

Position Description



1. General Information

Position Title:	Central Sterile Supply Department Manager
Division/Department:	Central Sterile Supply Department
Position Reports to:	Associate Director Clinical Services, Perioperative
Enterprise/Individual Agreement:	Epworth HealthCare Health and Allied Services Enterprise Agreement 2022
Classification/Grade:	Instrument Technician G6 (IT51)
Location:	Epworth Freemasons
Employment Status:	Permanent Full Time
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	14.5 EFT \$1.8m total operating expenses
Key Relationships - internal and external	• Theatre Management Team • CSSD/Theatre Coordinators • CSSD Technicians • Clinical Nursing Staff • Quality • Infection Control • People & Culture • Biomed and Engineering Unit Services • Support Services Staff • External Equipment Service • Medical Company Representatives

2. Overview of Epworth HealthCare

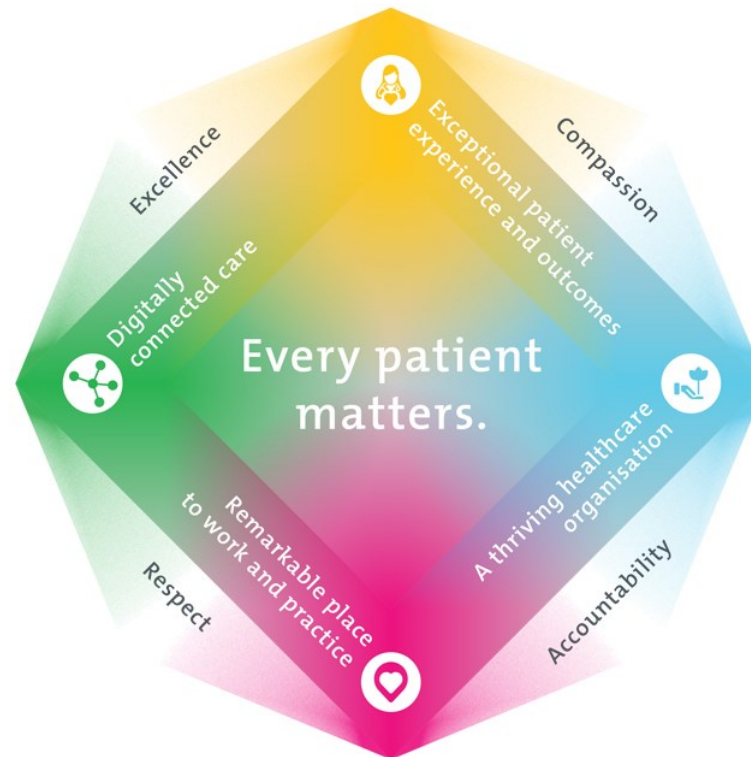
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our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

To provide leadership, governance and ongoing development of the Central Sterile Supply Department in accordance with strategic and operational domains and industry standards.

Ensuring a safe and efficient service delivery to Epworth Eastern of sterile products to support patient care and ensure positive clinical outcomes by effective use of human and fiscal resources and quality customer service.

Effective management of all resources within a continuous improvement framework to optimise the quality, activity, business development and financial performance of the unit.

As a member of the senior management team the CSSD Manager interacts with internal and external stakeholders and other clinical support managers, role modelling behaviours and attitudes that are consistent with Epworth Visions and Values and ensure the CSSD operates within a performance framework to drive a culture of accountability, best practice and innovation.

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
Leadership • Provision of strong leadership and management of the CSSD team, modelling and leading a positive culture that builds a working environment in line with Epworth's goal to be an employer of choice • Build workforce capability through coaching, developing and growing talent and performance management • Identify knowledge and skill gaps and implement training programs to ensure that the team's skills are maintained and developed to meet current and future business needs • Through education and communication processes, foster employee understanding and adherence to regulations, statutory provisions and reporting requirements. • Support, mentor and manage the team to ensure the service is delivered in line with the Epworth HealthCare's strategic plan and values • Strategic workforce planning to meet current and future operational requirements • Oversee the HR KPIs to ensure that they are maintained at agreed levels • Develop and oversee portfolios for CSSD Coordinators and senior staff for delegation and development • Understanding of daily requirements and forecasting activity to facilitate appropriate resource management	• HR KPI's (e.g. mandatory training, leave management, PDP's completion, safety, turnover, performance management) • Engagement survey, entry and exit survey, sick leave and turnover data reviewed and responded to maximize engagement • Labour hours management KPI • Active participation in group and site level meetings and activities. • Achievement of staff rounding KPI • Compliance with Epworth Healthcare policies and protocols
Service • Ensure the service is delivered in accordance with legislative, professional practice codes and hospital policy, standards, guidelines and procedures, including auditing processes (ISO standards, AS/NZ4187, ACORN, GENCA) • Provide advice on future state changes required to maintain compliance with regulatory standards and industry best practice requirements as they evolve, and recommend initiatives to ensure the CSSD demonstrate excellence and best practice at all times	• Lead and model an environment that is focused on customer service and delivery of service to the highest standards in line with Strategic and Operational Plans • 100% compliance with legislation, standards and regulations • Auditing of test results for mandatory reporting • Minimal customer complaints and actions followed up promptly • Riskman reporting completed within target

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• Develop and monitor quality assurance initiatives relating to the CSSD, ensuring regulatory standards and industry best practice procedures and protocols are being followed • Oversee the implementation of external auditing recommendations and actions from infection prevention and control risk assessment reports • Assist in prosthesis management and educate the CSSD team on accurately documenting use of prosthesis • Manage customer complaints according to hospital policy • Liaison and communication with VMOs and other external stakeholders • Maintain policy and procedure regarding sterile stock management, prosthesis management and record maintenance Benchmark performance of unit internally and externally	• Compliance with information privacy act (2000) and the health records act (2001) • Achievement of leader rounding KPI
Quality • Review the Theatre lists in advance to ensure appropriate instrumentation is available as required • Review and revise sterilizing practices to ensure they continue to meet relevant standards and hospital policies • Ensure all monitoring and tracking processes meet standards and are undertaken and documented • Liaise with the Engineering Department to ensure regular and timely maintenance of equipment and all equipment checked by Biomedical Engineer and Engineering department as scheduled • Maintain policy and procedures regarding sterile stock management and prosthesis management and record maintenance • Development and implementation of the departmental operational plan and associated quality initiatives • Continuous improvement through the quality projects and develop appropriate tools that support the implementation of the quality plan	• ACHS accreditation status maintained • 100% compliance with legislation, standards, regulations, including infection control and occupational health & safety policies and procedures • Quality activities and outcomes are documented and available • Ensure the effective and efficient supply of reusable sterile products to the hospital • Sterilizing monitoring and tracking practices meet appropriate standards and are documented • All sterile product supplied is sterile and stored to maintain sterility • 100% loan sets processed and ready for use and return. • Product recall follow up and Riskman reporting completed within target
Finance • Ensures strategic and business objectives are met to ensure that budgetary targets are achieved	• Effectively meet all KPIs and budget targets and ensure the smooth operations of the CSSD department, including: • minutes vs. labour hours

• Management of budget targets ensuring a balance between cost and service deliver, and ensuring labour hours and other KPIs are effectively managed • Ensure Prosthesis are available as required and are tracked. • Works in collaboration with their manager and senior managers (including business managers) to implement the unit budget in a manner that ensures all resources (human, financial and physical) are used to deliver safe, high quality clinical care in a cost effective manner.	• salaries and wages • direct costs • attendance management • casual staffing benchmarks • HR KPI's • 100% prosthesis documentation is obtained and matched against use.
Customer Service Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers. Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees. • Role model and actively promote a culture of high quality patient care • Provide excellent, helpful service to patients, visitors and staff • Communicate with clear and unambiguous language in all interactions, tailored to the audience • Build customer relationships and greet customers and patients promptly and courteously • Actively seek to understand patients' and their family's expectations and issues, using multiple strategies • 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 • Responds quickly and proactively escalate concerns when necessary • 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	• Patient and customer service satisfaction surveys within agreed targets • Use AIDET principles in all interactions • Compliments to complaints ratios • Completes leader rounding at agreed frequency • Issues are escalated to the manager and resolved in a timely manner

Safety and Wellbeing To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students. • 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 • Integrate and review OHS performance in staff PDPs • Ensure all direct reports are held accountable for safety performance and actions	• Adhere to infection control/personal hygiene precautions • Implement and adhere to Epworth OHS policies, protocols and safe work procedures • Ensure all hazards, incidents and injuries are reported in Riskman within 24 hours • Ensure all hazards, incidents and injuries are investigated and corrective actions implemented within agreed timeframes • Mandatory training completed at agreed frequency
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7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	Essential • Certificate in IV in Infection Control and Sterilization
Previous Experience	Essential • Minimum 3 years relevant experience in CSSD at a supervisor/manager level
Required Knowledge & Skills	Essential • Working knowledge of relevant regulation and standards impacting on sterilizing services (AS/NZ 4187, ACORN, HICMR, GENCA) • Understanding of private health industry and professional trends in infection control and sterilization • Excellent time management and organisational skills • The ability to inspire the team to superior levels of performance and demonstrate a commitment to ongoing education and development • Broad knowledge of financial management principles including budget preparation and budget management • High degree of computer literacy • Track record of effective people management • Clinical competence of all roles undertaken in CSSD

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Personal Attributes & Values All employees are expected to consistently work in accordance with Epworth's values and behaviours • Compassion • Accountability • Respect • Excellence	Essential • A 'can-do' attitude and solutions focussed approach • Consultative, respectful and engaging leadership style • Sophisticated communication and interpersonal skills • Ability to build and maintain rapport and effective relationships with key stakeholders • Ability to develop and motivate individuals and teams through coaching and positive role modelling • Ability to effectively plan and prioritise • Ability to design, promote and positively implement change • Demonstrates responsibility for the professional development of self and others • Contributes to an environment of continuous learning and quality improvement • Be passionate about the provision of excellent patient care and quality outcomes
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Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
September 2016	October 2018	ADCS Perioperative Services and P&C Manager

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: _____