

# Position Description



## 1. General Information

<b>Position Title:</b>	Grade 5 Instrument Technician
<b>Division/Department:</b>	CSSD Department
<b>Position Reports to:</b>	Nurse Unit Manager of CSSD
<b>Enterprise/Individual Agreement:</b>	Health and Allied Services Enterprise Agreement - 2018
<b>Classification/Grade:</b>	IT51 (Instrument Technician G5 Y1)
<b>Location:</b>	Epworth Freemasons
<b>Employment Status:</b>	38hrs per week
<b>Key Relationships - internal and external</b>	<ul style="list-style-type: none"><li>• CSSD Shift Team Leader</li><li>• Group Prosthesis Manager</li><li>• Theatre Manager, specialty NUMs, ANUMs &amp; Theatre Technicians</li><li>• Surgical companies and their representatives</li></ul>

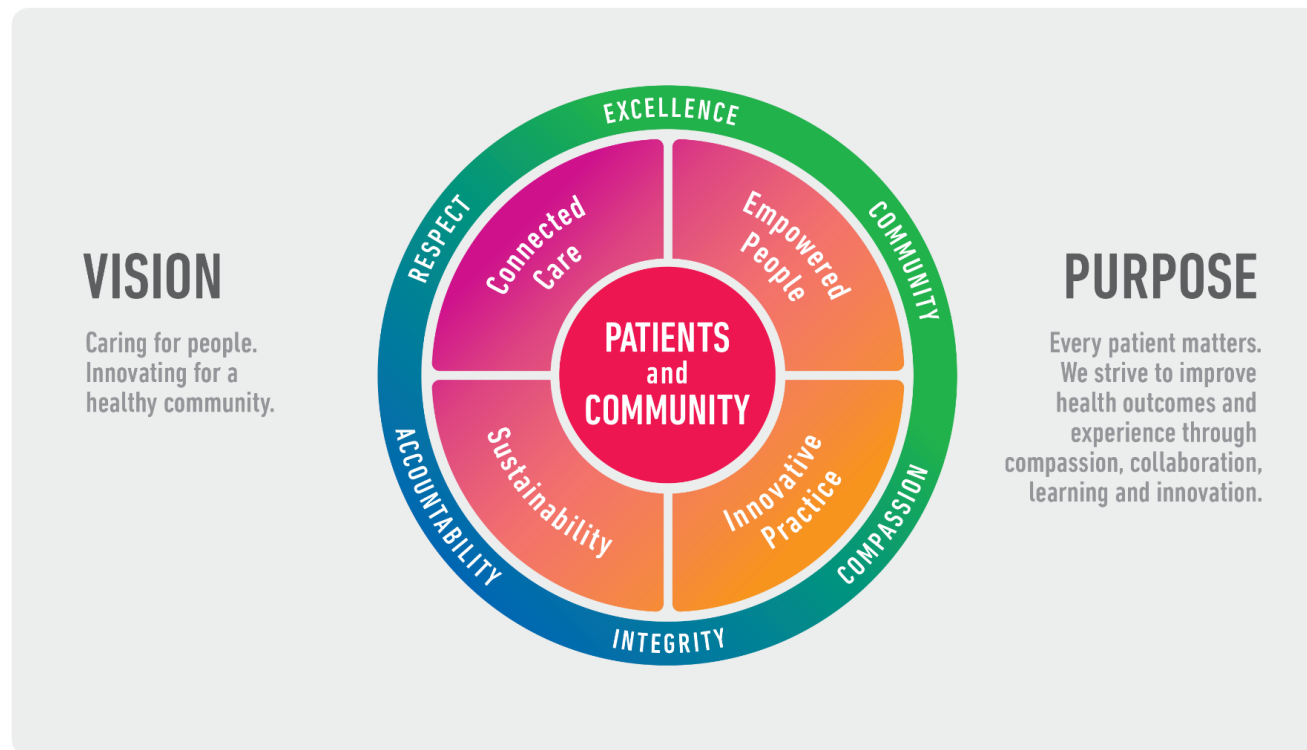
## 2. Overview of Epworth HealthCare

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 *Respect, Excellence, Community, Compassion, Integrity and Accountability*. More information can be found on the [Epworth website](#).

Epworth's purpose is to improve the health, wellbeing and experience of every patient by integrating clinical practice with education and research and our vision is to consistently deliver excellent patient-centered care with compassion and dignity.

### 3. Epworth HealthCare Strategy



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

**Connected Care** – Partner with our patients through an integrated, holistic experience tailored to their needs and choices, enabling them to achieve their wellness potential

**Empowered People** – Enable and empower our people and teams to be their best and make a difference to the patient experience

**Innovative Practice** – Make a difference to our community through encouraging the ideas of our people and finding new and better ways to care and support care delivery

**Sustainability** – Be accountable to use resources wisely; to ensure organisational sustainability, enhance access, support the patient journey and create greater capacity for care.

## 4. Purpose of the Position

The Grade 5 works closely with staff within the CSSD, Loans, Perioperative and Prostheses teams to ensure a high standard of compliance to Australian Sterilisation Standard (AS/NZS 4187:2014) for Reusable Medical Devices such as surgical instruments. Working within a self-directed framework, the CSSD Grade 5 will contribute to the overall performance of the Perioperative team by ensuring the team work and comply within the established standard and protocol in reprocessing of Reusable Medical Devices (RMD) and in a timely manner. Management of team member to ensure compliance to code of conduct and standards within the department. The Garde 5 must also ensure that all mandatory quality monitoring is up to date and rectify immediately if there is any discrepancies. This position required to assist the CSSD Manager in day to day operational activities.

The Garde 5 will utilise available resources, promote and participate in all required standards and quality activities, and provide outstanding customer service to ensure a positive stakeholder experience.

## 5. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<b>Patient Care</b> <ul style="list-style-type: none"><li>• Practice in accordance with the National Safety and Quality Health Service (NSQHS) Standards</li><li>• Practice in accordance with legislative and common law requirements</li><li>• Utilises a reflective, critical thinking and evidence-based approach to the care of patients</li><li>• Communicates openly and effectively with inter-departmental staff to ensure positive and efficient delivery of service</li><li>• Timely and accurate documentation of variances from protocol – e.g. Risk Man</li><li>• Timely reporting of issues or concerns to Manager (or delegate)</li><li>• Demonstrate empathy and compassion to colleagues and external customer</li><li>• Respect and uphold the dignity and rights of consumers, relatives, carers, colleagues and members of the community</li><li>• Maintain patient confidentiality as prescribed by the relevant Acts and organisational policies and protocols</li><li>• Practices in accordance with Infection Control Standards</li><li>• Sound relationship developed and maintained with customers</li><li>• Organizes, plans and prioritizes work to meet job demands</li></ul>	<ul style="list-style-type: none"><li>• Compliance with mandatory and department specific competencies every 12 months or as prescribed</li><li>• Compliance with AS/NZS4187:2014 and NSQHS Standards</li><li>• Compliance with legislative and common law requirements</li><li>• Patient and customer service satisfaction surveys to be within organisational targets</li><li>• Sound relationships developed and maintained with customers</li><li>• Compliance with Information Privacy Act (2000) and the Health Records Act (2000)</li><li>• Compliance with EEO &amp; Social Media Policies and Protocols of Epworth HealthCare</li><li>• Finishes work on time and to a high standard as per KPI</li></ul> <p>Key Performance Indicators (KPI)</p> <ul style="list-style-type: none"><li>• Risk Man – investigated and responded within 10 days</li><li>• Mandatory competency – 100% at all times</li><li>• All required documentation related to standards up to date according to schedule</li></ul>

<p><b>Team Work</b></p> <ul style="list-style-type: none"> <li>• Works cooperatively and collaboratively with all members of the multidisciplinary team</li> <li>• Provides positive and constructive feedback to other team members</li> <li>• Actively participates as a member of the department team</li> <li>• Ensure effective and timely handover between shifts</li> <li>• Attends and actively participates in department and team meetings</li> <li>• Participates in formal and informal feedback with team members</li> <li>• Collaborates with other Supervisors/Team leaders to ensure timely and quality work output</li> </ul>	<p>KPIs</p> <ul style="list-style-type: none"> <li>• Attends all department meeting</li> <li>• Daily staff handover documented</li> </ul>
<p><b>Additional Managerial responsibilities</b></p> <ul style="list-style-type: none"> <li>• Assist to plan a fair and equitable rostering</li> <li>• Ensure fair and equitable Daily allocations</li> <li>• Manage conflicts effectively and fairly within team members in conjunction with People and Culture processes</li> <li>• Documenting appropriately for any arising issue</li> <li>• Report timely to NUM for any issue that that is not within Epworth value</li> <li>• Conduct annual PDP with allocated team members</li> <li>• Coordinate with Loan, consignment and Set-up team to ensure timely delivery of workload</li> <li>• Perform any required audit as directed</li> <li>• Manage resources effectively</li> <li>• Leadership role modelling according to Epworth Code of Conduct</li> <li>• Oversee the smooth workflow between Loans, Consignment, Set-up and CSSD department</li> <li>• Liaise with Theatre NUM and ANUM regarding daily requirements and problem-solving as required</li> <li>• Solution focus for any issues arising</li> <li>• Regularly update NUM of processes and team progress</li> <li>• Awareness of financial obligation and responsibility</li> <li>• Effectively disseminate and execute instruction from direct manager</li> <li>• Provide leadership with appropriate supervision to other team members</li> </ul>	<p>KPIs</p> <ul style="list-style-type: none"> <li>• 4 weeks Roster plan completed and handover to NUM or delegate to be published in My Roster in a timely manner according to EBA i.e. before 2 weeks into the current roster</li> <li>• Plan roster/allocations to ensure fair and equitable workload within team and appropriate daily skill mix</li> <li>• Conduct timely meetings to resolve any conflicts or complaints by team members or customers</li> <li>• Conduct meetings to discuss with team member any performance or behavioural issues, with timeframe for improvement</li> <li>• Perform at least 50% of staff PDP review</li> <li>• Escalate immediately any unresolved issues to the CSSD Manager</li> <li>• Document all meetings and provide copies to the CSSD Manager</li> <li>• Roster staff within the budgetary guidelines</li> </ul>

<p><b>Quality Improvement</b></p> <ul style="list-style-type: none"> <li>• Strives to consistently improve service delivery</li> <li>• Provides suggestions and feedback to Team Leader or Manager on quality activities</li> <li>• Actively participates in quality improvement activities within the department in accordance with the National Standards for Clinical Excellence and ACHS Accreditation Standards</li> <li>• Active participation in allocated project(s)</li> <li>• Improvement in performance of department and Epworth healthcare site</li> <li>• Show a proactive attitude in reviewing, supporting and implementing relevant research into the environment</li> <li>• Accurate and legible documentation as per unit protocol</li> <li>• Accurate documentation on receipt, delivery and return of Loan equipment</li> <li>• Liaises with relevant surgical instrument companies any discrepancies, to ensure complete delivery of loan kits</li> <li>• Accurate checking in and out of prostheses and accurate documentation of such forwarded to Prosthesis team to enable revenue collection</li> <li>• Ensure prosthesis as documented are present and are available as required and are tracked</li> </ul>	<p>KPI</p> <ul style="list-style-type: none"> <li>• 100% compliance and accurate documentation for all quality testing according to AS4187</li> <li>• 100% accurate documentation either hardcopy or softcopy quarterly random audit as schedule</li> <li>• Evidence of at least one initiative or quality activities annually</li> </ul>
<p><b>Personal and Professional Development</b></p> <ul style="list-style-type: none"> <li>• Participates in prescribed performance development system annually</li> <li>• Evaluates personal performance and plans self-development</li> <li>• Supervise Grade 2 to Grade 4 Techs and students</li> <li>• Participates in the orientation and mentoring of new and casual staff</li> <li>• Participates in and provides as requested by NUM (or delegate) education to department staff and students</li> <li>• Display a resilient and professionalism when managing crisis or any interpersonal relationship issue</li> <li>• Completion of annual performance appraisal</li> <li>• Participation in in-services, department education, department meetings</li> <li>• Completion of objectives outlined in self-development plan (provide evidence of)</li> <li>• Training of staff in relevant department specific activities (when requested by Manager or Educator)</li> </ul>	<p>KPI</p> <ul style="list-style-type: none"> <li>• Participate in annual performance development</li> <li>• Participate at least 2 in-service or training conducted internally or externally</li> <li>• Assist in reviewing and update at least one procedure document annually</li> </ul>

<ul style="list-style-type: none"> <li>Working towards excellence through research and study in process improvement</li> </ul>	
<b>Customer Service</b> <ul style="list-style-type: none"> <li>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers</li> <li>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and Epworth employees</li> <li>Build customer relationships and greet customers promptly and courteously</li> <li>Actively seek to understand multi-discipline team expectations and issues</li> <li>Proactively escalates concerns when necessary to ensure resolution of any current or potential breakdown in processes and systems that impact patient care and customer service</li> <li>Consistently meet or exceed the expectations of our patients and customers at all times</li> </ul>	<b>KPI</b> <ul style="list-style-type: none"> <li>Less than 10% of Risk Man incidence against total work load monthly</li> </ul>
<b>Safety and Wellbeing</b> <ul style="list-style-type: none"> <li>Participate actively and positively in the area of OHS to reduce all hazards and incidents within the workplace</li> <li>Proactive in workplace risk mitigation</li> <li>Comply with all Epworth's OHS policies, protocols and safe work procedures at all times</li> <li>Ensure your actions do not put yourself or others at risk (as per Sections 21 &amp; 22 under the OHS Act 2004)</li> <li>Report all hazards, incidents, injuries and near misses immediately to your NUM and log them in Risk Man</li> <li>Participate in and complete mandatory safety training on an annual basis and as required</li> <li>Actively participate and contribute to the OHS consultation processes</li> </ul>	<b>KPI</b> <ul style="list-style-type: none"> <li>Participate in workplace inspections with HSR at least 50%</li> <li>Annual Safety mandatory competency – 100% at all times</li> </ul>

## 6. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Completed a Certificate III and IV in Sterilising Services or other relevant qualification</li> <li>Working knowledge of relevant regulation and standards impacting on sterilizing services</li> <li>Certificate in Supervisory and Management or any relevant management qualification</li> <li>Certificate IV in Training and Assessment</li> <li>Knowledge of Infection Control Standards and Practices</li> </ul>
Previous Experience	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Minimum 3 to 4 years clinical experience as an Instrument Technician</li> <li>Strong customer focus</li> <li>Effective and good communication skills at all level</li> </ul> <p><b>Desirable</b></p> <p><b>Experience in a tracking system preferred (T-DOC system)</b></p> <ul style="list-style-type: none"> <li>Relatable experience in private healthcare</li> </ul>
Required Knowledge & Skills	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Complete training and ability to work in specialty areas including set-up, consignment and loans instruments</li> <li>Knowledge and commitment to Acts, Agreements and Epworth Healthcare directions, policies, procedures and staff code of conduct</li> <li>Knowledge and understanding of National Standards for Clinical Excellence and ACHS Accreditation Standards</li> <li>Solid computer skills</li> <li>Demonstrate role model behaviour according to Epworth code of conduct</li> <li>Superior conflict resolution skills</li> </ul>
Personal Attributes & Behaviours  All employees are expected to consistently work in accordance with Epworth's values and behaviours.	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Effective communication and interpersonal skills</li> <li>Willingness and ability to work within a team environment</li> <li>Ability to learn new skills</li> <li>Commitment to customer service and quality outcomes</li> <li>Ability to respond to direction</li> </ul>

	<ul style="list-style-type: none"> <li>• Belief in patient centred care</li> <li>• Committed to providing a safe environment for patients &amp; colleagues</li> <li>• Professional work ethic</li> <li>• Practices within the ethos of the Epworth HealthCare Values &amp; Behaviours</li> <li>• Self-motivated and self-directed</li> </ul>
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#### Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
Jun 2018	Jun 2019	Jan 2021 Nurse Unit Manager CSSD

#### 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: \_\_\_\_\_