

## 1. General Information

<b>Position Title:</b>	Theatre Technician
<b>Division/Department:</b>	Perioperative Services
<b>Position Reports to:</b>	Technician Manager
<b>Enterprise/Individual Agreement:</b>	Health and allied Services Enterprise Agreement 2012
<b>Classification/Grade:</b>	Grade 2-3
<b>Location:</b>	Epworth Richmond
<b>Employment Status:</b>	Casual/Part-Time/Full-Time
<b>Resource Management</b> (for Management positions only) <b>Number of Direct Reports:</b> <b>Budget under management:</b>	NA
<b>Key Relationships - internal and external</b>	<ul style="list-style-type: none"> <li>• Patients, inclusive of family member(s) and visitors</li> <li>• ESAs, Orderlies &amp; Hospitality Services Manager</li> <li>• Perioperative Services Managers, NUMs, ANUMs</li> <li>• Theatre Technicians</li> </ul>

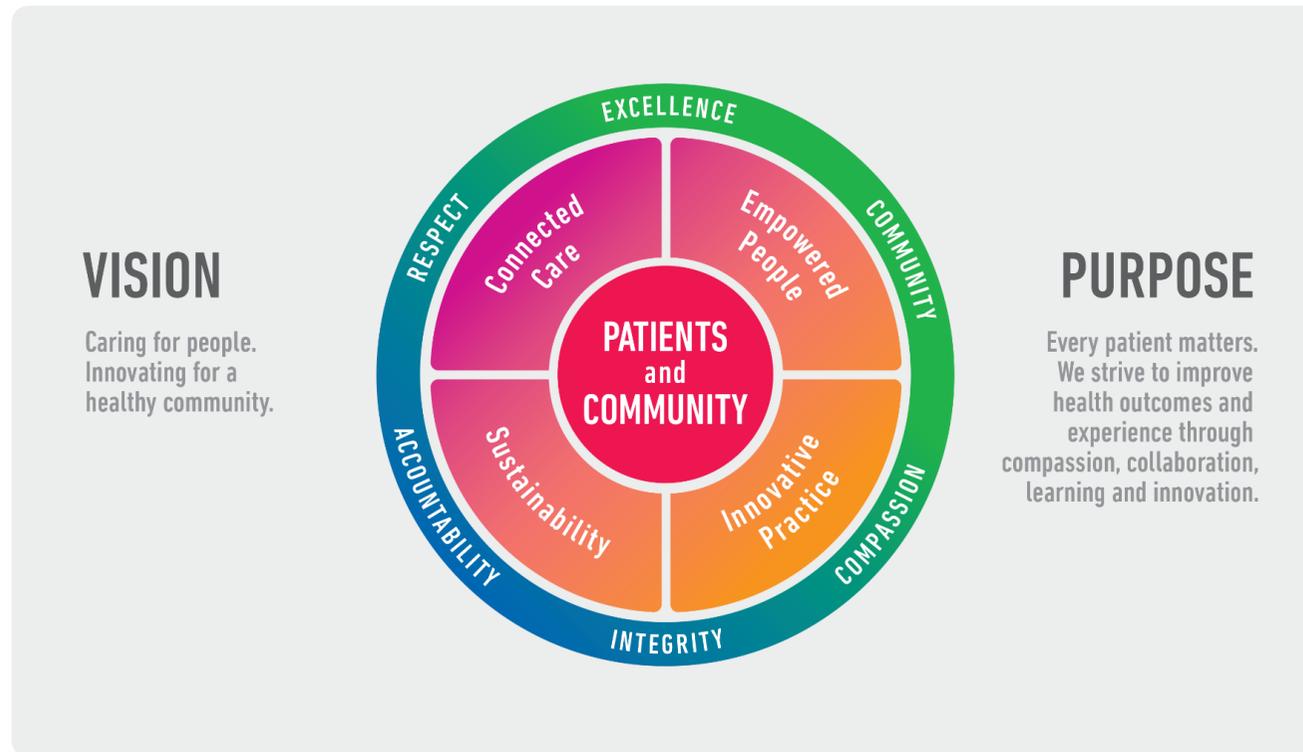
## 2. Overview of Epworth HealthCare

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 *Every Patient Matters*. We strive to improve health outcomes and experience through compassion, collaboration, learning and Innovation. Our Vision is *Caring for People. Innovating for a healthy community*.

## 3. Epworth HealthCare Strategy



<b>All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.</b>
<b>Connected Care</b> – Partner with our patients through an integrated, holistic experience tailored to their needs and choices, enabling them to achieve their wellness potential
<b>Empowered People</b> – Enable and empower our people and teams to be their best and make a difference to the patient experience
<b>Innovative Practice</b> – 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
<b>Sustainability</b> – 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

To collaborate and provide best practice as a high quality Theatre Technician within the Operating Suite environment in relation to patient care, handling of equipment and transport services in accordance with the patient’s physical, psychological, emotional, social and spiritual wellbeing. Working within either a guided or self-directed framework the Theatre Technician Grade 2/3 will contribute to the overall performance of the Operating Suite operational efficiency. In particular the Theatre Technician will utilise available resources, promote and participate in all national standards and quality activities and provide outstanding customer service to ensure positive clinical outcomes.

## 5. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p><b>Patient Care</b></p> <ul style="list-style-type: none"> <li>• Practice in accordance with Epworth Guidelines, Policies, Protocols and Standard Operating Procedures</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 interdepartmental staff to ensure positive and efficient delivery of service</li> <li>• Escalates issues and concerns to Manager in timely manner</li> <li>• Clearly explain procedures to patients in your care as relevant</li> <li>• Demonstrate empathy and compassion to patients and their family, colleagues and VMOs. Respect and uphold the dignity and rights of consumers, relatives, carers, colleagues and members of the community</li> <li>• Maintain patient confidentiality</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 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 Social Media Policies and Protocols of Epworth HealthCare</li> <li>• Finishes work on time and to a high standard</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 others team members</li> <li>• Actively participates as a member of the departments team</li> </ul>	<ul style="list-style-type: none"> <li>• Attends and actively participates in department and team meetings</li> <li>• Feedback from team members</li> </ul>

# Position Description



<p><b>Quality Improvement</b></p> <ul style="list-style-type: none"> <li>• Strives to consistently improve service delivery and clinical practice</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</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of participation in quality activities</li> <li>• Improved patient care</li> <li>• Show a proactive attitude in reviewing, supporting and implementing relevant research into the clinical environment</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>• Participates in supervision of Grade 1 Techs and students Grade 1-3 (where requested by Manager or delegate)</li> <li>• Participates in the orientates new and casual staff</li> <li>• Participates in and provides education to department staff and students as requested by Manager (or delegate)</li> </ul>	<ul style="list-style-type: none"> <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 (and provide evidence of same)</li> <li>• Training of staff in relevant department specific activities (when requested by Manager)</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. 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>Safety and Wellbeing – Staff</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>

## 6. 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 (Operating Theatre Technician)</li> </ul>
Previous Experience	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Minimum 12 months clinical experience as a Theatre Technician</li> <li>• Strong customer focus</li> </ul> <p><b>Desirable</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>• 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> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Demonstrated role modelling behaviour</li> <li>• Superior conflict resolution skills</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>• Respect</li> <li>• Excellence</li> <li>• Compassion</li> <li>• Community</li> <li>• Integrity</li> <li>• Accountability</li> </ul>	<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> <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):
April 2016	November 2019	Theatre Technician Manager, Richmond

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