Job Title | Nurse Manager, Urology and Endoscopy  
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Department | Surgical Services  
Reports to | ADoN, Surgical Services  
Date | 2015  

**Overall Purpose of Job**  
Our mission is to “provide exceptional patient care in an environment where quality, respect, caring and compassion are at the centre of all we do”. The role of the Nurse Manager is to support the delivery of our mission in the area under their responsibility.

The Nurse Manager is accountable for the effective delivery of competent, compassionate, and efficient care for Urology and Endoscopy Units which provide services on a six day a week basis.

The role is accountable for clinical and administrative duties as well service development and Consultant relationship building and support.

**Key Responsibilities and Deliverables**

**Clinical Management**  
Manage the units on a day to day basis so that optimal and safe care can be provided to patients. This includes patient care, patient administration, staffing, consultant interaction and any other duties related to the safe care of patients.

This will include:

- Providing leadership and direction to staff in the patient care unit(s) while ensuring the goals of the department are achieved.
- Ensuring the effective delivery of care by monitoring and evaluating patient care processes and outcomes.
- Managing staff to ensure optimum performance of the department.
- Enhance the consultant-nursing relationship.
- Monitor fiscal budget to control operational and capital expenditures whilst adjusting staffing patterns to improve unit productivity.
Quality Management

- The evaluation of current practices to best practice.
- Oversee the introduction and establishment of JAG accreditation process
- The setting of standards utilising structure, process and outcome.
- The identification of quality, policy and guideline issues.
- Ensures practice is compliant with JCI
- Effectively participate in continuous quality improvement and risk management programmes in a collaborative manner with multi-disciplinary colleagues.
- Identify appropriate internal controls for department; provides mechanisms to monitor and enforce compliance.

Service Development

- Work with ADoN to develop new services and programmes; optimise existing programmes and manage performance enhancement initiatives.
- Develop and implement new services and programmes
- Enhance existing services
- Support new business initiatives such as HSE or waiting list initiatives.
- Engage with marketing and external agencies, networks and groups where required

Clinical Administration and projects

- Work on plans and projects to optimise volume, case mix.
- Participate in performance enhancement programmes such as patient flow, scheduling of cases, productivity analysis, capacity planning, IT, processes and systems improvements.

Relationships

- Maintain good working relationships with other departments and with Consultants, patients, families and outside agencies.
- Ensure good communications are maintained with stakeholders
- Participate in ongoing collaboration with Consultants and other care providers to maximise patient outcomes and unit specific goals.
- Assist co-workers whenever needed.
## Person Specification

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<tr>
<th>Qualifications</th>
<th>▪ Must be RGN</th>
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| Experience                |  ▪ Previously held a management position preferable within MDY.  
|                           |  ▪ Urology and Endoscopy experience |

### Clinical
- High standard of clinical knowledge with the ability to apply this in different settings.
- An understanding of the wider healthcare environment.
- Integrates quality and patient safety in all projects being developed.

### Teamwork
- Proven leadership ability.
- Ability to work as part of a multi-disciplinary team.
- Motivated and an innovative approach to job.
- Orientate and train new team members as required.

### Communication & Interpersonal Skills
- Effective communication skills including the ability to present information in a clear and concise manner.
- Have an understanding of change management.
- Must possess good decision-making ability, and a capacity for analytical thinking and problem-solving.
- Be capable of communicating effectively and courteously with a wide variety of departments and individuals, including hospital consultants, senior nursing staff, and executive hospital management.

### Planning and Organising
- Demonstrate evidence of effective planning, organising and time management skills.
- Administrative abilities to include HR, Marketing, commercial awareness.
- Ability to be dynamic and adapt to change quickly.
- Identify gaps in the market for healthcare and explore options of viable projects.
- Carries out risk assessments as required and highlight any potential or actual risks.
Patient & Customer Focus

- Focus on quality.
- Demonstrate evidence of ability to empathise with and treat patients, relatives and colleagues with dignity and respect.
- Should have a strong awareness of the need for confidentiality, discretion, precision, and a methodical approach in all matters.
- An ability to maintain motivation to get things done with attention to detail, within the constraints of a busy hospital.
- Excellent organisational skills.
- Good IT skills.
- Excellent interpersonal skills.
- Work on their own initiative with problem solving techniques in the decision making process.

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

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Name (Block Capitals)