

Role Profile

Role Title	Clinical Nurse Manager II: Patient Flow Manager
Purpose of the Role	The post holder will be responsible for the provision of the highest standard of nursing care to patients, manage all nursing and allied staff in the ward/unit, and be responsible for maintaining and developing professional standards.
Department/Directorate	Bed Management
Key Reports	Directorate Nurse Manager (ADON) or CNM III Professionally accountable to the Director of Nursing
Key Direct Reports	CNM I, Staff Nurses, Student Nurses, Health Care Assistant Staff
Grade	Clinical Nurse Manager II
Salary Scale	€62,078 - €78,443 (LSI x1)
Job Reference Number	002151
Enquiries To	Helen Schuster, Assistant Director of Nursing, Patient Flow Phone: (01) 410 3085; E-mail: hschuster@stjames.ie Or Sinead McTague, Clinical Nurse Manager III, Bed Management Phone: (01) 410 3502; E-mail: smctague@stjames.ie
Closing Date	Monday, 6 th April 2026

Key Duties and Responsibilities

The CNM II Patient Flow Manager post will work to facilitate the flow of patients from the Emergency Department (ED) to admitting ward areas, Critical Care Unit, and Operating Theatre. The successful candidate will enable prompt, safe transfers from ED. They will support clinical staff to ensure effective use of beds within the hospital. The post holder will work closely with the out of hours Site Nurse Management team. Evaluating and negotiating real-time patient placement, prioritising clinical need, and also patient experience times.

The Patient Flow Manager will:

- Provide efficient and effective management of the ward/unit in such a way as to provide a safe environment for patients and staff, while making the best use of resources.
- Promote collaboration within the multidisciplinary team.
- Liaise with key stakeholders to identify the appropriate placement of patients requiring admission to maximise the utilisation of beds and resources with consideration given to workload and staffing levels at ward/unit level.
- Work in collaboration with all ED staff to enable a safe and timely transfer of patients and to proactively ensure the right patient goes to the right bed and minimise delays.
- Provide effective communication at all levels to ensure a seamless process for transfer of patients from ED to clinical areas.
- Ensure relevant documentation for transfer of care and handover is complete.
- Problem-solve issues related to admissions, transfers, and discharges to optimise bed capacity.
- Engage with key stakeholders to ensure systematic reviews and strategic planning of patient pathways to ensure safe and effective use of resources and in order to meet the hospitals objective and compliance with internal and external performance metrics.
- Is proactively involved in the Visual Hospital.
- Promotes the Patient Flow Lounge.
- Promote collaboration within the multidisciplinary team.
- Engage with key stakeholders to ensure hygiene standards are maintained for patients, staff, and visitors.
- Proactively manages quality and safety standards at local and directorate level.
- The Clinical Nurse Manager II must adhere to the Code of Professional Practice and Behaviours for Registered Nurses.
- Shows leadership potential to make an impact, influence, energise, and inspire others across the directorate and pan organisation.
- Embraces change and acts to implement evidence based best practice where appropriate.
- Is aware of and understands the need to adhere to Hospital and/or professional standards, policies, and procedures, relevant to their area of practice.
- Communicates effectively in English language, written, and spoken, as appropriate to job requirements.
- Participate and cooperate with legislative and regulatory requirements in relation to Health and Safety as outlined in the Safety, Health and Welfare Act 2005 and the Hospital Safety Statement.
- Ensure own mandatory learning and training is kept up to date.

* The above Role Profile 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 them from time to time and to contribute to the development of the post while in office. This Role Profile will be subject to review in the light of changing circumstances.

Academic/Professional Qualifications and/or relevant Experience

Required:

- Registered General Nurse with The Nursing Midwifery Board of Ireland (NMBI), or eligible to register.
- 5 years post-registration experience in an acute hospital setting or relevant clinical area within the last 7 years.
- Demonstrate management experience throughout the last 2 years.

Desirable:

- Management course.
- Patient Flow Manager experience.

Technical/Clinical Competencies

Please note for each of the required technical/clinical competencies below, you will be required to provide examples of your current level of knowledge, skill, and/or experience for each of these under the **Application Questions** section of the application form.

Simply enter each of the below as a heading and provide your knowledge, skills, and/or experience in the corresponding numbered box under the **Application Questions** section of the application form.

Required:

1. Demonstrate I.T. skills including excellent keyboard skills.
2. Experience in teaching and assessing the nursing and HCA team throughout the last 2 years.

Desirable:

- Working knowledge of healthcare patient record systems.
- Bed management/planning knowledge.

SJH Behavioural Competencies (*These behavioural competencies will be assessed in detail at the interview stage. You are not required to include written examples of behavioural competencies in the online application form. However, during the interview, you will be required to provide examples of when you previously demonstrated these competencies.*)

Competency Required	Level Required	The following “ descriptors ” are a further clarification of the behaviours required.
People Management	Up to Level 3	<ul style="list-style-type: none">• Allocates responsibilities fairly among team members to effectively manage caseloads/workloads.• Empowers staff to carry out their responsibilities, according to the needs of the service/department.• Makes consistent and transparent decisions in relation to people, when all options are considered.

		<ul style="list-style-type: none"> • Supports others, both formally and informally, seeking to develop the skills and abilities of team members.
Leadership Potential	2	<ul style="list-style-type: none"> • Embraces organisational change initiatives, filling structure/roles to support it. • Able to follow through on commitments and bring new ideas/initiatives to fruition (at local level). • Understands importance of getting input and commitment from others when seeking involvement. • Motivates others to act.
Communication	3	<ul style="list-style-type: none"> • Creates a culture of open communication to maintain a climate of trust and honesty. • Supports ideas with appropriate research and information to persuade others. • Tailors the content and method of communication to their audience's level of expertise.
Quality & Safety Service	3	<ul style="list-style-type: none"> • Empowers staff to provide quality of service; ensures regular quality audits are carried out and findings are actioned and followed through. • Champions initiatives to improve quality of services. • Promotes and enables a culture of safety.
Planning & Organisation	3	<ul style="list-style-type: none"> • Builds and uses extended networks of influence for planning and organising workload. • Develops operational plans and monitors performance and progress on achieving long and short term goals. • Is active in planning for and managing all resources vis a vis the service demands. Escalates expected gaps and shortfalls for remedial action.
Continuous Development – Personal & Professional	3	<ul style="list-style-type: none"> • Is an advocate for the hospital/department by consistently projecting a professional image, promoting the highest standards. • Encourages investment in continuous learning, at hospital level and in partnership with affiliated and/or other relevant third level institutions as appropriate, and is a role model for others in this regard. • Promotes and supports inter-disciplinary working and associated

		learning. Furthers same.
Competency Desirable	Level Required	Appropriate Descriptors
N/A		

Proficiency in the English Language

A level of proficiency in the English language, written and spoken, is a requirement of all roles within St. James's Hospital. You will be required to self-assess your proficiency level in the Standard Application Form. **In addition, your proficiency in spoken English will be assessed during the interview process appropriate to the role available.**

Particulars of Office

1. The appointment to this post will be **permanent, full-time, and pensionable.**
2. Annual leave allowance is **25 - 28 days per annum.**
3. The person appointed must not give less than **two months' notice**, in writing, of intention to resign.
4. Normal working hours will be **37.5 hours per week.**
5. 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 extended day services in accordance with the terms of the Framework Agreement.
6. Incremental credit is normally granted on appointment, in respect of previous relevant experience in the Civil Service, local authorities, health service, public service bodies and other agreed relative experience.

General Conditions

1. The Hospital Board will not be responsible for the loss or theft of personal belongings.
2. Fire orders must be observed and staff must complete fire training every 2 years.
3. All accidents within the department must be reported immediately.
4. In accordance with the "Safety, Health and Welfare at Work Act 2005", all staff must comply with all safety regulations.
5. St. James's Hospital is a Tobacco Free Campus. The use of Tobacco or Electronic Cigarettes is not permitted within the Hospital Buildings or on the grounds.

Confidentiality

In the course of your employment you may have access to or hear information concerning the medical or personal affairs of patients and/or staff, or other health services business. Such records and information are strictly confidential and unless acting on the instructions of an authorised officer, on no account must information concerning staff, patients or other health service business 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.

Health

A candidate 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.

Infection Control & Hygiene

It is the responsibility of all staff across the hospital to ensure that infection control and hygiene standards are adhered to and maintained at all times.

Recruitment Process

- Approval to Hire (VAF process)
- Hiring Manager – Role Profile
- Advertising
- Application Process (Online Application Form)
- Shortlisting of Candidates will be based on information provided in the Online Application Form
- Interview Process
- All applicants who move to the 2nd stage of the Selection process (i.e. post interview) will be subject to Reference Checking X 2, Garda E Vetting and Occupational Health Screening (Questionnaire)
- All successful external candidates who take up appointment will be required to attend Mandatory Induction Programme

Application Procedure

To apply for this position, please complete the relevant online application form in full by no later than **Monday, 6th April 2026.**

A panel may be formed from which future vacancies will be filled

St. James's Hospital is an Equal Opportunities Employer