

## 1. General Information

<b>Position Title:</b>	Intensive Care Unit Technician
<b>Position Reports to:</b>	Epworth Richmond Intensive Care Unit - Nurse Unit Manager, ICU
<b>Enterprise/Individual Agreement:</b>	Health & Allied EBA
<b>Classification/Grade:</b>	Instrument Technician – G1 (IT04) - G3 Y7 (IT37)
<b>Key Relationships - internal and external</b>	Communicating with Medical and Nursing staff, patients, general public, external assisting organisations, theatre technicians and more – this position has a broad range of engagement

## 2. Overview of Epworth HealthCare

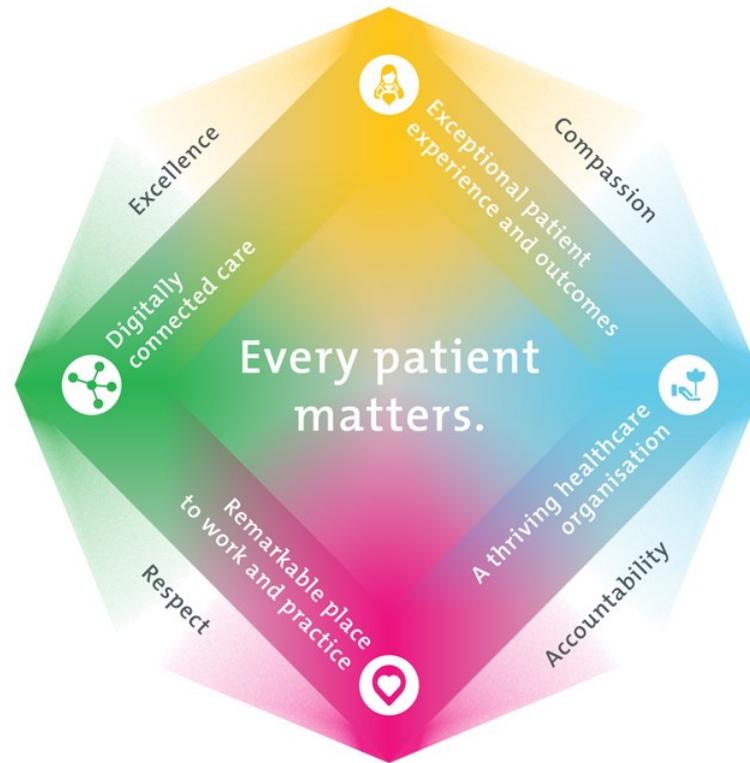
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our 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.
<b>Exceptional patient experience and outcomes</b> - To empower our patients and deliver compassionate, expert and coordinated care.
<b>A thriving healthcare organisation</b> - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.
<b>Remarkable place to work and practice</b> - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.
<b>Digitally connected care</b> - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

## 4. Purpose of the Position

# Position Description



[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
<i>Leadership and culture</i>	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.
<i>Consumer Partnerships</i>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
<i>Effective Workforce</i>	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
<i>Clinical Safety and Effectiveness</i>	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.
<i>Risk Management</i>	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
<p><b>Clinical Care</b></p> <p>To provide quality service within the Intensive Care Unit environment, in relation to patient care, the handling of equipment and transport services. Working within a self-directed framework the ICU Technician will contribute to the overall performance of the Unit ensuring consistency with Epworth's Mission and Values.</p>	<ol style="list-style-type: none"> <li>100% compliance with mandatory competencies by designated dates.</li> <li>Demonstrated safe, efficient and co-operative assistance in bedside care by practicing under the supervision of registered nurses within scope of practice, attending assistance calls promptly and effectively. Providing regular reports on equipment use, issues and new requirements.</li> </ol>

# Position Description



	<ol style="list-style-type: none"> <li>3. Working within a highly clinical environment, with competing demands and demonstrating this with a daily/monthly/as required Task Schedule for all duties.</li> </ol>
<p><b>Customer Service</b></p> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers. Treats all patients, families and staff in a courteous and polite manner. Respects the privacy and rights of all patients', relatives and members of the community. Maintains patient confidentiality at all times.</p>	<ol style="list-style-type: none"> <li>1. Achieve nil customer complaints and foster sound relationships developed within all aspects of client and team based activities. Regularly reporting with NUM/Equipment nurse on customer service requirements.</li> <li>2. Compliance with Information Privacy Act (2000) and Health Act (2000)</li> </ol>
<p><b>Risk and Safety Management</b></p> <p>Provides and maintains a safe work environment at all times. Takes responsibility for own health and safety and practices in accordance with Infection Control Standards.</p>	<ol style="list-style-type: none"> <li>1. Completion of annual safe moves competency training as well as completion of Appropriate Workplace Behaviours online program. Familiar with Epworth Healthcare policies and standards related to OH&amp;S</li> <li>2. Reports any non-compliance to standards, to Manager when identified.</li> </ol>
<p><b>Quality Improvement</b></p> <p>Strives to continually improve quality delivery of care and actively participates in quality activities in maintaining equipment in Intensive Care. Ensuring all equipment is maintained and all faults are reported immediately to senior staff.</p>	<ol style="list-style-type: none"> <li>1. Participation in quality activities related to Daily Equipment checks.</li> <li>2. Maintaining and presenting documentation that is thorough and accurate at all times.</li> <li>3. Awareness of NATA guidelines and adherence to policies for all Medical laboratory activities as and when the due times and dates are deliverable.</li> </ol>
<p><b>Personal and Professional Development</b></p>	<ol style="list-style-type: none"> <li>1. Completion of annual performance appraisal and completion of objectives outlined in self- development plan.</li> <li>2. Participation in in-services and ward meetings as they fall due.</li> </ol>

# Position Description



<p>Participates in prescribed performance development system annually and provides support to nurses for equipment and consumable location and troubleshooting.</p>	
<p><b>Ordering of consumables</b></p> <p>Financial awareness of consumable use. Awareness of guidelines controlling storage requirements of sterile equipment.</p>	<ul style="list-style-type: none"> <li>• Demonstrates cost efficient awareness of stock ordering adhering to budget at all times.</li> <li>• Rotation of consumables to ensure minimal wastage and maintaining expiration records.</li> <li>• Ensuring all stock is stored in a manner that complies with standards. Prepare and undertake regular audits to verify stock is properly utilised, labelled and stored, rotated.</li> </ul>
<p><b>Customer Service – Staff</b></p> <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>• 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 (customers) expectations and issues</li> </ul> <p><b>Integrity &amp; Accountability</b></p> <ul style="list-style-type: none"> <li>• Consistently acts in alignment with organisational values, maintaining honesty, professionalism, and ethical conduct.</li> <li>• Takes responsibility for actions and follows through on tasks without prompting.</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 (Acknowledge, Introduce, Duration, Explanation of activity, Thank you to patient and family)</li> <li>• Issues are escalated to the manager and resolved in a timely manner</li> </ul>

<ul style="list-style-type: none"> <li>Escalates concerns promptly and appropriately, ensuring clinical and operational issues are not overlooked.</li> </ul> <p><b>Communication &amp; Availability</b></p> <ul style="list-style-type: none"> <li>Maintains regular, effective communication with the Associate Nurse Unit Manager/Nurse in Charge/Team Leader.</li> <li>Ensures they are accessible and responsive during shifts, providing updates on workload, patient/customer issues, or barriers to service delivery.</li> <li>Seeks guidance when required and collaborates with leadership to support smooth workflow and high-quality customer care.</li> </ul>	
<p><b>Safety and Wellbeing</b></p> <p>Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace:</p> <ul style="list-style-type: none"> <li>Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan</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>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>Certificate III in Health Services Assistance</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>Medical terminology</li> <li>Theatre Technician A</li> </ul>

# Position Description



	<ul style="list-style-type: none"> <li>• Certificate IV in Operating Theatre Technical Support</li> <li>• Paramedicine Training</li> </ul>
Previous Experience	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Experience in set up equipment</li> <li>• Carrying out maintenance checks and cleaning of intensive care equipment and bedside technical support</li> <li>• Advising and training medical staff on the use of equipment</li> <li>• Routine administration tasks</li> <li>• Work in a rotating roster of varying shifts</li> </ul> <p>]</p> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Demonstrated commitment to following NATA guidelines within laboratory activities</li> <li>• Decontaminating machinery</li> </ul>
Required Knowledge & Skills	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Basic computer skills</li> <li>• Knowledge of quality activities and delivering these in a professional manner</li> <li>• Maintenance of accurate records and documentation on all quality activities</li> <li>• Assisting Laboratory manager in the maintenance and troubleshooting of the Intensive care laboratory</li> <li>• Maintenance of safety standards throughout all activities to ensure compliance with OH &amp;S guidelines</li> <li>• Ensuring stock rotation and ordering is performed in the most cost efficient and accurate manner</li> <li>• Diligence in the manipulation and cleaning of all equipment ensuring infection control standards are always met</li> <li>• Ability to set priorities and work under pressure</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience in patient care in acute hospital setting</li> <li>• Experience with blood gas analysers</li> <li>• Experience with defibrillators and monitors</li> <li>• Experience with infusion pumps and syringe drivers</li> <li>•</li> </ul>

# Position Description



<p><b>Personal Attributes &amp; Values</b></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>• Strong positive customer service focus and behaviour</li> <li>• Commitment to continuous improvement in customer service and quality outcomes</li> <li>• Excellent communication skills</li> <li>• Professional behaviour at all times when dealing with clients and co-workers</li> <li>• Positive team member</li> <li>• Committed to Epworth’s Missions and Values</li> <li>• Ability to work in a dynamic environment with client focused outcomes. Ability to respond to direction.</li> </ul>
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**Document Control**

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
February 2013	March 2026	Nikki Harrison, NUM ICU

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