

Position Description | Te whakaturanga ō mahi

Te Whatu Ora | Health New Zealand

Title	Sterile Services Coordinator		
Reports to	Sterile Services Unit (SSU) Manager		
Location	Dunedin		
Department	Sterile Services		
Direct Reports	Nil	Total FTE	N/A
Budget Size	Opex	N/A	Capex
Delegated Authority	HR	N/A	Finance
Date	25 May 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 whānaunga, 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

Primary purpose of the role:

The Sterile Services Coordinator role is clinically focused to provide the day-to-day leadership and coordination of SSU to ensure the operational efficient and effective utilisation of resources to provide the highest quality sterilising service to clients within and external to the Te Whatu Ora - Southern. They will ensure that the service provision will meet established practice and standards to mitigate risk to patients and staff.

The role does not have budget delegation but has delegated authority for operational management of staff within the Sterile Services Unit on a shift-by-shift basis.

The coordinator will work with and assist the SSU unit manager and the Education & Quality facilitator to monitor and promote established best practice and professional standards.

Key Result Area	Expected Outcomes / Performance Indicators – Position Specific
Operational Coordination	
Service Provision	<ul style="list-style-type: none"> • The day-to-day operations run effectively to maintain service provision and delivery to meet the needs of clinical demands within allocated resources. • Communicates effectively with all SSU team and other professional groups. • Coordinates and leads available resources to meet service provision to clinical areas so that sterile products are available for clients when required. • Contingency plans implemented for equipment breakdowns, changes to staffing levels and / or service demands. • Compromise to the required quality of service is elevated to SSU manager. • Notifies SSU manager of any activity or circumstance that may impact onto supply of consumables that affects service delivery and budget. • Coordination of workload that matches peak times. Incoming workload is monitored to ensure priorities are identified and processed.

	<ul style="list-style-type: none"> • You maintain good lines of communication with the team to ensure effective operation of services including additional services demands are communicated to team members. • Maintain open communication channels with clients and work toward improving service client relationship and satisfaction. • Ensure relevant information is share with team.
Quality and Risk management	<ul style="list-style-type: none"> • Actively contributes to quality improvements for service delivery to clients. • Continuously identifies quality innovation and initiatives. • Risks are identified and mitigated. • All action plans are followed through, you seek support from SSU manager when required. • You take an active part and provide leadership and support to the team when implementation of new initiatives and procedures occurs. • Assists with implementation of product trials to improve service and ensures compliance to AS/NZS4187 • Identifies quality initiatives and presents information to SSU management. • You notify SSU manager of areas of concern with service provision, staffing issues and non-compliance. • Actively contributes to health & safety activities and ensure Infection Prevention Control processes are maintained while facilitating team to actively participate. • Environment is kept clean, well maintained and safe. • Scheduled checks and balance testing and monitoring is completed to required parameters and results documented. Take actions if parameters are not met. • Monitoring and auditing requirements are completed on time. • Deviations from best practice occurs, action taken to bring practice to requirement. • Works with the E&Q facilitator on quality improvements and education requirements
Leadership and Motivation	<ul style="list-style-type: none"> • Actively creates and maintains a productive and positive work environment that meets best practice and service provision. • Team members are motivated, and their endeavours are valued • You lead and foster and maintain a cohesive team that works collaboratively to achieve service provision. • You supervise and work with team to lead and achieve required standards of output and quality. • Encourage initiatives and innovation to enhance best practice and service provision. • Knowledge is shared with team. • Participates in managing poor performance. • You promote a solution based culture to identify, initiate and promote change in relation to new and changing clinical practice that meets service demands • You consistently act as a role model by demonstrating a high standard of professional and technical competence that reflect the Te Whatu Ora – Southern and Perioperative values. • You collaborate with E&Q facilitator on quality and education initiatives
Documentation	<ul style="list-style-type: none"> • Maintain confidentiality of all information and documentation • Adhere to Te Whatu Ora - Southern documentation standards.

	<ul style="list-style-type: none"> • Ensures all documentation and records are completed to comply with quality and compliance requirements. • Your documentation is timely, clear, concise and accurate. • Report on quality and education activities monthly to SSU manager • You demonstrate a knowledge of Te Whatu Ora Southern information systems and is committed to ensuring staff are supported who are less familiar with the systems until they acquire knowledge/skills to utilise them effectively
Key Result Area Professional Responsibilities	<ul style="list-style-type: none"> • Expected Outcomes / Performance Indicators – Position Specific
Best Practice	<ul style="list-style-type: none"> • To ensure consistently high standards of processing medical devices, production goals and client service are maintained. • Consistently refer to and relate practice to standards and medical device manufacturers instructions. • Discuss and disseminate evidence based best practice and changes to procedures. • You adhere to professional and legislative standards of practice. • You practice in accordance with department and Te Whatu Ora – Southern policies and procedures. • You implement approved evidence-based best practice procedures and guidelines. • You maintain a sound knowledge of all sterilisations best practice, standards and procedures. • A safe working environment and practice is always promoted. • Non-compliance is identified and resolved. Where a remedy cannot be identify, non-compliance is reported to SSU manager • Practice and procedures are developed and implemented for all new medical devices in collaboration with the F&Q facilitator. • All medical devices and processing equipment is maintained in good working order. • Deflective medical devices and processing equipment is identified, repaired and tested before returning to operational status
Working in a collegial manner	<ul style="list-style-type: none"> • Establish and maintains good working relationships within Sterile Services team and the wider multi-professional groups. • Participate in and contribute to the functioning of Sterile Services • You participate as a team member to ensure the best outcomes for patients/ people. • Be a resource of information to lead the SSU team. • Work collaboratively with E&Q facilitator, trainers, manager. • Demonstrate commitment to an open and inclusive culture with an emphasis on collaboration with other professional groups.
Time management	<ul style="list-style-type: none"> • Manage own time, adopting a disciplined approach to establishing and following identified role-related priorities. • Your tasks are scheduled and completed in a timely manner. • Deadlines for goals, objectives and projects are met. • You are committed to achieving results through hard work and attention to detail.
Culturally Sensitive Practice	<ul style="list-style-type: none"> • Practices in a culturally safe manner. • In your interpersonal relationships you show respect, sensitivity and cultural awareness. • Differences are acknowledged by respecting spiritual beliefs, cultural practices and lifestyle choices.

Key Result Area	<ul style="list-style-type: none"> Expected Outcomes / Performance Indicators – Position Specific
Other Duties	<ul style="list-style-type: none"> Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience. Act as a role model for the Te Whatu Ora – Southern and Perioperative Organisational Values.
Self-Management and Professional Development	<ul style="list-style-type: none"> Identifying areas for personal and professional development Develop and maintain professional competency. Develop both personally and professionally to meet the changing needs of your career and profession. Reflect on and evaluate the effectiveness of own practice. Training and development goals are identified/agreed with your manager annually. You actively seek feedback and accept constructive criticism. Completes and maintains own portfolio and registration under the NZSSA. You maintain an up-to-date professional development plan. You maintain your own competencies and practice. Shares any learning with SSU team. Deputies for manager when required.
Health, Safety and Wellbeing	<ul style="list-style-type: none"> Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Te Whatu Ora - Southern Health, Safety and Wellbeing policies, procedures and systems. You understand and consistently meet your obligations under Te Whatu Ora - Southern Health and Safety policy/procedures. You actively encourage and challenge your peers to work in a safe manner. Effort is made to strive for best practice in Health and Safety at all times.

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

	<ul style="list-style-type: none"> • 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 • 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

Matters which must be referred to the Sterile Services Unit Manager

- Staff conduct, attendance and behaviour that is outside the scope of the Coordinator Role
- Payroll or budget matters
- Health and Safety matters, injuries, and serious adverse events.
- Facility and plant outages (planned or unplanned) that actually or potentially interrupt services.
- Rostering.
- Quality Improvement initiatives and progress

Relationships

External	Internal
<ul style="list-style-type: none"> • Clients • Service Contractors • National Specialty Groups 	<ul style="list-style-type: none"> • Sterile Services Technicians • Service Manager • Sterile Services Unit Manager - Southland

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| <ul style="list-style-type: none"> • PSA, APEX and other relevant professional groups • Healthcare providers • Vendors | <ul style="list-style-type: none"> • 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 |
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About you – to succeed in this role

You will have

Essential:

- 3 years secondary education
- Level 3 or Level 4 Certificate in Sterilising Technology or equivalent qualification
- Experience in implementing Te Tiriti o Waitangi in action.
- A minimum of 5 years recent working experience in a Sterile Services Unit

Personal Attributes

- Displays tact and diplomacy when handling information of a discreet and sensitive nature.
- Able to exercise sound judgement, negotiate and persuade toward a facilitated and workable outcome during conflict situations.
- High standard of personal work ethic with attention to detail
- Have a mature sense of responsibility.
- Able to accept change within the work environment.
- Able to be proactive instead of reactive to negate service disruption.
- Ability to maintain courteous rapport with colleagues.
- Can work effectively to meet deadlines or negotiates a change of deadline.
- Has a high level of written and verbal communication skills.
- Has the necessary computer skills to achieve the requirements of the position.
- Be client focused.
- Must be able to work shifts if and when required, including weekends and public holidays.
- Good eyesight is essential.
- Must be physically fit: stand for long periods of time and able to lift and push within H&S guidelines.

Knowledge and Skills:

Ability to work in a supportive and honest manner gaining peer credibility and respect.
Ability to work in a team environment to lead and motivate, to lift and maintain innovation and standards.

Has knowledge of AS/NZS 4187:2019 (Amendment) sterilisation standard.

Has the technical knowledge to understand required parameters to operate and detect faults in all workplace equipment.

Accepts responsibility of their own actions and knows when to seek advice from SSU manager.

Has ability to positively influence change and willingness to learn new tasks.

- Has the ability to demonstrate initiative and innovation to problem solving, to ensure service goals and objectives are maintained.
- Ability to prioritise and meet deadlines to a high standard of accuracy.
- Provides constructive and non-judgemental feedback to colleagues in real time

Desired:

- Level 5 Diploma in Advanced Sterilising Technology or equivalent qualification or complete within 2 years of appointment.
- NZSSA Registration is attained and maintained every 2 years.
- Staff leadership experience.
- Problem solving experience.
- Measuring and monitoring performance experience.

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
- 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.

Desired:

- [Demonstrate ...]

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.

Acknowledged / Accepted

Employee

Date

Manager

Date