

Allied Health, Scientific & Technical Position Description

Employment Agreement:	Allied, Public Health and Technical MECA
Position Title:	Sterile Services Coordinator
Service & Directorate:	Surgical Services and Radiology
Location:	Dunedin
Reports to:	Sterile Services Unit Manager
Number of direct reports:	Nil
Date:	23 February 2021

Our Vision

Better Health, Better Lives, Whānau Ora

We work in partnership with people and communities to achieve their optimum health and wellbeing
 We seek excellence through a culture of learning, enquiry, service and caring

Our Shared Values and Behaviours

Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
<i>Looking after our people:</i> We respect and support each other. Our hospitality and kindness foster better care.	<i>Being sincere:</i> We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	<i>Best action:</i> We are thoughtful, bring a positive attitude and are always looking to do things better.	<i>As family:</i> We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.

Our statutory purpose

To improve, promote and protect the health of our population
 Promote the integration of health services across primary and secondary care services
 Seek the optimum arrangement for the most effective and efficient delivery of health services
 Promote effective care or support for those in need of personal health or disability support services
 Promote the inclusion and participation in society and the independence of people with disabilities
 Reduce health disparities by improving health outcomes for Māori and other population groups
 Foster community participation in health improvement and in planning for the provision of and changes to the provision of services
 Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility

PURPOSE OF ROLE

The Sterile Services Coordinator role is clinically focused to provide the day-to-day leadership and coordination of SSU to ensure the operational efficient and effective utilisation of resources to provide the highest quality sterilising service to clients within and external to the Southern DHB. They will ensure that the service provision will meet established practice and standards to mitigate risk to patients and staff.

The role does not have budget delegation but has delegated authority for operational management of staff within the Sterile Services Unit on a shift-by-shift basis.

The coordinator will work with and assist the SSU unit manager and the Education & Quality facilitator to monitor and promote established best practice and professional standards.

Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

Organisational Competencies

Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect
Integrity and Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Drive For Results	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.

Role Specific Competencies

Managing diversity	Manages all kinds and classes of people equitably; deals effectively with all races, nationalities, cultures, disabilities irrespective of age and gender; supports equal and fair treatment and opportunity for all
Priority Setting	Spends own time and the time of others on what is important; can quickly sense what will help or hinder when seeking to accomplish goals; eliminates roadblocks; creates focus
Problem Solving	Uses logic and established processes to solve difficult problems and achieve effective solutions; can see hidden problems; Is excellent at honest analysis; looks beyond the obvious ; doesn't stop at the first answers

KEY RELATIONSHIPS

Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none">Operational manager	<ul style="list-style-type: none">Clients
<ul style="list-style-type: none">Other SSU coordinator	<ul style="list-style-type: none">Service contractors
<ul style="list-style-type: none">SSU Education and Quality Facilitator	<ul style="list-style-type: none">Other service providers
<ul style="list-style-type: none">Multidisciplinary colleagues working in inter-professional ways	<ul style="list-style-type: none">Primary care - GPs, Midwives
<ul style="list-style-type: none">Clinical nurse managers and unit managers	<ul style="list-style-type: none">Relevant professional organisations
<ul style="list-style-type: none">Administration staff	
<ul style="list-style-type: none">Relevant external services/organisations/stakeholders	

PERSON SPECIFICATION: Sterile Services Coordinator

	ESSENTIAL	DESIRABLE
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> • 3 years secondary education • Level 3 or Level 4 Certificate in Sterilising Technology or equivalent qualification 	<ul style="list-style-type: none"> • Level 5 Diploma in Advanced Sterilising Technology or equivalent qualification or complete within 2 years of appointment • NZSSA Registration is attained and maintained every 2 years
Experience	<ul style="list-style-type: none"> • A minimum of 5 years recent working experience in a Sterile Services Unit 	<ul style="list-style-type: none"> • Staff leadership experience • Problem solving experience • Measuring and monitoring performance experience
Knowledge and Skills:	<ul style="list-style-type: none"> • Ability to work in a supportive and honest manner gaining peer credibility and respect 	
	<ul style="list-style-type: none"> • Ability to work in a team environment to lead and motivate, to lift and maintain innovation and standards 	
	<ul style="list-style-type: none"> • Has knowledge of AS/NZS 4187:2019 (Amendment) sterilisation standard 	
	<ul style="list-style-type: none"> • Has the technical knowledge to understand required parameters to operate and detect faults in all workplace equipment 	
	<ul style="list-style-type: none"> • Accepts responsibility of their own actions and knows when to seek advice from SSU manager 	
	<ul style="list-style-type: none"> • Has ability to positively influence change and willingness to learn new tasks 	
	<ul style="list-style-type: none"> • Has the ability to demonstrate initiative and innovation to problem solving, to ensure service goals and objectives are maintained 	
	<ul style="list-style-type: none"> • Ability to prioritise and meet deadlines to a high standard of accuracy 	
	<ul style="list-style-type: none"> • Provides constructive and non-judgemental feedback to colleagues in real time 	
Personal Qualities	<ul style="list-style-type: none"> • Displays tact and diplomacy when handling information of a discreet and sensitive nature • Able to exercise sound judgement, negotiate and persuade toward a facilitated and workable outcome during conflict situations • High standard of personal work ethic with attention to detail • Have a mature sense of responsibility • Able to accept change within the work environment • Able to be proactive instead of reactive to negate service disruption • Ability to maintain courteous rapport with colleagues • Can work effectively to meet deadlines or negotiates a change of deadline • Has a high level of written and verbal communication skills • Has the necessary computer skills to achieve the requirements of the position • Be client focus • Must be able to work shifts if and when required, including weekends and public holidays • Good eye sight is essential 	

- Must be physically fit: stand for long periods of time and able to lift and push within H&S guidelines

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Operational coordination	
<p>Service Provision</p> <ul style="list-style-type: none"> • The day-to-day operations run effectively to maintain service provision and delivery to meet the needs of clinical demands within allocated resources • Communicates effectively with all SSU team and other professional groups 	<ul style="list-style-type: none"> • You coordinate and lead available resources to meet service provision to clinical areas so that sterile products are available for clients when required • Contingency plans are implemented for equipment breakdowns, changes to staffing levels and / or service demands • Compromise to the required quality of service is elevated to SSU manager • Notifies SSU manager of any activity or circumstance that may impact onto supply of consumables that affects service delivery and budget • Coordination of workload matches peak times. Incoming workload is monitored to ensure priorities are identified and processed • You maintain good lines of communication with the team to ensure effective operation of services including additional services demands are communicated to team members • You maintain open communication channels with clients and work toward improving service client relationship and satisfaction • You ensure relevant information is share with team
<p>Quality and Risk management</p> <ul style="list-style-type: none"> • Actively contributes to quality improvements for service delivery to clients • Continuously identifies quality innovation and initiatives • Risks are identified and mitigated 	<ul style="list-style-type: none"> • All action plans are followed through, you seek support from SSU manager when required • You take an active part and provide leadership and support to the team when implementation of new initiatives and procedures occurs • Assists with implementation of product trials to improve service and ensures compliance to AS/NZS4187 • Identifies quality initiatives and presents information to SSU management • You notify SSU manager of areas of concern with service provision, staffing issues and non-compliance • Actively contributes to health & safety activities and ensure Infection Prevention Control processes are maintained while facilitating team to actively participate • Environment is kept clean, well maintained and safe • Scheduled checks and balance testing and monitoring is completed to required parameters and results documented. Take actions if parameters are not met.

	<ul style="list-style-type: none"> • Monitoring and auditing requirements are completed on time • Deviations from best practice occurs, action taken to bring practice to requirement • Works with the E&Q facilitator on quality improvements and education requirements
<p>Leadership and Motivation</p> <ul style="list-style-type: none"> • Actively creates and maintains a productive and positive work environment that meets best practice and service provision • Team members are motivated and their endeavours are valued 	<ul style="list-style-type: none"> • You lead and foster and maintain a cohesive team that works collaboratively to achieve service provision • You supervise and work with team to lead and achieve required standards of output and quality • Encourage initiatives and innovation to enhance best practice and service provision • Knowledge is shared with team • Participates in managing poor performance • You promote a solution based culture to identify, initiate and promote change in relation to new and changing clinical practice that meets service demands • You consistently act as a role model by demonstrating a high standard of professional and technical competence that reflect the DHB's values • You collaborate with E&Q facilitator on quality and education initiatives
<p>Documentation</p> <ul style="list-style-type: none"> • Maintain confidentiality of all information and documentation • Adhere to Southern DHB's documentation standards 	<ul style="list-style-type: none"> • Ensures all documentation and records are completed to comply with quality and compliance requirements • Your documentation is timely, clear, concise and accurate • Report on quality and education activities monthly to SSU manager • You demonstrate a knowledge of Southern DHB information systems and is committed to ensuring staff are supported who are less familiar with the systems until they acquire knowledge/skills to utilise them effectively
Professional Responsibilities	
<p>Best Practice</p> <ul style="list-style-type: none"> • To ensure consistently high standards of processing medical devices, production goals and client service are maintained • Consistently refer to and relate practice to standards and medical device manufacturers instructions • Discuss and disseminate evidence based best practice and changes to procedures 	<ul style="list-style-type: none"> • You adhere to professional and legislative standards of practice • You practice in accordance with department and DHB's policies and procedures • You implement approved evidence-based best practice procedures and guidelines • You maintain a sound knowledge of all sterilisation best practice, standards and procedures

	<ul style="list-style-type: none"> • A safe working environment and practice is always promoted • Non-compliance is identified and resolved. Where a remedy cannot be identify, non-compliance is reported to SSU manager • Practice and procedures are developed and implemented for all new medical devices in collaboration with the F&Q facilitator • All medical devices and processing equipment is maintained in good working order. • Deflective medical devices and processing equipment is identified, repaired and tested before returning to operational status
<p>Working in a collegial manner</p> <ul style="list-style-type: none"> • Establish and maintains good working relationships within Sterile Services team and the wider multi-professional groups • Participate in and contribute to the functioning of Sterile Services 	<ul style="list-style-type: none"> • You participate as a team member to ensure the best outcomes for patients/ people • Be a resource of information to lead the SSU team • Work collaboratively with E&Q facilitator, trainers, manager • Demonstrate commitment to an open and inclusive culture with an emphasis on collaboration with other professional groups
<p>Time management</p> <ul style="list-style-type: none"> • Manage own time, adopting a disciplined approach to establishing and following identified role-related priorities 	<ul style="list-style-type: none"> • Your tasks are scheduled and completed in a timely manner • Deadlines for goals, objectives and projects are met • You are committed to achieving results through hard work and attention to detail
<p>Culturally Sensitive Practice</p> <ul style="list-style-type: none"> • Practices in a culturally safe manner 	<ul style="list-style-type: none"> • In your interpersonal relationships you show respect, sensitivity and cultural awareness • Differences are acknowledged by respecting spiritual beliefs, cultural practices and lifestyle choices
Other Duties	
<p>Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</p> <p>Act as a role model for the Southern DHB Organisational Values.</p>	<ul style="list-style-type: none"> • You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. • You produce work that complies with SDHB processes and reflects best practice. • Live and support the DHB values in everything you do.
Self-Management and Professional Development;	
<ul style="list-style-type: none"> • Identifying areas for personal and professional development • Develop and maintain professional competency • Develop both personally and professionally to meet the changing needs of your career and profession • Reflect on and evaluate the effectiveness of own practice 	<ul style="list-style-type: none"> • Training and development goals are identified/agreed with your manager annually • You actively seek feedback and accept constructive criticism. • Completes and maintains own portfolio and registration under the NZSSA

	<ul style="list-style-type: none"> You maintain an up-to-date professional development plan You maintain your own competencies and practice Shares any learning with SSU team Deputies for manager when required
Health, Safety and Wellbeing	
Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB's Health, Safety and Wellbeing policies, procedures and systems.	<ul style="list-style-type: none"> You understand and consistently meet your obligations under Southern DHB's Health and Safety policy/procedures. You actively encourage and challenge your peers to work in a safe manner. Effort is made to strive for best practice in Health and Safety at all times.
Treaty of Waitangi	
Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day-to-day basis.	<ul style="list-style-type: none"> <i>Partnership</i> – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other. <i>Participation</i> – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education. <i>Protection</i> – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.

Note: the above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

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Employee

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Date

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Manager

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Date