

STERILE SERVICES TECHNICIAN

1. PURPOSE OF POSITION

The role of a Sterile Services Technician is to provide an excellent sterilising service to all areas of Taranaki District Health Board (TDHB).

The department plays a vital role in preventing infection, as all equipment used for one patient must be thoroughly cleaned and sterilised before it can be used again.

2. ORGANISATIONAL VALUES

The Taranaki District Health Board's (DHB) our mission (Te Kaupapa) is improving, promoting, protecting and caring for the health and well-being of the people of Taranaki. Taranaki DHB's values define who we are as an organisation, the way we work with each other, our patients, whanau and external partners. Our Te Ahu Taranaki DHB values are:

Partnerships	WHANAUNGATANGA	We work together to achieve our goals
Courage	MANAWANUI	We have the courage to do what is right
Empowerment	MANA MOTUHAKA	We support each other to make the best decisions
People Matter	MAHAKITANGA	We value each other, our patients and whanau
Safety	MANAAKITANGA	We provide excellent care in a safe and trusted environment

3. DIMENSIONS

Reports to:	Sterile Services Department Coordinator
Number of people reporting to you	-
Financial limits authority	-
Operating Budget	-

4. WORKING RELATIONSHIPS

External	Internal
Nil	SSD Co-Ordinator Theatre Manager Nursing/Administrative staff Theatre Manager

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5. ACCOUNTABILITIES

Key area of responsibility	Expected outcomes
1. Duty responsibilities	<ul style="list-style-type: none"> • All information accurately documented as necessary. • Receive, clean, pack and sterilise equipment to individual specifications and according to manufacturer's instructions as required by theatre, wards and departments. • Receive and process requests for stocks of sterile supplies for Theatre, wards and departments as required. • Assist in monitoring services provided in relation to cost effectiveness. • Assist with eliminating wastage of resources within department. • Ensure compliance with standards. • Ensure a record system is maintained for all sterilising equipment. • Respond appropriately in an emergency situation. • Ensure familiarity with and follow department routines. • Carry out other tasks as requested. • Check and maintain consumables at appropriate levels. • Work to the NZ/AS standards.
2. Customer Service	<ul style="list-style-type: none"> • The staff and patients are treated in a courteous and helpful manner at all times. • Effective liaison and communication occurs between other services, departments, wards and personnel within the company as appropriate. • Provide appropriate supervision of orientating staff, junior staff and casual staff. • Use assessment skills to manage imprest levels. • Communicates with staff to ensure quality service. • Promotes a friendly and secure sensitivity. • Maintains confidentiality and the right to privacy.
3. Team Work	<ul style="list-style-type: none"> • Promotes the fostering of a team environment that enhances partnership and co-operation. • To be available for team development workshops as determined by the Sterile Services Department Co-ordinator. • Assists in the development of new policies and procedures within the company. • Provides input into the investigation of complaints. • Attend Company/team meetings where possible. • Demonstrates a commitment to continual improvement activities and undertakes such, as appropriate. • Maintains customer focus.
4. Health and Safety	<ul style="list-style-type: none"> • Work practice meets the Health and Safety standards required as per company policy.

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	<ul style="list-style-type: none"> • Appropriate safety clothing, as provided, is worn when necessary to ensure infection control standards are maintained at all times. • Health and Safety of self, colleagues, clients, the public and the environment is maintained at all times. • Maximum safety levels are observed at all times.
5. Personal Development	<ul style="list-style-type: none"> • Participates in regular Performance Review. • Relevant skills and knowledge are updated regularly, new equipment and techniques are applied. • Clear objectives and standards of performance are maintained. • Participates in in-service education and encourages others to do so. • Feedback relevant information back to team. • Participates in the information sharing to staff in the advert of equipment or protocol changes. • Undertakes additional courses and conferences to promote personal and professional development. • Share knowledge and skills with others, as required. • A high level of practice and expertise with equipment is maintained for safety reasons.

Organisational Accountabilities	Expected Outcome for all employees
Health Equity	<p>The TDHB strives to eliminate health inequalities and achieve health equity for the Taranaki population. In practical terms this means all staff are required to implement relevant health equity policies, procedures, approaches and guidelines issued from time to time including:</p> <ul style="list-style-type: none"> • the Pae Ora Framework which requires: <ul style="list-style-type: none"> ○ Demonstrating the principles of Partnership, Participation and Protection under the Treaty of Waitangi; ○ improving understanding of the determinants of ethnic inequalities in health, in particular the “Drivers of ethnic inequalities in health” and the “Pathways to Inequalities” both of which are referenced in the TDHB Pae Ora Framework, Appendix 1; ○ Ensuring Health Equity assessment is embedded into your practise where services, policies or programmes are expected to improve outcomes for Māori; ○ Effectively implementing health equity approaches outlined for Health Professionals in “Equity of Health Care for Maori: A Framework” published by the Ministry of Health to support He Korowai Oranga Refresh 2014, national Maori Health Strategy; ○ Ensuring appropriate health literacy responses are used for effective engagement with Māori; • You must ensure accurate ethnicity data is collected or held for patients and clients you interact with by following the TDHB Ethnicity Data Collection Policy and procedures; • You must attend the Cultural Competency training provided

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Organisational Accountabilities	Expected Outcome for all employees
	by and for staff of the TDHB including Treaty of Waitangi workshop, General/Clinical Refreshers, Engaging Effectively with Maori and any other training identified as essential for staff.
Health and Safety	<ul style="list-style-type: none"> • Maintains a safe and healthy environment • Complies with health & safety policies and procedures • Carries out work in a way that does not adversely affect their health and safety or that of other workers • Complies with procedures and correctly use personal protective equipment and safety devices provided • Contributes to hazard identification and management process • Reports accurately near misses/incidents/accidents in a timely manner • Participates in health and safety matters
Personal Development	<ul style="list-style-type: none"> • Fully contributes to the individuals team performance and is committed to identify and pursue opportunities for developing new knowledge and skills. • Participates in the performance appraisal process where personal performance and development is reviewed. • Willing to accept new responsibilities, acquire and demonstrate relevant new knowledge.

6. VARIATION TO DUTIES

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities can be amended from time to time either by additional, deletion or straight amendment to meet any changing conditions, however this will only be done in consultation with the employee.

7. CAPABILITY REQUIREMENTS

Capabilities are the behaviours demonstrated by a person performing the job. Capabilities identify what makes a person most effective in a role. Those listed below are expected for the **Sterile Services** team roles in the organisation. The required capabilities can change as the organisation develops and the roles change.

Capability
<p>Effective Communication</p> <p>Shares well thought out, concise and timely information with others using appropriate mediums. Ensures information gets to the appropriate people within the organisation to facilitate effective decision making</p>
<p>Decision Making/Problem Solving</p> <p>Demonstrates effective and timely decision making/problem solving techniques. Aware of the</p>

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Capability
impact of decisions on key stakeholders and consults as appropriate utilizing available resources. Is proactive and effective when problem solving is required.
Innovation/Initiative
Continually strives for new and improved work processes that will result in greater effectiveness and efficiencies. Questions traditional ways of doing things when choosing a course of action or finds new combinations of old elements to form an innovative solution.
Resilience/Flexibility
Articulates differing perspectives on a problem and will see the merit of alternative points of view. Will change or modify own opinions and will switch to other strategies when necessary. Adjusts behaviour to the demands of the work environment in order to remain productive through periods of transition, ambiguity, uncertainty and stress.
Cultural Safety
Demonstrates a commitment to cultural safety by meeting and exceeding the cultural needs of clients/customers/colleagues. Manages cultural ambiguity and conflicting priorities well. Understands concepts of whanaungatanga and manaakitanga and Maori cultural orientation to whanau, hapu and iwi.
Teamwork
Works to build team spirit, facilitates resolution of conflict within the team, promotes/protects team reputation, shows commitment to contributing to the teams success

8. EDUCATION

Having the New Zealand Sterile Services Technology Course would be beneficial.
Good understanding of English (written and oral).

9. SKILLS

Able to work closely in a team but also have the confidence to work alone.
Good memory and listening skills.
Be flexible and adaptable.
Good communicator.
Attention to detail.

10. EXPERIENCE

Relevant hospital experience is beneficial.