

## 1. General Information

<b>Position Title:</b>	Instrument Technician - CSSD
<b>Position Reports to:</b>	CSSD Unit Manager/Nurse Unit Manager
<b>Enterprise/Individual Agreement:</b>	Epworth Healthcare Allied Health Professionals Enterprise Agreement 2022
<b>Classification/Grade:</b>	
<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 - Medical Equipment Loans and Repair Service Company Representatives and Suppliers, SRACA, Other Customers.

## 2. Overview of Epworth HealthCare

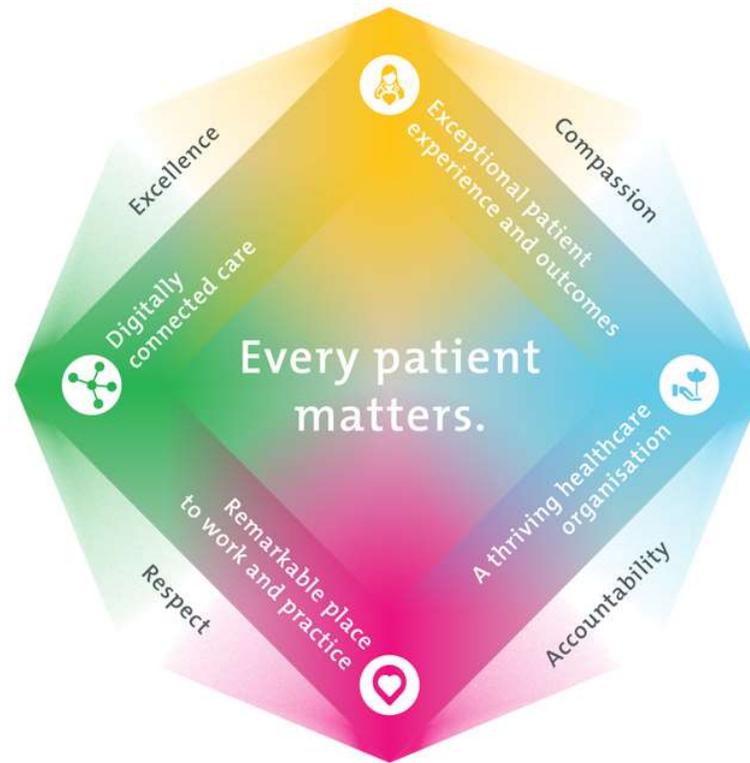
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our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

The purpose of this position is to contribute to Infection prevention and control and overall patient safety by provision of quality reusable medical devices through sterilization and disinfection processes. Working within a self-directed and cohesive team, the CSSD Technician will support the theatre team by collection, cleaning, decontamination, inspection, testing, packaging, sterilization, storage and distribution of reusable medical devices and equipment. The Instrument Technician will have to contribute to efficient workflow through the department regularly and utilize available resources effectively. The Technician will succeed in this key role by promoting and participating in all the required standards, quality activities, policies, and procedures. A high standard of compliance in accordance with the Australian Sterilization Standard (AS/NZ 4187), National Safety and Quality Health Service (NSQHS) Standards and HICMR Guidelines for healthcare will need to be maintained by the Technician.

Under general supervision, the primary function of the CSSD Technician is to work as a proactive member of the CSSD team to perform duties of general nature. Grade 3+ Technicians can progress to undertake work of a more complex nature, rotating through all reprocessing areas of CSSD. Reporting to the CSSD Management, the Technician will play an active role in timely reprocessing and supply of reusable medical devices and equipment to end-users. The work of a CSSD Technician will ensure efficient service delivery to Epworth of sterile products to support patient care and ensure positive patient and clinical outcomes by effective teamwork and quality customer service.

Within the Epworth team, the Technician will participate in building community-based culture that fosters a spirit of achievement, capability, and development by ensuring consistency with Epworth's Mission, Values and Behaviours that enables "Excellence - Everywhere, Everyday."

## 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>Teamwork</b></p> <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> <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> <li>Ensures daily flow of work in CSSD, shares workload with team members fairly and functions harmoniously within the multicultural team.</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> <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> <li>Models Epworth's Values and Behaviours at all times.</li> <li>Participates in and supports training to department staff and</li> </ul>

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<ul style="list-style-type: none"> <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>	<p>students when required by CSSD Manager or Coordinator.</p> <ul style="list-style-type: none"> <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>
<p><b>Communication</b></p> <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>
<p><b>Planning, Organising and Prioritizing</b></p> <ul style="list-style-type: none"> <li>• Organizes, plans, and prioritizes work to meet job daily demands.</li> <li>• Assesses workload to ensure accurate and timely delivery of service.</li> <li>• Inform supervisor of inability to meet time schedules and deadlines.</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>• 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> <li>• 100 % loan sets processed and ready for use and return (turnaround).</li> </ul>
<p><b>Quality Improvement</b></p> <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 EQiP National Accreditation Standards.</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of participation in quality activities.</li> <li>• Improvement in performance of department and Epworth healthcare site and patient care.</li> <li>• Timelines and quality standards meet requirements and operational needs.</li> </ul>

<ul style="list-style-type: none"> <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>• 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>
<p><b>Personal and Professional Development</b></p> <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 training.</li> <li>• Participates actively in prescribed performance development system annually.</li> <li>• 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.</li> <li>• 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 specialty 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> <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><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.</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>	<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>• Issues are escalated to the manager and resolved in a timely manner</li> </ul>
<p><b>Quality and Risk</b></p> <ul style="list-style-type: none"> <li>• Practices in accordance with Infection Control and Sterilizing Standards.</li> <li>• Ensures sterilising monitoring (batch, biological and chemical) and tracking practices are in line with quality assurance, standards and safe operating procedures and accurately documented.</li> <li>• Ensures turnarounds for loans sets and prostheses are met and processed for use in line with required protocols and sterilizing standards (AS4187).</li> <li>• Ensures full handover each shift to fellow colleagues, floor coordinator or manager.</li> <li>• Assists in conducting risk audits and hazard reduction controls.</li> <li>• Participates in quality activity projects within the CSSD.</li> <li>• Contributes and seeks continuous improvement of standards and outcomes within CSSD.</li> <li>• Sterile stock checked and rotated effectively and efficiently to maintain integrity.</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance with all Epworth HealthCare policies, protocols, standard and guidelines.</li> <li>• National accreditation status maintained.</li> <li>• Quality activities and outcomes are documented and available.</li> <li>• 100 % compliance with infection control and WHS policies and practices.</li> <li>• Participating in department meetings, surveys, and in-services.</li> <li>• Involvement in quality projects, individually or in groups, demonstrates improvement.</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>
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## 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> <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>
Required Knowledge & Skills	<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, NSQHS and 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> </ul>

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	<ul style="list-style-type: none"> <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> </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><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>• 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.</li> <li>• 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 initiative, motivation, and confidence.</li> </ul>

# Position Description



## Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
May, 2023	May, 2023	C.S.S.D Manger

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