



Job Description and Person Specification

Clinical Nurse Manager 3 – Patient Flow

Specified Purpose Vacancy (Approx. 12 Months)

Reference: HR25I248

Closing Date for Applications: Monday, 13th October 2025

Interview Date: Tuesday, 28th October 2025

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

Contact: 01 221 6062 or recruitment@svuh.ie

Section 1: Accountability and Working Relationships

Job title:	Clinical Nurse Manager 3 – Patient Flow
Grade:	CNM3
Professionally accountable to:	Director of Nursing
Key reporting relationships:	Assistant Director of Nursing Patient Flow, Directorate Nurse Manager Medicine/ Emergency Medicine
Key working relationships:	Directorate Nurse Managers, Assistant Directors of Nursing, Clinical Nurse Managers, Director of Operations, Deputy Director of Operations, 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:	37.5 hours per week working as required while maintaining a flexible schedule

Section 2: Job Summary

Purpose of the post

The post holder, in collaboration with the multidisciplinary team and the Assistant Director of Nursing, will be responsible for the management and coordination of patient identification, communication, and transfers within St Vincent's University Hospital.

This role encompasses both operational and strategic responsibilities, including audit activities, to ensure the efficient use of resources and the smooth running of services.

A comprehensive understanding of discharge pathways is essential, particularly in relation to nursing home placements, community support services, and Delayed Transfers of Care (DTC).

The post holder will be expected to:

- Coordinate and deliver healthcare to patients.
- Liaise effectively with multidisciplinary team members within SVUH.
- Engage with primary care teams in the community as needed.

Additionally, the post holder may be required to deputise for the Assistant Director of Nursing during periods of absence.

Principal Duties and Key Responsibilities

Professional Responsibilities

- Promote the delivery of a high standard of care to all patients treated in SVUH
- Promote the development of nurse led initiatives
- Participate in all patient flow initiatives, particularly the Navigational Hub, Transitional Care Unit, Speciality Specific Admissions, and Estimating Date of Discharge.
- 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
- Liaise with Multidisciplinary teams to progress the Plan for every patient.
- Ensure all hospital policies and procedures are complied with
- Ensure that all staff are familiar with the plan for management of critical incidents and that the department is ready to meet such a demand.
- Liaise with the Assistant Director of Nursing to ensure effective communication in relation to strategic and operational issues regarding staff development and service planning.

Management

- Monthly meeting with Nursing management team and Clinical Nurse Manager 2.
- Review rosters on a daily basis, taking into account workload and skill mix.
- Deploy staff accordingly. Ensure cost effective utilisation of bank and agency nurses and HCA within approved budgets or headcount limits.
- Daily rounds and holding of a pager (bleep) to ensure effective communication and management of the area.
- 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 CNM 2's in all aspects of Human Resource Management and ensure all staff are familiar with and follow all hospital policies and procedures.
- 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
- Ensure Key Performance Indicators (KPIs) are met and Risks Registers are updated on a monthly basis across the area of responsibility
- Liaise closely with Bed Management to ensure effective patient flow across between SVUH
- Liaise closely with CNM 2's to ensure effective management of elective waiting lists.
- Monitor and support compliance with documentation of Estimated Length of Stay (LOS) in conjunction with the Multidisciplinary Team.
- Monitor and support CNM's in managing Length of Stay (LOS) in conjunction with the Multidisciplinary Team.
- Work with multidisciplinary team (MDT) in service provision and development
- 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.
- Managing the Delayed Transfer of Care (DTC) patients, attending the weekly DTC meetings for the region. Complex discharge planning, working with Social Inclusion, Disability, Older persons service in the community to ensure a minimum of DTC patients in the hospital.

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

3. Communication and Influencing skills

Gets a message across fluently and persuasively in a variety of different media (oral, written and electronic). Makes a compelling case to positively influence the thinking of others. Is strategic in how he/she goes about influencing others; shows strong listening and sensing skills.

- 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
- Briefing of staff and other professions
- Explanation of complex and sensitive information to service users and their families
- Writing formal correspondence and reports
- Will be a member of influential committee/task group

4. Service initiation and innovation

Drives to achieve positive results at all levels of the service. Takes initiatives to move the service forward and shows a willingness to try out new ideas.

- 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 waiting-list problem and uses problem solving techniques with the team
- Gets clients ideas/suggestions as to ways the service might be improved

5. 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

6. Integrity and ethical stance

Holds an appropriate and effective set of professional values and beliefs and behaves in line with these. Promotes and consistently supports others members of the team in their ethical and value-based practices.

- 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

7. Sustained personal commitment

Is personally committed to achieving end goals and the continuous improvement of the service. Shows enthusiasm and a high level of motivation in their practices . Highly committed to the nursing profession and keeps abreast of current issues.

- 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 fora

8. Practitioner competence and professional credibility

Has the functional and technical knowledge and skills to make a credible contribution to nursing practice.

- Applicable as an underpinning foundation for most core activities at all levels of nursing management

9. Planning and organisation

Plans and organises resources efficiently and effectively within a specified time frame. Coordinates 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

10. Building and leading a team

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

11. 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

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.

The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office. This document must be regarded as an outline of the major areas of accountability at the present time, which will be reviewed and assessed on an on-going basis.

Section 5: Person Specification

Factors	Essential	Desirable
Qualifications	<p>Are registered in the relevant division of the Register of Nurses & Midwives maintained by the Nursing and Midwifery Board of Ireland [NMBI](Bord Altranais agus Cnáimhseachais na hÉireann) or entitled to be so registered.</p> <p>AND</p> <p>Candidates must demonstrate evidence of continuous professional development</p>	<ul style="list-style-type: none"> • Post Registration Qualification in the related area • A Bsc/ Higher Diploma or equivalent in management/ Industrial Relations is desirable
Experience (length and type)	<p>Have at least 5 years post registration full time (or an aggregate of 5 years post registration full time) experience of which 2 years (or an aggregate of 2 years post registration full time experience) must be in the speciality or related area.</p> <p>AND</p> <p>Have the clinical, managerial and administrative capacity to properly discharge the functions of the role.</p>	<ul style="list-style-type: none"> • Previous management experience • At least five years recent post-registration nursing experience in an acute hospital setting • A minimum of two years nursing experience in the related area
Knowledge	<p>Candidates must possess the requisite knowledge and ability including a high standard of suitability and clinical, managerial and administrative capacity</p>	<ul style="list-style-type: none"> • Evidence of own career development and personal development plan • Understanding of acute

	<p>to properly discharge the functions of the role.</p> <ul style="list-style-type: none"> • 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 (were 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 	<p>hospital Accreditation process</p> <ul style="list-style-type: none"> • Broad understanding of current developments in the nursing profession
Competencies	<p>Awareness of the role and scope of the CNM3</p> <p>Possess the following generic nursing management competencies:</p> <ul style="list-style-type: none"> • 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. <p>Possess the following front line nursing management competencies:</p> <ul style="list-style-type: none"> • Planning and organisation of activities and resources • Building and leading the team • Leading on clinical practice and service quality 	
Health	<p>Candidates for and any person holding the office must be fully competent and capable of undertaking the duties</p>	

	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:

Mrs. Liz Guerin Patient Flow ADON Email: lguerin@svhg.ie Phone: 012215436

Particulars of Office:

The appointment is: Whole-time, Specified Purpose (Approx 12 Months) and Pensionable.

Panel: A panel may be formed to fill upcoming temporary vacancies over the next 6 months.

Annual Salary: Clinical Nurse Manager 3 (Grade 233X) as at 01/08/2025, per annum pro rata

1	2	3	4	5	6
€70,725	€72,214	€75,662	€77,054	€78,454	€79,872

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.

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

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. You will be required to work the agreed roster / on call arrangements advised to you by your line manager. Your contracted hours of work are liable to change between the hours of 8am – 8pm over seven days to meet the requirements for the extended day services in accordance with the terms of the Framework Agreement. (Reference HSE HR Circular 003/2009). Flexibility on hours of attendance in response to service needs will be a requirement.

Annual leave entitlement: 25 days per annum pro rata each year (26 after 5 years and 28 after 10 years qualified excluding breaks in service). Annual leave accrued must be taken within the duration of the contract or calendar year and as agreed between the candidate and the Head of Department.

Additional Information

Confidentiality:

During the course of employment staff 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.

Hygiene:

During the course of employment staff members 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.

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.

Protected Disclosure Policy:

See link below for more information on our Protected Disclosure Policy as per the Protected Disclosure (Amendment) Act 2022;

[Protected Disclosures - St. Vincent's University Hospital \(stvincents.ie\)](http://www.stvincents.ie/Protected%20Disclosures)

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

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.

- Applications for St. Vincent's University Hospital job vacancies will only be accepted through our Career website.
- 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

Among the Voluntary Early Retirement Schemes referred to above are the following:

- Incentivised Scheme of Early Retirement (ISER)
- Voluntary Early Retirement Scheme 2010 (VER)

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 weeks' notice of interview. All interviews are held in person unless it is specifically noted otherwise in the Job Description. No subsequent or alternative dates to dates given will be offered to candidates. 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, overseas police clearance (if applicable)*, 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.

** If you lived in any country for 6 months or more from the date of your 16th birthday other than the Republic of Ireland or Northern Ireland you will be required to provide security clearance for each jurisdiction in which you have resided. Your security clearance must be dated AFTER you left that country and cover the entire period of your residence. Seeking security clearances from other countries are the responsibility of the candidate. It is a process which can take an amount of time. Therefore we would strongly advise that you commence seeking international security clearances now.*

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.

This document must be regarded as an outline of the major areas of accountability at the present time, which will be reviewed and assessed on an on-going basis.

Date: October 2025