aspects of Human Resource Management within the division as required.

Section 3: Competencies

1. Promotion of Evidence based Decision Making

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

- Evaluation of service needs and new service proposals
- Allocation of scarce resources across multiple demand areas
- Making judgements in complex disputes
- Evaluation of adequacy of service provisions
- Evaluating trends from service data
- Integrating research findings into nursing practice
- Problem solving in crisis situations
- Finding solutions to complex client service issues
- Makes unpopular decisions on the best evidence available
- Day to day gathering of information in the clinical setting, accessing, probing and observing behaviours and actions

2. Building and Maintaining relationships

Forms Strong positive working relationships across all areas of the service, builds on a common understanding. Demonstrates a supportive and reciprocating work style including strong empathy with service users.

- Building reciprocal working relationships at all levels and across service areas
- Providing support to staff and service users in distress
- Being accessible to others with sensitive issues
- Handling employee relations issues and conflict diplomatically
- Provision of support in service setting to nursing staff, other healthcare professionals, management and service users
- Briefing of staff and other professions

3. Resilience and composure

Maintains a disciplined and professional level of performance under sustained or situational pressure, Can bounce back from adversity or setbacks. Shows persistence and flexibility in achieving goals.

- Maintaining calm and providing leadership in a crisis
- Handling a wide variety of demands in a time-limited environment
- Maintains composure in pressurised negotiations for resources when confronting service accountability issues
- Dealing with negative emotions when confronting poor performance or other contentious issues
- Dealing with irate clients or other stakeholders in highly charged situations
- Ensuring that professional ethics and values are disseminated through all levels of the nursing service

- Articulating an ethical and values-driven stance at corporate level
- Contributing to the formation of organisational ethics and values
- Dealing with complex ethical client and service dilemmas
- Acting as a role model for other staff in the handling of complex or sensitive issues

4. Planning and organisation

Plans and organises resources efficiently and effectively within a specified time frame. Co-ordinates and schedules activities. Manages unexpected scenarios.

- Allocation and co-ordination of resources to achieve tasks, scheduling of rosters
- Procuring and evaluating material resources
- Prioritisation and meeting demands under pressure or in emergencies
- Record keeping and reports for operational activities
- Planning of meetings, case conferences or other events

5. Building and leading a team & Quality Improvement Activities

Acts as a role model in terms of capability and professionalism. Leads a team confidently, motivating, empowering and communicating with staff to promote provision of a quality service. Blends diverse styles into a cohesive unit, coaches and encourages improved performance.

- Promoting high standards in the daily running of the clinical services at unit level
- Leading and managing interdisciplinary care for service users
- Empowering staff through team meetings, coaching, education and promotion of staff initiatives
- Continuous improvement focus on personal role and that of the service
- Champions and promotes nurse education throughout the service
- Initiates systems to capture learning and debrief staff
- Attends conferences, meetings and other professional form

6. Leading on clinical practice and service quality

Sets and monitors standards and quality of service, leads on proactive improvement.

- Ensuring that service users receive a good standard of clinical care and client service
- Implementing and monitoring standards of clinical care for the service
- Interdisciplinary networking to ensure high quality effective systems for service delivery
- Monitoring and evaluation of accommodation and catering services for the service area
- At the forefront of clinical practice leading the team in new areas of innovative treatment and care
- Develops a new project team to address a specialist need within the service
- Creates new expanded roles to develop team members
- Organises multidisciplinary 'think tank' to address delayed discharges/waiting-list problem and uses problem solving techniques with the team
- Gets clients ideas/suggestions as to ways the service might be improved
- Making a proposal for resource allocation or new services
- Presenting at national or local fora on professional topics
- Arguing the case on a complex service issue
- Making motivational presentations and selling new ideas to staff

Section 4: Training and Education

- Ensure that patient care is based on the latest research findings and constitutes best practice and act as an expert clinical resource for nursing, medical and AHP staff particularly in the specialist area of nursing.
- Ensure all staff have met and signed off on their annual continuous professional development plans. Develop learning contracts, which link to organizational and speciality specific objectives.
- Be responsible for people management and lead the introduction and promotion of management tools and initiatives such as Team Based Performance Management, Key Performance Indicators. Continuous Professional Development, Legal Framework and Learning Needs analysis.
- Attend regular study days and conferences to maintain current knowledge of critical care patients.
- Liaise with the relevant manager / clinical facilitator to identify staff training needs and assist in the development of clear career pathways for all staff in the department.
- Facilitate clinical placements for students undertaking Post Graduate courses and advanced training programmes.
- Facilitate training and development of staff at all levels in the division.
- Participate in in-service education and represent St Vincent's University Hospital at national and international meetings and conferences as required.
- Keep up-to-date with changes in practice/relevant courses specific to the area.

Section 5: Person Specification:

Factors	Essential	Desirable
Qualifications	Are registered in the relevant division of the Register of Nurses & Midwives maintained by the Nursing and Midwifery Board of Ireland [NMBI] (Bord Altranais ag us Cnáimhseachais na hÉireann) or entitled to be so registered. AND Candidates must demonstrate evidence of continuous professional development	• Post Registration Qualification
Experience (length and type)	Have at least 5 years post registration experience (or an aggregate of 5 years fulltime post registration experience) of which 2 years must be in the speciality or related area. A minimum of two years nursing experience in the related area AND Have the clinical, managerial and administrative capacity to properly discharge the functions of the role.	• Previous management experience.

	AND Candidates must possess the requisite knowledge and ability including a high standard of suitability and clinical, managerial and administrative capacity to properly discharge the functions of the role.	
Knowledge	• Candidates must demonstrate evidence of continuous professional development. • Knowledge of nursing guidelines, policies, procedures and protocols, applicable to ward area / speciality • Understanding of the requirements of the pre-registration nursing degree education programme • Knowledge of clinical learning objective for pre-registration and post-registration (where relevant) nursing students. • Detailed understanding of the application of Scope of Nursing Practice Framework • Broad based knowledge of current nursing research issues pertinent to the ward area / speciality • Experience of clinical audit and standard setting • Candidates must possess the requisite knowledge and ability including a high standard of suitability and clinical, managerial and administrative capacity to properly discharge the functions of the role.	• Evidence of own career development and personal development plan • Understanding of acute hospital Accreditation process • Broad understanding of current developments in the nursing profession
Management Competencies	• Awareness of the role and scope of the CNM2 Possess the following Generic nursing management competencies: • Promoting evidence based decision making • Building and Maintaining Relationships • Communicating and Influencing Relationships • Service innovation and initiation • Reliance and composure • Integrity and Ethical Stance	

	• Sustained personal commitment • Competence and professional credibility. Possess the following front line nursing management competencies: • Planning and organisation of activities and resources • Building and leading the team • Leading on clinical practice and service quality	
Health	Candidates for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.	
Character	Candidates for and any person holding the office must be of good character.	

Informal Enquiries or Role Specific Enquiries:

Ms Liz Guerin, ADON Patient Flow, Email lguerin@svhg.ie

Particulars of Office:

The appointment is: Whole-time, Permanent, and Pensionable

A panel may be formed to fill any future permanent & temporary positions in the next 6 months.

Probationary Period: The appointee shall hold office for a probationary period of six months – The Hospital's Probation and Induction policy will apply.

Annual Salary: €61,463 - €77,666 LSI per annum pro rata (01/08/2025)

These particulars are subject to change in line with overall public pay policy.

Candidates should expect to be appointed on the minimum of the salary range and in accordance with the Department of Finance guidelines.

Pension Scheme: The candidate will be entered into one of the Hospital Superannuation Schemes.

Working Hours: The person appointed will work a basic 37.5 hour week.

Annual leave entitlement: 25 days per annum pro rata (26 after 5 years and 28 after 10 years qualified excluding breaks in service).

Additional Information

Policies / Legislation

All Hospital policies and procedures form an integral part of 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.

Hygiene

During the course of 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 St Vincent's University 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.

Confidentiality

In the course of your employment you may have access to, or hear information concerning the medical or personal affairs of patients, students, staff and / or other health service business. Such records and information are strictly confidential and, unless acting on the instruction of an authorised officer, such information must not be divulged or discussed except in the performance of normal duty. In addition records must 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.

Please note the following:

- The Hospital Board is not responsible for loss or theft of personal belongings.
- Fire orders must be observed and staff must attend fire lectures periodically.
- All accidents within the department must be reported immediately.
- In line with the Safety, Health and Welfare at Work Act (2005), smoking within the Hospital building is not permitted.
- All Staff are advised to avail of Hepatitis B Vaccination with Occupational Health.
- The use of personal mobile phones is prohibited in clinical care areas.

Application Process: St. Vincent's University Hospital is an equal opportunities employer and is committed to promoting an environment free from discrimination in accordance with the Employment Equality Acts 1998 and 2004. The Hospital values diversity and recognises the benefits of having a workforce that reflects the community we serve. We are committed to equality of access to positions within the Hospital. All recruitment activity and documentation will encourage applications from all potential candidates without discrimination.

Interested candidates should apply for vacancies of interest by visiting the Hospital Careers pages: <http://www.stvincents.ie/Home/Careers.html>

- Note the closing date(s) for the submission of electronic applications are specified on the list of vacancies. St. Vincent's University Hospital are not able to accept late applications.
- It is the applicant's responsibility to ensure that they apply well in advance of the closing date.
- Any applications which are still in progress but have not been submitted after the closing date will not be registered by our Web Recruitment System.
- Applications for St. Vincent's University Hospital job vacancies will only be accepted through our Web Recruitment System.

- St. Vincent's University Hospital may only take into account technical issues raised by an applicant if advised to our Human Resources Department prior to the advertised closing date.

Non-European Economic Area Applicants: While St. Vincent's University Hospital is an equal opportunities employer, in line with current Department of Jobs, Enterprise and Innovation Employment Permit requirements, applications from non European Economic Area (EEA) will only be considered in the event that an EEA citizen cannot be found to fill the vacancy. Please note that if you are a NON-EEA applicant and are unable to supply documents (listed on www.djei.ie), you are not entitled to participate in this recruitment competition. This is in accordance with the EU Community Preference Rule. Further information is available at www.djei.ie.

Former Public Service employees: Eligibility to compete may be affected where applicants were formerly employed by the Irish Public Service and previously availed of an Irish Public Service Scheme including:

- Incentivised Scheme for Early Retirement (ISER)
- Department of Health and Children Circular (7/2010)
- Collective Agreement: Redundancy Payments to Public Servants

Applicants should ensure that they are not precluded from re-engagement in the Irish Public Service under the terms of such Schemes. This is a non-exhaustive list and any queries should be directed to an applicant's former Irish Public Service Employer in the first instance.

Persons in receipt of a pension from specified Superannuation Schemes: Former Health Service and Public Sector Employees must adhere to the relevant prohibition of re-employment provisions where they have previously availed of a Public Service Voluntary Early Retirement or Ill Health Retirement Pension from any of the following Pension schemes:

- Local Government Superannuation Scheme (LGSS)
- Health Service Executive Employee Superannuation Scheme
- Voluntary Hospitals Superannuation Scheme (VHSS Officers/Non Officers)
- Nominated Health Agencies Superannuation Scheme (NHASS)
- Other Public Service Superannuation Scheme
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Among the Voluntary Early Retirement Schemes referred to above are the following:

- Incentivised Scheme of Early Retirement (ISER)
- Voluntary Early Retirement Scheme 2010 (VER)
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Prospective candidates must satisfy themselves as to their eligibility to be employed applying / competing for posts to be filled through this recruitment campaign.

Abatement of Pension (Section 52 of Public Service Pensions Act 2012): Where a person who is in receipt of a Public Service Pension (e.g. retired on voluntary age grounds) is subsequently appointed to another Public Service post, the Abatement of Pension Regulations apply. This means that in a situation where the total of a person's pension combined with their salary from their new post, exceeds the uprated (current) salary of the position from which they retired, his/her pension is reduced by any such excess amount. This provision applies irrespective of whether the relevant pension was accrued in the same Pension Scheme which applies to the new appointment, or in another Public Service Pension Scheme.

Shortlisting: Shortlisting will be carried out on the basis of information supplied on your curriculum vitae. The criteria for shortlisting are based on the requirements of the post as outlined in the Person Specification. Failure to include information regarding these requirements on your CV may result in you not being called forward to the next state of the recruitment process.

All overseas qualifications must be validated. No candidate can work in the Hospital without validated qualifications. If professional registration is also a requirement, candidates must provide documentation of same.

Canvassing will automatically disqualify.

Please note that you will be contacted mainly by mobile phone and email. It is important that your mobile phone number, postal address and email address are correct. It is your responsibility to ensure that you have access to your mobile voice mails and emails. We recommend that you use an email address that you have regular access to.

Competency based interviews follow the shortlisting stage of the recruitment process. Credit is awarded by the interview panel to candidates who demonstrate at interview that they possess the experience, competencies, and skills listed in the person specification. Candidates will normally be given at least one week's notice of interview. Interviews are held in person only, no subsequent or alternative dates to dates given will be offered to candidates. All interviews are held in the HR Department of St. Vincent's University Hospital, Elm Park, Dublin 4 unless it is specifically noted otherwise in the Job Description. All posts are located in St. Vincent's University Hospital, Elm Park, Dublin 4 unless it is specifically noted otherwise in the Job Description.

Disability: Please let us know if you need any special assistance at interview, e.g. if you have difficulty in moving up or down stairs or have hearing or speech difficulties.

Candidates are notified of the result of their interview at the earliest possible date after the interview. The recommendation of the interview panel does not constitute a job offer. The process continues after the interview and includes clearance checks such as references, Garda clearance, occupational health clearance, validation of qualifications and experience. A job offer is made pending satisfactory clearances. SVUH reserves the right to remove candidates from specific recruitment panels and retract job offers if satisfactory clearances cannot be obtained or are deemed unsatisfactory.

For some recruitment competitions a panel of successful candidates may be formed as a result of the interviews. Candidates who obtain a place on the panel may, (within the life of the panel), be considered for subsequent approved vacancies. Candidates are placed on a panel in order of merit. A panel is typically live for 6 months.

It is normal procedure that candidates be placed on the first point of the relevant salary scale in accordance with the Department of Finance guidelines.

Declaration: Please read your application carefully and check for any errors or omissions. False declaration or omission in support of your application will disqualify you from appointment.

Benefits of working at St Vincent's University Hospital

St. Vincent's University Hospital is a recognised *Employer of Choice* in Ireland and was the first public hospital to be awarded *Joint Commission International Accreditation* in February 2010. The range of benefits of working in the hospital includes:

- Competitive salary and increments
- Defined benefit pension scheme
- Paid maternity leave scheme
- Access to excellent learning and development opportunities
- Support, including leave and/or financial, is available to employees for approved courses
- Onsite and online library facilities
- Subsidised staff restaurant
- Various flexible working hours options available in many areas
- Time off and leave options to promote work life balance and family friendly working arrangements
- Subsidised pharmacy - employees may purchase discounted medication from the Pharmacy on production of a prescription resulting in significant savings.
- Generous sick pay scheme and Occupational Health Services to support attendance including free flu vaccination for employees
- Access to subsidised gym facilities
- Access to health services credit union
- Group discount on health insurance
- Free membership of Groupschemes.com which provide hundreds of discounts to members of the scheme and direct access to a wide range of savings on day-to-day items across a wide range of products and services including travel, clothing, motor, health and wellbeing, music and entertainment.
- Tax saver commuter ticket scheme - employees can save up to 48% of travel costs as a result of tax savings
- Cycle to Work Scheme and changing facilities
- Access to Health Promotion services including smoking cessation programme
- Active Social Committee
- Excellent access to public transport including dart and bus routes.

St Vincent's University Hospital buildings and grounds are smoke-free

This job description is intended as a basic guide to the scope and responsibilities of the position; it is subject to regular review and amendment as necessary.

Date: October 2025