

# Position Description



## 1. General Information

<b>Position Title:</b>	Instrument Technician
<b>Position Reports to:</b>	CSSD Unit Manager
<b>Enterprise/Individual Agreement:</b>	Health and Allied Services Enterprise Agreement
<b>Classification/Grade:</b>	Grade 3 Instrument Technician
<b>Resource Management</b> (for Management positions only) <b>Number of Direct Reports:</b> <b>Budget under management:</b>	Remove if Blank
<b>Key Relationships - internal and external</b>	Internal - CSSD Manager, CSSD Coordinators/Team Leaders, CSSD Technicians, Theatre Manager, Theatre Coordinators, Theatre Nurses, NUMs, ANUMS, Theatre Technicians, Quality, Infection Control, OHS, Biomed and Engineering Unit Services.  External - Epworth Hospitals Outside Epworth Eastern Hospital, Medical Equipment Loans and Repair Service Company Representatives and Suppliers, SRACA, Other Customers.

## 2. Overview of Epworth HealthCare

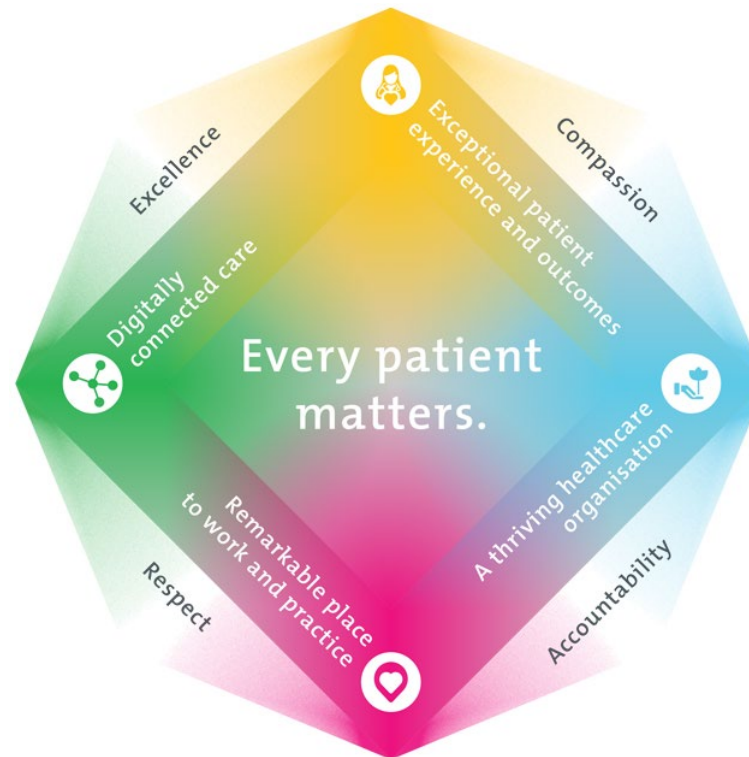
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth's purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

### 3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.

**Exceptional patient experience and outcomes** - To empower our patients and deliver compassionate, expert and coordinated care.

**A thriving healthcare organisation** - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.

**Remarkable place to work and practice** - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.

**Digitally connected care** - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

## 4. Purpose of the Position

[Provide a brief overview and the main objective of the position]

## 5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
<b>Leadership and culture</b>	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
<b>Consumer Partnerships</b>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
<b>Effective Workforce</b>	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
<b>Clinical Safety and Effectiveness</b>	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
<b>Risk Management</b>	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

## 6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<b>Team Work</b> <ul style="list-style-type: none"><li>Actively participates as a member of the CSSD team.</li><li>Works cooperatively with the CSSD team members.</li><li>Works collaboratively with other members of the multidisciplinary work environment.</li><li>Treats team members in line with Epworth's Values and Behaviours.</li></ul>	<ul style="list-style-type: none"><li>Attends and actively participates in department and team meetings and handovers.</li><li>Attends operating theatre staff and other meetings when required.</li><li>Receives feedback from team members positively and politely.</li><li>Responds to constructive feedback and adjusts practice accordingly.</li></ul>

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<ul style="list-style-type: none"> <li>Works within scope of practice in all areas as and when departmental needs arise.</li> <li>Continually assesses workload to ensure accurate and timely delivery of service to meet daily operational requirements.</li> </ul>	<ul style="list-style-type: none"> <li>Provides positive and constructive feedback to other team members.</li> <li>Demonstrates flexibility and works in all reprocessing areas and as per rostered shifts.</li> <li>Treats others with courtesy and respect.</li> </ul>
<ul style="list-style-type: none"> <li>Ensures daily flow of work in CSSD, shares workload with team members fairly and functions harmoniously within the multicultural team.</li> <li>Participates and upholds an environment of trust and support.</li> <li>Builds and maintains constructive work relationships.</li> <li>Support new and existing CSSD Technicians with their training needs, ensuring approach is in line with Values and Behaviours.</li> <li>Participates in supervision of Grade 1 Technicians and trainee students.</li> </ul>	<ul style="list-style-type: none"> <li>Models Epworth's Values and Behaviours at all times.</li> <li>Participates in and supports training to department staff and students when required by CSSD Manager or Coordinator.</li> <li>Provides support in inducting and orientating new and casual staff and others.</li> <li>Offers support and assistance (with appropriate supervision) to other team members with their work when required.</li> </ul>
<b>Communication</b> <ul style="list-style-type: none"> <li>Communicates openly and effectively with all staff to ensure positive and efficient delivery of service.</li> <li>Immediately notifies CSSD Manager of any issues arising, and completes Riskman as required.</li> <li>Ensures accurate documentation on receipt and delivery of stock consumables.</li> <li>Ensure timely and accurate documentation of variances from protocol - RiskMan.</li> <li>Ensures timely and accurate reporting of issues or concerns to Manager (or Coordinator).</li> </ul>	<ul style="list-style-type: none"> <li>Conveys information in a clear, accurate and logical manner.</li> <li>Uses clear, open and unambiguous language in all interactions, tailored to the audience.</li> <li>Accurate and legible documentation as per CSSD protocol, standards and guidelines.</li> <li>Attends and participates in departmental in-services, meetings and handovers.</li> <li>Communicates through Staff and WHS Notice Boards, Staff Minutes, Staff Meetings and Communication Book.</li> </ul>
<b>Planning, Organising and Prioritizing</b> <ul style="list-style-type: none"> <li>Organizes, plans and prioritizes work to meet job daily demands.</li> <li>Assesses work load to ensure accurate and timely delivery of service.</li> <li>Inform supervisor of inability to meet time schedules and deadlines.</li> </ul>	<ul style="list-style-type: none"> <li>Effectively organizes and plans work to meet job demands.</li> <li>Finishes work on time and to a high standard.</li> <li>Deadlines are met through fast tracking of instruments and prioritizing workloads.</li> </ul>

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
	<ul style="list-style-type: none"> <li>100 % loan sets processed and ready for use and return (turnaround).</li> </ul>
<b>Quality Improvement</b> <ul style="list-style-type: none"> <li>Actively participates in quality improvement activities within the department in accordance with the National Safety and Quality Health Service (NSQHS) Standards and ACHS EQulP National Accreditation Standards</li> <li>Seeks ongoing continual improvement of standards and outcomes within CSSD.</li> <li>Strives to consistently improve service delivery and clinical practice.</li> <li>Provides suggestions and feedback to Coordinator or Manager on quality activities.</li> <li>Immediately notifies CSSD Manager of any quality issues arising and completes Riskman as required.</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of participation in quality activities.</li> <li>Improvement in performance of department and Epworth healthcaresite and patient care.</li> <li>Timelines and quality standards meet requirements and operational needs.</li> <li>Practices in accordance with AS/NZ4187, ISO, NSQHS and ACHS Accreditation Standards and demonstrates compliance with AS/NZ4187, ISO, NSQHS and ACHS Accreditation Standards.</li> </ul>
<b>Personal and Professional Development</b> <ul style="list-style-type: none"> <li>Continually develops, both personally and professionally to meet changing needs of career and industry.</li> <li>Participates in-services and mandatory trainings.</li> <li>Participates actively in prescribed performance development system annually. Participates in all annual competencies to ensure own competencies are up to date.</li> <li>Evaluates own personal performance to identify strengths and areas where development can occur.</li> <li>Identifies own development needs and plans self-development. Practice in accordance with legislative and common law requirements.</li> </ul>	<ul style="list-style-type: none"> <li>Maintains an up-to-date knowledge of current trends within the speciality area of sterilizing and infection control.</li> <li>Attendance and active participation in all department in-services, education and other training and development as required.</li> <li>100 % target to complete annual mandatory training refresher courses.</li> <li>Completes mandatory training requirements and competencies such as Living the Values and Emergency Preparedness to ensure they are up to date.</li> <li>Participates fully and actively in own PDP review process as required.</li> <li>Annual appraisals completed with agreed professional development goals.</li> <li>Compliance with mandatory and department specific competencies every 12 months or as prescribed.</li> <li>Assessment tools completed and deemed as competent.</li> </ul>

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
	<ul style="list-style-type: none"> <li>• Personal development and competencies developed from training and assessments (e.g., manual handling and ergonomics, SWPs).</li> <li>• Completion of objectives outlined in self-development plan (and able to provide evidence of).</li> <li>• Seeks feedback, training or other development opportunities to develop knowledge and skills.</li> <li>• Compliance with legislative and common law requirements.</li> </ul>
<p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</p> <p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> <li>• Role model and actively promote a culture of high quality patient care</li> <li>• Provide excellent, helpful service to patients, visitors and staff</li> <li>• Communicate with clear and unambiguous language in all interactions, tailored to the audience</li> <li>• Build customer relationships and greet customers and patients promptly and courteously</li> <li>• Actively seek to understand patients' and their family's expectations and issues, using multiple strategies</li> <li>• Uses data (such as patient experience feedback) to identify opportunities for improvement in internal processes and systems that directly impact patient care and customer service</li> <li>• Responds quickly and proactively escalate concerns when necessary</li> <li>• Role model and actively promote a culture of high-quality patient care and experience by ensuring that solutions, practices and procedures (such as hourly rounding, leader rounding and bedside handover) are carried out with empathy and compassion</li> </ul>	<ul style="list-style-type: none"> <li>• Patient and customer service satisfaction surveys within agreed targets</li> <li>• Use AIDET principles in all interactions</li> <li>• Compliments to complaints ratios</li> <li>• Completes leader rounding at agreed frequency</li> <li>• Issues are escalated to the manager and resolved in a timely manner</li> </ul>

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p><b>Safety and Wellbeing</b></p> <p>To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students.</p> <ul style="list-style-type: none"> <li>All employees and other personnel under the authority of the manager are fully informed of the hazards associated with their work activities, adequately trained and instructed in safe work procedures and appropriately supervised. Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace</li> <li>Integrate and review OHS performance in staff PDPs</li> <li>Ensure all direct reports are held accountable for safety performance and actions</li> </ul>	<ul style="list-style-type: none"> <li>Adhere to infection control/personal hygiene precautions</li> <li>Implement and adhere to Epworth OHS policies, protocols and safe work procedures</li> <li>Ensure all hazards, incidents and injuries are reported in Riskman within 24 hours</li> <li>Ensure all hazards, incidents and injuries are investigated and corrective actions implemented within agreed timeframes</li> <li>Mandatory training completed at agreed frequency</li> </ul>

## 7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Minimum Sterilisation Services Certificate III or equivalent.</li> <li>Basic computer skills (MS Office, Excel, Outlook, etc.).</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>Other relevant tertiary qualifications helpful, but not essential.</li> </ul>
Previous Experience	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Minimum 1 years' technical experience in CSSD.</li> <li>Competence across all areas within CSSD, including scopes and surgical loans instrument reprocessing.</li> <li>Abilities to respond to direction, meet operational and service delivery requirements and deadlines.</li> <li>Demonstrates flexibility and adaptability to work in all reprocessing areas and as per rostered shifts.</li> </ul>

COMPONENT	
	<ul style="list-style-type: none"> <li>• Commitment to excellent customer service with abilities to liaise with services users and staff at levels.</li> <li>• Ability to support with training or mentoring of new and existing staff in current and new processes in CSSD.</li> <li>• Commitment to delivering quality in healthcare.</li> <li>• Good understanding of and commitment to quality improvements.</li> </ul>
<p>Required Knowledge &amp; Skills</p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Working knowledge of relevant regulations and standards impacting sterilising services (AS/NZ4187, ISO, HICMR, NSQHSa, ACHS Accreditation Standards).</li> <li>• Demonstrated knowledge in application of infection prevention and control practices as it relates to sterilising services.</li> <li>• High level of understanding and ability to apply workplace OHS requirements in sterilising services.</li> <li>• Abilities to plan, organize and prioritise work.</li> <li>• Effective communication skills (spoken and written), including good listening skills.</li> <li>• Displays cultural sensitivity and ability to work within a multicultural team environment.</li> <li>• Ability to positively contribute to the team.</li> <li>• Professional and positive work ethics and belief in patient-centred care.</li> <li>• Commitment to self-development and willingness to learn new skills.</li> <li>•</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Be a member of SRACA (Sterilising Research and Advisory Council of Australia).</li> </ul>
<p>Personal Attributes &amp; Values</p> <p>All employees are expected to consistently work in accordance with Epworth's values and behaviours</p> <ul style="list-style-type: none"> <li>• Compassion</li> <li>• Accountability</li> <li>• Respect</li> <li>• Excellence</li> </ul>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Willingness to work in line with Epworth HealthCare Values, Behaviours, Policies and Procedures.</li> <li>• Commitment to providing a safe environment for patients, co-workers and others. Consultative and respectful manner with all staff, patients and others.</li> <li>• Ability to be reliable, responsible and accountable for own actions.</li> <li>• Abilities to compromise and have conflict resolution skills.</li> <li>• Effective interpersonal and time management skills.</li> <li>• Demonstrates initiatives, motivation and confidence.</li> </ul>



# Position Description



## Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
March 2017	October 2019	Manager (CSSD)

## 8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_