

## Position Description

---

<b>Position</b>	Sterile Services Technician - Sterile Services Department (SSD)
<b>Team / Service</b>	Sterile Services
<b>Directorate</b>	Hospital Flow Directorate
<b>District</b>	Capital, Coast & Hutt Valley
<b>Responsible to</b>	Manager - Sterile Services Department (SSD)
<b>Children's Act 2014</b>	This position is not children's worker, requiring a safety check with Ministry of Justice vetting before commencing
<b>Location</b>	This position is expected to work from Wellington and Kenepuru Hospitals

## Te Whatu Ora

---

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

## Context

---

Capital, Coast & Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly. Together we:

- provide secondary and tertiary, medical and surgical hospital services alongside community based health care
- fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region
- deliver health services directly as well as contracting external providers
- provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services.

The majority of the district's population live in Wellington and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington are proportionally similar, with the largest Pacific population in the region in Porirua. Kapiti and Upper Hutt have similar numbers of Māori and Pacific people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups. Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community based health care from its main facility in Lower Hutt City. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Wellington Regional Hospital in Newtown is the region's main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island.

Kenepuru Community Hospital and Kapiti Health Centre provide secondary and community services based in Porirua and the Kapiti Coast

MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. Ratonga Rua-o-Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

## Te Tiriti o Waitangi and Māori Health Outcomes

Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

- |                        |  |
|------------------------|--|
| <b>Mana whakahaere</b> | Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.  |
| <b>Mana motuhake</b>   | Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori. |
| <b>Mana tāngata</b>    | Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.  |

**Mana Māori**      Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

## The Vision, Mission and Values from our District

---

We bring forward and join our values within our district. These will change as we become a team of teams within Te Whatu Ora.

### Hutt Valley

#### Vision

Whanau Ora ki te Awakairangi: Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.

#### Mission

Working together for health and wellbeing.

#### Ō mātou uara – Values

Mahi Pai 'Can do': Mahi Tahi in Partnership: Mahi Tahi Te Atawhai Tonu Always caring and Mahi Rangatira being our Best

### Capital and Coast

#### Vision

Keeping our community healthy and well

#### Mission

Together, Improve the Health and Independence of the People of the District

#### Value

Manaakitanga – Respect, caring, kindness  
Kotahitanga – Connection, unity, equity  
Rangatiratanga – Autonomy, integrity, excellence

## District Responsibility

---

The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are responsible for achieving this aim, aligned with our Region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and HNZ policy.

## Team Perspective

---

The Sterile Services Department (SSD) at Te Whatu Ora – Capital, Coast is a specialist service for the reprocessing of Reusable Medical Devices, provided at both Wellington and Kenepuru. SSD promotes high quality service delivery and patient care outcomes as a priority. Work undertaken adheres to the principles of the standard AS/NZS 4187:2014 and the normative references contained within.

The Wellington site has a sterile processing centre which services the whole of Wellington Regional Hospital. Approximately 75% of the work undertaken is for Operating theatres and the remainder for wards and departments within Te Whatu Ora – Capital, Coast. Some work is carried out for external agencies, and Wellington also provide Hydrogen Peroxide Gas Plasma sterilisation.

The Kenepuru site works in collaboration with Wellington and provides 80% of its sterile services to Kenepuru's three operating theatres and advances procedure rooms. Other services are provided to the Kapiti Coast maternity and community services as well as internally to wards and departments.

## Purpose of the role

To provide an efficient, safe and effective instrument service, in a timely and courteous manner, to the Operating Theatre Services, critical care departments and all other wards and Departments which make up 'the campus' of Wellington Regional Hospital, Kenepuru Hospital and its surrounding external clinics.

To achieve efficient use of all resources and elimination of waste, risk and unnecessary costs.

To take responsibility for meeting training requirements, achieving quality standards, and implementing continual quality improvement processes with the team.

This is a practical sterile processing role with an emphasis on employment of reliable & positive staff who will provide a quality service and achieve quality outcomes for the customers.

## Key Accountabilities

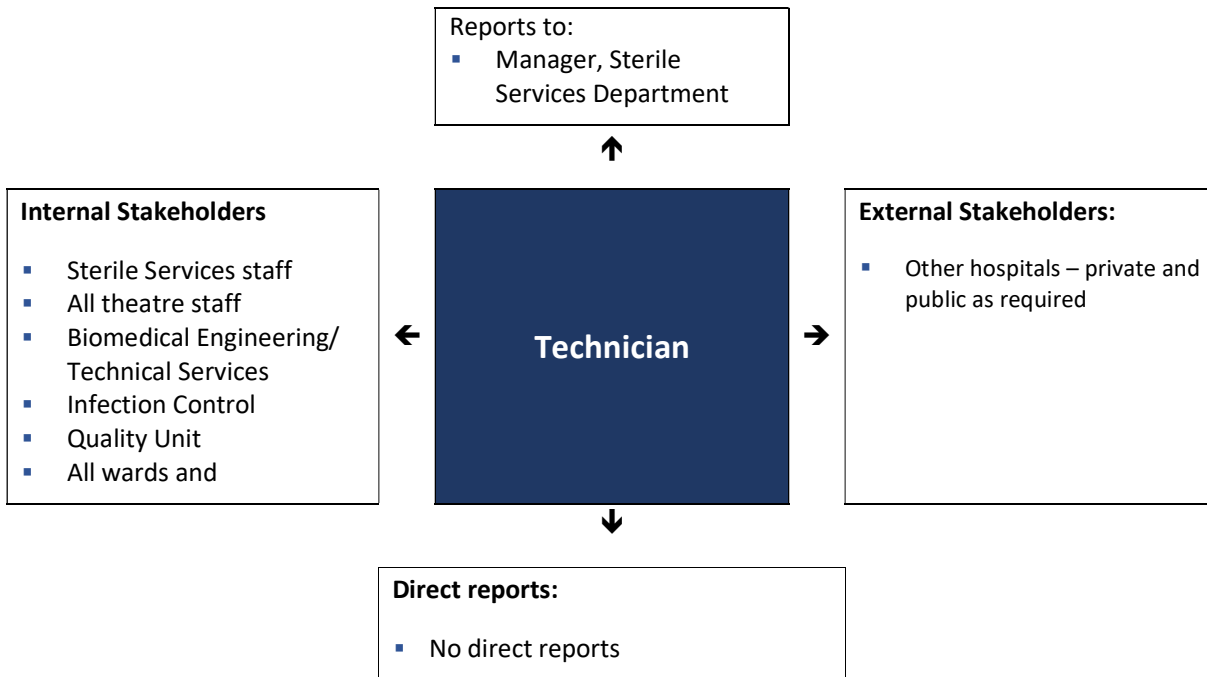
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables / Outcomes
1. Technical Practice	<ul style="list-style-type: none"><li>▪ Demonstrate practice that meets the Australia and New Zealand Sterilisation Standards (AS/NZS 4187:2014) for the processing of reusable medical devices.</li><li>▪ Deploys aseptic techniques in performing daily work tasks.</li><li>▪ Demonstrate competent use of all machines and equipment within a SSD environment including operation and maintenance.</li><li>▪ Records and documents all results pertaining to testing of machine functioning and all results relating to required biological testing.</li><li>▪ Competent in the use of computers and the instrument tracking system.</li><li>▪ Meets all requirements to safely work in the decontamination area sorting decontaminating and cleaning used reusable medical devices in conjunction with SSD, Infection Control and Health and Safety guidelines.</li><li>▪ Demonstrates the required competence to inspect, sort and process clean reusable medical devices, including identifying the care and handling specifications of complex instruments.</li><li>▪ Identifies the appropriate sterilisation container or wrap for all types of instrumentation.</li><li>▪ Demonstrates competence in loading and unloading a steriliser and in monitoring and validation of sterilising processes.</li><li>▪ Identifies factors that compromise sterility in relation to event related sterility.</li><li>▪ Utilises sterility quality control procedures and documents all outcomes.</li></ul>

Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> <li>▪ Completes all tasks as delegated by their line manager or shift coordinator.</li> <li>▪ Prioritise throughput of processing of reusable medical devices in workload planning to meet service user requirements.</li> <li>▪ Apply culturally safe /bicultural practice to support patient/ clients, whanau and colleagues.</li> </ul>
2. Teaching and Learning	<ul style="list-style-type: none"> <li>▪ Maintains required competencies to practice as a sterile technician.</li> <li>▪ Develops and keeps a current professional registration portfolio.</li> <li>▪ Participates in training and education services provided.</li> <li>▪ Promotes awareness of current developments in the service area.</li> <li>▪ Supports inter-professional education where offered.</li> <li>▪ Presents at regional and national conferences/forums/study days or similar.</li> <li>▪ Demonstrates application of technical knowledge in practice.</li> <li>▪ Set and achieve own learning objectives as required for annual performance review.</li> <li>▪ Participates in an annual performance review and associated clinical assurance activities.</li> <li>▪ Provides mentoring and clinical support to junior staff.</li> <li>▪ Undertakes professional supervision where required.</li> <li>▪ Completes all core training as applicable to the role.</li> </ul>
3. Leadership & Management	<ul style="list-style-type: none"> <li>▪ Ensures maintenance and operation of sterile services equipment.</li> <li>▪ Establishes and maintains active working partnerships with operating theatres, wards, departments and external customers to promote integrated working that improves the outcomes and experience of patient/clients.</li> <li>▪ Carries out or supports others with assessment and management of risks.</li> <li>▪ Demonstrates negotiation and conflict management skills within the workplace.</li> <li>▪ Fosters and develops an environment of team work with positive working relationships and dynamics.</li> <li>▪ Demonstrates professional and effective communication and sharing of information and technical expertise.</li> </ul>
4. Service Improvement and Research	<ul style="list-style-type: none"> <li>▪ Sources and uses evidenced based learning to improve practice.</li> <li>▪ Promotes practice based upon Sterile Service standards and supports organisational strategic aims.</li> <li>▪ Participates in the development of quality improvement activities for service delivery. This may include protocols and standard operating procedures etc.</li> <li>▪ Participates in shared learning across services, where shared learning and standardisation in systems / processes would be beneficial for patients / clients.</li> <li>▪ Actively participates in working groups / clinical networks within the team, to identify and implement service improvements as appropriate.</li> <li>▪ Contributes to Sterile Services, Theatre and wider DHB annual planning process (strategic and operational) including identifying gaps in service, and participates in work / projects that may result from the planning process.</li> </ul>

Key accountabilities	Deliverables / Outcomes
	<ul style="list-style-type: none"> <li>Practises in a way that utilises resources in the most sustainable and cost effective manner.</li> <li>Awareness of and complies with all legislative, contractual and employment requirements as applicable to the role (e.g. Privacy Act 1993, Vulnerable Children's Act 2014, Health &amp; Safety at Work Act 2015).</li> </ul>
5. Taking accountability	<ul style="list-style-type: none"> <li>Take personal responsibility for making things happen.</li> <li>Reinforce Te Whatu Ora - Capital, Coast and Hutt Valley values with others and lead by example.</li> <li>Set challenging goals and targets.</li> <li>Demonstrate personal ownership of decisions made the management team.</li> <li>Act ethically and with integrity.</li> <li>Be open and honest with others.</li> <li>Actively pursue self-learning and development opportunities.</li> </ul>
6. General accountabilities	<ul style="list-style-type: none"> <li>Ensure that your health and safety practice meets the requirements of health and safety at work legislation, applies the DHB's policies and processes and contributes to a culture of safe practice.</li> <li>Maintain a strict sense of professional ethics, confidentiality and privacy and abide by the DHB's Code of Conduct.</li> <li>Respond to the changing needs of the DHB, performing other tasks as required.</li> </ul>
7. Te Tiriti o Waitangi	<ul style="list-style-type: none"> <li>Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti o Waitangi obligations are adhered to.</li> <li>Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance.</li> <li>Cultural competence is grown across the team, supporting inclusion and partnership.</li> </ul>
8. Health & Safety	<ul style="list-style-type: none"> <li>Displays commitment through actively supporting all health and safety initiatives.</li> <li>Ensures all staff maintain adequate safety standards on the job through consultation, training and supervision.</li> <li>Ensures own and others safety at all times.</li> <li>Complies with policies, procedures and safe systems of work. Reports all incidents/accidents, including near misses in a timely fashion.</li> <li>Is involved in health and safety through participation and consultation.</li> </ul>

## Key Relationships & Authorities



## Capability Profile

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Behaviours
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>▪ Uses rigorous logic and methods to solve difficult problems with effective solutions.</li> <li>▪ Probes all fruitful sources for answers</li> <li>▪ Can see hidden problems</li> <li>▪ Is excellent at honest analysis</li> <li>▪ Looks beyond the obvious and doesn't stop at first answers</li> </ul>
<b>Priority Setting</b>	<ul style="list-style-type: none"> <li>▪ Spends his/her time and the time of others on what's important</li> <li>▪ Quickly zeroes in on the critical few and puts the trivial many aside</li> <li>▪ Can quickly sense what will help or hinder in accomplishing a goal</li> <li>▪ Eliminates roadblocks</li> <li>▪ Creates focus</li> </ul>
<b>Decision Quality</b>	<ul style="list-style-type: none"> <li>▪ Makes good decisions based upon a mixture of analysis, wisdom, experience and judgement.</li> <li>▪ Most of solutions and suggestions turn out to be correct and accurate judged over time.</li> <li>▪ Sought out by the others for advice and solutions.</li> </ul>

Competency	Behaviours
<b>Interpersonal Savvy</b>	<ul style="list-style-type: none"> <li>▪ Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation</li> <li>▪ Builds appropriate rapport</li> <li>▪ Builds constructive and effective relationships</li> <li>▪ Uses diplomacy and tact</li> <li>▪ Can diffuse even high-tension situations comfortably</li> </ul>
<b>Action Oriented</b>	<ul style="list-style-type: none"> <li>▪ Enjoys working hard. Is action oriented and full of energy for the things he/she sees as challenging.</li> <li>▪ Not fearful of acting with a minimum of planning, seizes more opportunities than others.</li> </ul>
<b>Team Work</b>	<ul style="list-style-type: none"> <li>▪ Develops constructive working relationships with other team members.</li> <li>▪ Has a friendly manner and a positive sense of humour.</li> <li>▪ Works cooperatively – willingly sharing knowledge and expertise with colleagues.</li> <li>▪ Shows flexibility – is willing to change work arrangements or take on extra tasks in the short term to help the service or team meet its commitments.</li> <li>▪ Supports in word and action decisions that have been made by the team.</li> <li>▪ Shows an understanding of how one's own role directly or indirectly supports the health and independence of the community.</li> </ul>

## Experience and Capability

---

Essential qualifications, skills and experience

### A. Knowledge, Skills & Experience:

- Demonstrated experience in service, quality or process improvements.

### B. Essential Professional Qualifications / Accreditations / Registrations:

- Has achieved a minimum L3/L4 Certificate in Sterilising Technology and has relevant experience. (Level 3 acceptable if completed prior to 2019.)
- Member of New Zealand Sterile Sciences Association (NZSSA).
- Maintains professional registration with the NZSSA.

### C. Someone well-suited to the role will place a high value on the following:

- Focused on delivering high quality care for the patient / client / whānau.
- Continual improvement focus.
- Coordinated, effective, efficient and planned service provision
- Health Equity.



---

**Ma tini, ma mano, ka rapa te whai**  
**By joining together we will succeed**

Te Whatu Ora is committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Māori cultural practices.

We are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.