

POSITION PURPOSE AND PRIMARY OBJECTIVES

Purpose

To provide leadership and support to the Sterile Services team to ensure an efficient and effective CSSD.
Ensure Sterile Services are delivered in accordance with AS/NZ 4187:2014 and best practice.

Objectives:

- To ensure the education and learning of the team enables them to practice tasks competently and safely to the required standard.
- To ensure all resources inclusive of staffing, machinery and equipment are in place to ensure the effective and efficient operation of the Sterile Services Department.
- To manage all risks involved with machinery and reusable medical devices in the Sterile Services department to ensure both patient and staff safety.

KEY PERFORMANCE INDICATORS (KPIs)	PERFORMANCE INDICATORS
<p>Manage Resources</p>	<ul style="list-style-type: none"> ▪ Proactively and effectively manages resources to meet workload demands and business requirements, including but not limited to staffing, skill mix, equipment and consumables ▪ Facilitate the maintenance and replacement of equipment and service contracts ▪ Provide advice to the Theatre Manager regarding Instrument purchase and justification ▪ Provide data regarding staffing requirements to the Theatre manager ▪ Ensure effective and efficient rostering of staff ▪ Ensure staff are appropriately orientated to the CSSD environment ▪ Ensure adequate stock levels are planned in accordance with pending workload and new initiatives ▪ Participate in the business planning process, budget setting, capex allocation and ongoing review in partnership with Theatre Manager ▪ Manages budget within allocation and report any variances to the Theatre Manager on a monthly basis ▪ Ensures that the financial impact of decision making is considered in every situation, looks for opportunities to reduce cost and improve efficiency ▪ Works collaboratively with the procurement process to ensure effective and efficient purchasing. ▪ Effectively manages CSSD instrument fleet ▪ Effectively manages and where appropriate escalates H&S risks within the CSSD environment
<p>Planning and Strategy</p>	<ul style="list-style-type: none"> ▪ Ensure relevant/current information/documentation regarding machinery, equipment and reusable medical devices is available to all staff. ▪ To ensure that documentation and information provided to staff to enable them to do their work effectively/ safely is at the required standard ▪ Provide accurate reports for operational decision making such as infection control and sterilisation practices

	<ul style="list-style-type: none"> ▪ Will make ultimate decisions regarding equipment suitability for each type of sterilisation procedure ▪ Provides information to the Theatre Manager to enable accurate forecasting on resource requirements ▪ Workforce planning and educational needs are identified and planned in conjunction with the Theatre Manager. ▪ Recommends and introduces change in processes or innovation to minimise cost and wastage of resources ▪ Monitors expenditure and accounting for variance and reports same to Theatre Manager ▪ Identifies business risks to Theatre Manager and assists with implementing strategies that will isolate, minimise or remove the risk. ▪ Look for solutions to risks and issues as they arise in the department ▪ Product evaluation is robust, efficient and effective.
Demonstrate leadership	<ul style="list-style-type: none"> ▪ To provide a good working environment in terms of equipment and resources so the team can achieve its goals ▪ Role models collaboration. ▪ Coordination of education regarding sterilisation services products and processes. ▪ Provides support and direction to Shift Coordinator ▪ Provides strategic direction for staff development and service improvement ▪ Ensures adequate resources are available for successful implementation of AS/NZS 4187/2014 standards ▪ Accountable for ensuring service meets customer expectations ▪ Management/support of external clients
Quality	<ul style="list-style-type: none"> ▪ To lead and initiate quality improvement processes ▪ Ensures appropriate documentation provided to support new equipment, policies and processes ▪ Accountable for the development, review and maintenance of SOP's, policies and procedures ▪ Accountable for ensuring compliance with policies and procedures organisation wide and service specific ▪ To implement and maintain a rigorous audit process in-line with AS/NZ 4187:2014 and relevant standards ▪ Responsible for auditing standards of practise to ensure compliance with AS/NZS 4187/2014 and Health and Safety requirements ▪ Monitors and supports the implementation/maintenance of quality and infection control policies.

GENERAL	
<p>Constant performance improvement through personal and professional development</p>	<ul style="list-style-type: none"> ▪ Pursues a programme of self-development to broaden skills ▪ Engages in activities of continuous learning, including in-service, self-learning, study days, post-graduate study. Improves own qualifications and practice by actively contributing to own personal development plan and annual appraisal ▪ Participates in organisational activities and committees ▪ Participates in annual performance review and personal professional development planning.
<p>Health and Safety</p>	<ul style="list-style-type: none"> ▪ Takes initiative and identifies, reports and resolves issues that may cause harm to themselves or others in the organization ▪ Adheres to current infection control practices maintaining a safe environment for both patients and staff ▪ Be fit to carry out the requirements of the role ▪ Responsible for own health and safety at work ▪ Adhere to Mercy Hospitals Health and Safety policies and procedures ▪ Report and document any incident and/or hazard and assist in its management ▪ Participate in managing and championing health and safety culture at Mercy Hospital ▪ Responsible for day-to-day management of Mercy Hospital health and safety systems ▪ Ensure all new incidents and/or hazards are managed and communicated to all potentially affected employee.
<p>Support Mercy Hospital in its role as an essential service provider</p>	<ul style="list-style-type: none"> ▪ Mercy Hospital is an essential service and as such all staff are required to make every effort to come to work as long as it is safe to do so ▪ Performs such other duties as reasonably required by the manager in accordance with the conditions of the position ▪ Facilitating an emergency plan activation or adverse weather situation may require the use of a “phone tree”. Each staff member will have a list of phone numbers and addresses of others in their department. In the event of adverse weather or an emergency staff may be required to ring others in their department or assist each other with transport.
RELATIONSHIPS	
<p>Reports to: Theatre Manager</p>	<p>Direct Reports: Sterile Services Shift Leader (1) Sterile Services Loan Technician (1) Sterile Services Technicians (10)</p>
<p>Internal Relationships: All Staff, HoD, Team Leaders</p>	<p>External Relationships: Suppliers, External Clinics, Consultants rooms, Dunedin Public Hospital CSSD department</p>

PERSON SPECIFICATIONS

Work Qualifications/Skills

- Current NZSSA Qualification or equivalent certification plus a minimum of 5 years working as a qualified CSSD Technician
- NZSSA Certification
- At least 5 years secondary education
- Management Qualification or extensive experience (desirable).

Skills, Knowledge & Experience

- At least five years working in a sterilising unit
- Demonstrated capability in operational management and leadership within a surgical hospital environment
- Strong commitment to quality improvement
- Demonstrated experience in change management
- Intermediate level experience with IT and Microsoft Office packages
- Health and Disability Code of Consumer Rights 1996
- Knowledge of the ASNZS 4187: 2014 standards
- Knowledge of SOPs and legislative Standards applicable to the service
- Extensive knowledge of cleaning, disinfecting and sterilising reusable medical and surgical instrument and equipment
- Teaching and coaching – is able to effectively coach team members to enable the transfer of knowledge to others, including team building and delegation skills
- Sound clinical expertise
- High professional standards and motivates a team to achieve expectations
- Quality leadership and improvement at area/department level
- Experience with performance development
- Employee management and development skills
- Recruitment skills
- Crisis management and astute decision making skills
- Customer service excellence
- Knowledge of project management and change management process
- Managing budgets
- Excellent communication skills – written and verbal (including presentation skills).

Specific Skills and Requirements Relevant to Area

Infection control practices

- Positive manner, flexible, able to influence without conflict, motivates others
- Manages personal stress effectively
- Outstanding interpersonal skills
- Self-directed, proactive, uses initiative, confident in the skill of negotiation and consultation
- Works cooperatively in a multi-disciplinary team
- Strong reputation as an effective leader and team member.

Physical Requirements

Standing, walking, bending, sitting, stairs, simple grasping, fine manipulation, operating machinery equipment, lifting, overhead reaching, carrying, pushing/pulling, twisting, climbing, balancing, crouching, squatting, other reaching.

Mercy Hospitals Shared Purpose

Exceptional care that makes a difference to our patients and community.

Mercy Hospitals Values

Hiranga - Excellence

We do our best every day, learning continually.

Atawhai - Care

We respond to others with empathy, kindness and expertise.

Whakaute - Respect

We interact respectfully with others.

Kotahitanga – Collaboration

We work together for the common good.

Workplace Contribution

Mercy Hospital is committed to its obligations under the Treaty of Waitangi. Employees are required to give effect to the principles of the Treaty of Waitangi - Partnership, Participation and Protection.

Health and Safety

Mercy Hospital is committed to achieving the highest level of health and safety for its staff. All employees are expected to take initiative and identify, report and resolve issues that may cause harm to themselves or others in the organization. As an employee of Mercy, the health and safety of clients and colleagues, as well as your own, is your responsibility. You are expected to work safely at all times, and to actively participate in health and safety programs in your area. It is expected that you will report all accidents or potential hazards to your manager.

To participate in and comply with the requirements of the Health & Safety at Work Act 2015 and associated Mercy policies:

- Work practices ensure safety for self and others
- Advice or assistance is sought before commencing an unfamiliar work practice
- Hazards are identified, control plans documented, and hazards eliminated, minimised or isolated
- Comply with Mercy Hospital incident reporting policy and Health & Safety Policy
- Emergency management procedures and compulsory / compliance education and training completed
- Demonstrates knowledge of the health and safety database.

Quality and Risk

Mercy Hospital is committed to the concept of quality improvement. As an employee you are required to actively participate in quality improvement and risk management, both at a professional level and service level. You are also required to participate in CQI and risk programmes as an integral part of your position.

Personal Responsibilities

- Respect the Shared Purpose and Values of Mercy Hospital
- Be familiar and with Mercy Hospital policies and procedures
- Be responsible for own ongoing education and skills required in designated role
- Demonstrate an understanding and applicability of confidentiality of information regarding patients, employees and hospital business at all times.