

## Position Description

<b>Position Title:</b>	Sterilisation Technician Sterilising Services Unit (SSU)
<b>Reports To:</b>	Manager – Sterilising Services Unit
<b>Position Summary:</b>	Sterilising Services provides a support service, assisting medical and nursing staff in providing surgical and clinical care to patients. SSU technicians are involved in re-processing of re-usable medical and surgical devices for the Operating Suite, and other clinical areas
<b>Qualifications/Key Selection Criteria</b>	
Essential:	<ul style="list-style-type: none"> <li>▪ Able to work shiftwork</li> <li>▪ Team player with ability to work on own initiative</li> <li>▪ Ability to plan, prioritise and use resources effectively</li> <li>▪ Well-developed customer service skills</li> <li>▪ Excellent oral &amp; written Communication skills</li> <li>▪ Basic computer skills</li> <li>▪ Completing a Sterilising Course within 2 years of employment</li> </ul>
Desirable:	<ul style="list-style-type: none"> <li>▪ Experience working in a busy environment</li> <li>▪ Certificate III in Health Service Assistance Sterilising Services an advantage</li> </ul>
<b>Key Performance Criteria</b> (e.g.: Leadership / Problem Solving / Conflict Resolution / Customer Service / Leadership / Administration)	
<p>a) <b>Leadership</b></p> <ul style="list-style-type: none"> <li>• <b>Supports vision</b> – demonstrates the ability to support the image of the hospital and to embrace the changes that enable the vision.</li> <li>• <b>Values and goals</b> – demonstrates alignment of values and goals with those of the organisation</li> <li>• <b>Business unit planning responsibility</b> – demonstrates the ability to achieve business unit plan objectives</li> <li>• <b>Communication</b> – demonstrates well-developed communication skills, both verbal and written. Is able to communicate effectively at all levels and in a timely manner</li> <li>• <b>Demonstrates accountability and integrity</b> – acts with integrity and is accountable for outcomes contributing to the reputation and success of the organisation</li> <li>• <b>Promotes delivery of sensational customer service</b> – champions the delivery of sensational service as it is integral to the reputation and ongoing success of the business</li> </ul>	
<p>b) <b>Customer Service</b></p> <ul style="list-style-type: none"> <li>• Sensational Service is my top priority</li> <li>• Maintains good customer relations</li> <li>• Illustrates outstanding communication skills</li> <li>• Looks and acts like a professional</li> <li>• Ensures competency</li> <li>• Service concerns are addressed in a timely manner</li> <li>• Motivated and committed contributor</li> <li>• Inter-culturally and emotionally aware</li> <li>• Life-long learner</li> <li>• Effective team-player</li> </ul>	
<p>c) <b>Technical skills and application</b></p> <ul style="list-style-type: none"> <li>• Safely and efficiently operate all equipment used in sterilising units</li> <li>• Perform batch, biological and chemical monitoring in accordance with quality assurance standards &amp; safe operating practices &amp; procedures</li> <li>• Ensures that the daily allocation of work for SSU staff is within their abilities and scope of practice</li> <li>• Ensures all computer technology in the department is utilised to its full capability by all staff</li> <li>• Ensure deadlines are achieved when fast tracking of instruments is required.</li> <li>• Build and maintain constructive work relationships</li> <li>• Provide support share information with your colleges and work team</li> <li>• Adaptability to work in any area under sterilising control is essential</li> <li>• Adopt a consultative approach within a multi-disciplinary work environment</li> <li>• Follow all practices and procedures in line with AS/NZ Standard 4187 -2003, ISO and the GENSA</li> </ul>	

Guidelines

- Know how to clean, disinfect, inspect, test, pack, sterilise, and distribute all types of surgical & medical devices that are used throughout, Operating Suite / Endoscopy unit and other wards.
- Involvement in all quality activities is crucial to demonstrate improvements
- Usage of the Macquarie University Hospital's IT systems is in line with the authorisation granted to this position – please refer to the IT policy for further information on access levels.

**d) Personal and Professional Development**

- Continually develops both personally and professionally to meet the changing needs of career and industry
- Attends all mandatory training sessions provided by the Hospital and is actively involved in other training and development as required
- Actively participates in the Performance Management process as required
- Evaluates own performance to identify strengths and areas where professional development can occur
- Complete annual competency training
- Maintains an up-to-date knowledge of current trends within the specialty area of sterilizing and infection control

**e) Teamwork and Communication**

- Practices according to the aims, objectives and core values of Macquarie University Hospital
- Demonstrates a willingness to work positively within a team to achieve team goals and the provision of excellence in care/service delivery
- Demonstrates and practices effective verbal, non-verbal and written communication skills and actively develops good listening skills
- Applies the principle of team dynamics supporting team ideas and objectives,
- Exercises a leadership skill which encourages growth and development and motivates others to achieve organisational goals
- Provides the opportunity for the development and growth of others
- Performs other duties as directed by the Sterilizing Manager/Supervisor/Team Leader or Head of Theatre

**f) Continuous Improvement**

- Demonstrates a commitment to quality improvement
  - Participate in accreditation process to meet the EQUIP Standards
  - Participates in the development and achievement of the Business Unit plan
  - Actively participate in all staff meetings
  - Actively contributes to quality activities within the unit
  - Compliance within the unit policy is essential
  - Participates in and contributes to occupational health and safety activities to ensure a safe work environment for patients, staff and visitors
  - Complies with each and every policy and procedure relevant to this position to ensure the effective and safe operation of the hospital and the welfare and interests of all employees.
  - Complies with obligations under Section 30 of the Workplace Health and Safety Act (1995).
1. *A person in control of a workplace has the following obligations –*
    - (a) *To ensure the risk of injury or illness from a workplace is minimised for persons coming onto the workplace to work;*
    - (b) *To ensure the risk of injury or illness from any plant or substance provided by the person for the performance of work by someone other than the person's workers is minimised when used properly; and*
    - (c) *To ensure there is appropriate, safe access to and from the workplace for persons other than the person's workers*

**g) Administration and documentation**

- Ensures that all documentation is accurate and completed in a professional and timely manner
- Report incidences accurately and in a timely manner
- Cleaning and maintenance records are accurate and timely
- Ensure all productivity/performance is recorded accurately by all staff
- Evaluates own performance in a planned and systematic way and seeks feedback from customers in relation to the service delivered by the unit.

**Key Performance Indicators**

- a) Demonstrated professional/positive behaviour
- b) Responsible for the provision of an effective and efficient quality customer service.
- c) Maintain high standards of cleanliness consistent with DOH & Infection Control Standards
- d) Direct Staff supervision of a shift within sterilizing services
- e) Ability to communicate well and function harmoniously within a team
- f) Anticipate the needs of our customers ensure relevant equipment is available when required
- g) Participate in staff's annual performance appraisals
- h) Be flexible and adaptable to work in all areas under sterilizing control
- i) Allocating people and other resources to tasks and workplace requirements

**MACQUARIE UNIVERSITY HOSPITAL HR ONLY**

Position No:	Author Title:	Author Name:	Date:	Approved By:	Approval Date:
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