

Position Description | Te whakaturanga ō mahi

Te Whatu Ora | Health New Zealand

Title	Sterile Services Unit Manger		
Reports to	Operational: Service Manager Professional: Director of Allied Health, Scientific and Technical		
Location	Dunedin Hospital		
Department	Sterile Services		
Direct Reports	30	Total FTE	28FTE
Budget Size	Opex	Capex	
Delegated Authority	HR	Finance	
Date	February 2023		
Job band (indicative)			

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Te Mauri o Rongo – The New Zealand Health Charter (to be confirmed)

Te Mauri o Rongo is currently being finalised – this section provides an overview of anticipated content. In order to guide the culture, values, and behaviour expected of the health sector, Health New Te Mauri o Rongo provides common values, principles and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.

The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.

It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.

Wairuatanga	The ability to work with heart	<i>"When we come to work, we are able and supported by others to be our whole selves. When we return home we are fulfilled".</i>
Rangatiratanga	Ensuring that the health system has leaders at all levels who are here to serve	<i>"As organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all"</i>
Whanaungatanga	We are a team, and together a team of teams	<i>"Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. Together we are whānunga, we are the workforce - kaimahi hauora"</i>
Te Korowai Manaaki	Seeks to embrace and protect the workforce	<i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i>

About the role

The primary purpose of the role is to:

- Lead and manage the assigned service, providing leadership and coordination while ensuring an efficient, effective and safe service, within the available resources.
- Assume responsibility for service delivery processes, including management of financial performance, activity and production planning, human resource management, quality and risk management, certification and accreditation and other service delivery improvements within the service.
- Foster excellence in quality practice standards and professional conduct with a primary function of this role being to empower the profession-specific workforce.

Key Result Area	Expected Outcomes / Performance Indicators – Position Specific
Operational Leadership	<ul style="list-style-type: none"> • Demonstrate operational leadership in keeping with Southern Values • Coordinate skill mix, work force and succession planning and practice requirements • In partnership with AHS&T leaders, promote innovative and creative clinical practice with staff working to the top of their scope that is cost effective, validated by best practice and supported by research • Assess and effectively delegate activities taking into consideration individuals' knowledge and skill level and monitor their progress • Work to identify current and future staffing resource requirements and develop strategies to address these • Implement Southern DHB policies and processes. • Assist with the preparation of annual budgets and capital expenditure. • Report financial performance including variations and corrective actions
	Examples
	<ul style="list-style-type: none"> • Completion of annual customer questionnaire • Safe staffing skill mix, meets the needs of the service • Resource requirements and strategies identified against relevant data and service specifications.

	<ul style="list-style-type: none"> • Provides clear leadership, direction and vision to ensure a safe, supportive environment exists within the department • Maintains regular communication with and elevates issues to Surgical Services Manager • Documentation of procedures, product recall, tracking etc. • Identifies CAPEX requirements for service and works with Surgical Services manager to ensure timely purchase. • Financial variances are reported.
Practice Standards, Career Development	<ul style="list-style-type: none"> • Oversee the implementation of competencies for practice as per legislative requirements • Ensure ongoing assessment of performance • Ensure processes are in place to implement and monitor professional standards of all staff • Ensure there is a process in place for all staff to have a professional development plan and clinical supervision • Facilitate the provision of high-quality education and support for staff • Support remedial performance improvement processes where performance or competency issues are identified • Advise on career progression
	Examples:
	<ul style="list-style-type: none"> • Evidence of overseeing credentialling processes • Performance appraisals and Professional Development Plans of AHS&T workforce will be completed as per organisational requirements • Staff engagement in active education and professional development • Oversight of other processes documented as appropriate
Recruitment	<ul style="list-style-type: none"> • Advise on minimum clinical requirements for vacant positions • Oversee and advise where necessary on recruitment • Determine that all credentialling requirements are met prior to appointments • Advise on salary scale placement
	Examples:
	<ul style="list-style-type: none"> • Be actively involved in the recruitment and selection process and ensure team members are appropriately qualified. • Maintain a comprehensive orientation programme for new staff.
Workforce Development Needs	<ul style="list-style-type: none"> • Advise on the impact of potential professional service initiatives, considering skill mix
Service Delivery	<ul style="list-style-type: none"> • Identify new/different opportunities for staff in service delivery • Participate (or delegate) in clinical/management partnership in the strategic review and development of service goals where required • Participate in projects that enhance sector and regional health initiatives • Work in collaboration with the Service manager and AHDs to identify current and future staffing requirements and develop strategies to address these • Project manage major capital purchases and installations while maintaining full service

	<p>Examples:</p> <ul style="list-style-type: none"> • Knowledge of Facility Standards • Ability to inform planning for contemporary facility design and safe, efficient workflows within the context of the current service and for the New Dunedin Hospital • Evidence of partnering with other clinical and operational managers in business plans/service development/ projects • Initiate and implement continuous audit programmes and follow-up processes including problem identification, action plans and feedback. • Undertake critical evaluation of work practice patterns. • Work with multidisciplinary team on programmes to increase efficiencies. • Accept responsibility for ensuring that procedures and work practice patterns are carried out in an efficient and cost-effective manner.
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Key Result Area	Expected Outcomes / Performance Indicators – All Te Whatu Ora Leaders
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership
Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes • Demonstrates awareness of colonisation and power relationships • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery • Willingness to personally take a stand for equity • Supports Māori-led and Pacific-led responses
Culture and People Leadership	<ul style="list-style-type: none"> • Lead, nurture and develop our team to make them feel valued • Prioritise developing individuals and the team so Te Whatu Ora has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others • Provides leadership that shows commitment, urgency and is visibly open, clear and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally • Implement and maintain People & Culture strategies and processes that support provide an environment where employee experience, development and performance management drive achievement of the organisation’s strategic and business goals • Ensures Business Unit culture develops in line with expectations outlined in Te Mauri o Rongo (the Health Charter, once developed), ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained & strengthened
Innovation & Improvement	<ul style="list-style-type: none"> • Be open to new ideas and create a culture where individuals at all levels bring their ideas on how to ‘do it better’ to the table

	<ul style="list-style-type: none"> • Model an agile approach –tries new approaches, learns quickly, adapts fast • Develops and maintains appropriate external networks to support current knowledge of leading practices
Collaboration and Relationship Management	<ul style="list-style-type: none"> • Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same • Work with peers in Te Aka Whai Ora Māori Health Authority and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services
Health & safety	<ul style="list-style-type: none"> • Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives • Taking all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes • Lead, champion, and promote continual improvement in health and wellbeing to create a healthy and safe culture
Compliance and Risk	<ul style="list-style-type: none"> • Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware
Quality and Performance	<ul style="list-style-type: none"> • Maintain professional and organisational quality standards. • Ensure delivered work is planned, delivered, and implemented consistently against quality standards. • Continuously identify improvement opportunities to perform job in most effective manner. • Investigate opportunities to achieve goals in a more efficient way.
	Examples:
	<ul style="list-style-type: none"> • Performance is in alignment with H.R. quality audit standards, organisational requirements, and professional standards.

Matters which must be referred to the [insert title of reporting manager]

Relationships

External	Internal
<ul style="list-style-type: none"> • National Specialty Groups • PSA, APEX and other relevant professional groups • Healthcare providers • Vendors • Clients • Contractors 	<ul style="list-style-type: none"> • Sterile Services Technicians • Service Manager • Sterile Services Unit Manager - Southland • Nurse Managers • Charge Nurse Managers • Clinical Leaders • All Allied Health Staff

- All Nursing Staff
- All Medical Staff
- Clinical Support Staff
- General Manager SSRD
- Medical Director(s) SSRD
- Infection Prevention and Control
- Occupational Health and Safety
- Facilities and Property
- Allied Health Scientific and Technical Professional Leaders

About you – to succeed in this role

You will have

Essential:

- Sterilising Technology Certificate Level 3 and Certificate in Advanced Sterilisation Technician – Level 5
- A minimum of seven years' experience relevant to the role, at least three of which must be current
- Membership of relevant national professional body
- Proven clinical leadership and management experience, with outstanding interpersonal and communication skills

Desired:

- Proven leadership skills
- Experience of management or supervision of a sterilising department.

Fitness:

- A reasonable level of fitness is required to cope with the demanding physical requirements of the job. The following denote the key physical requirements for the position: standing, walking, bending, sitting, stairs, simple grasping, fine manipulation, operating machinery / equipment, lifting, overhead reaching, carrying, pushing / pulling, twisting, climbing / balancing, and crouching / squatting.

You will be able to

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance
- Able to maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities

Te Whatu Ora

Health New Zealand

- Demonstrate a strong drive to deliver and take personal responsibility
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity
- Advocate for the Sterile Services Technician workforce as a member of the Perioperative Team and wider.
- Have the ability to communicate and work effectively with all staff levels and disciplines.
- Utilise and value the specialist knowledge base of the team.
- Demonstrate well-developed interpersonal and communication skills.
- To lead, facilitate and coach a professional team effectively.
- Be flexible and agile in response with fluctuating conflicting demands, prioritising work and tasks.
- Demonstrate integrity at a personal and professional level.
- Self-evaluate and reflect on your own leadership and practice.
- Demonstrate high motivation and be able to work in a stressful environment, maintaining high standards at all times.
- Demonstrate a commitment to cultural awareness and its application to Sterile Services.
- Demonstrate a strong commitment and genuine interest in quality and service.
- Demonstrate commitment to the development of the Sterile Services workforce
- Demonstrate commitment to providing clinical advice, support and education within the team, and other service areas as appropriate.
- Demonstrate commitment to actively support the Sterile Services Technician training program.
- Demonstrate an appropriate level of fitness and ability to perform the physical requirements of the job.
- Be computer literate.
- Be committed to ongoing service development and evolution in response to the changes that affect the way service is delivered.

Desired:

- Have knowledge and experience in safe facility and workflow design in the context of cleaning medical devices to appropriate standards

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.