



## POSITION DESCRIPTION

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|--------------------------------------|--|
| <b>Position Title</b>                | <b>Technical Support E – Instrument Technician Supervisor</b>            |
| <b>Reports to (Title)</b>            | <b>Nurse Manager, CSSD (Malvern) or Manager CSSD Brighton</b>            |
| <b>Group Director/ Chief</b>         | <b>Group Director Medical Services and Clinical Governance</b>           |
| <b>Department</b>                    | <b>Perioperative Services</b>  |
| <b>Position Location</b>             | <b>Malvern &amp; Brighton</b>  |
| <b>Award/Agreement</b>               | <b>Salary &amp; Conditions in accordance with Contract of Employment</b> |
| <b>Delegation of Authority Level</b> | <b>0</b>   |

### Position Summary & Role Purpose

The Technical Support E – Instrument Technician Supervisor is a qualified instrument technician, who, within established guidelines and procedures, undertakes work of a more complex nature rotating through all areas of the department or unit. The Technical Support E – Instrument Technician Supervisor must be able to work in all areas of the department with a high degree of autonomy and accountability. The Technical Support E – Instrument Technician Supervisor will hold a Certificate IV in Sterilisation Services and Health Supervision and have at least 36 months experience as an Instrument technician.

The Technical Support E – Instrument Technician Supervisor will work in collaboration with the Nurse Manager to enable the delivery of a proficient service in compliance with ISO and AS 5369 standards. The Technical Support E – Instrument Technician Supervisor is responsible for overseeing quality assurance for the department and responsible for the management, supervision and training of junior instrument technicians, including rostering and will deputise for the Nurse Manager when required in accordance with hospital policy and adherence to state and National Standards, within the framework of the Mission, Values and Vision of Cabrini.

### Key Result Areas

#### 1. Key Responsibilities, Outcomes and Activities

##### 1.1 Leadership and management

- Provides leadership which fosters a work environment that enhances partnership, teamwork and co-operation.
- Ensures that safety is the highest priority in all decision making
- Provides expertise and advice that is aligned to AS 5369, ISO standards and National Standards
- Works closely with the Nurse Manager to ensure standards of sterilisation are monitored and maintained in accordance with AS 5369, and ISO standards
- Delegates workplace activities to the team ensuring that clinical work is prioritised and completed within deadlines
- Works towards developing a high-level functioning team to deliver an excellent service
- Ensures that the behaviour of all staff within CSSD are consistent with Cabrini's 'Behaviours that Matter'

##### 1.2 Operational Responsibilities

- Takes initiative, prioritises and supervises all work activities in CSSD and is competent in all clinical areas of the role ensuring delivery of a streamlined quality service.
- Provides leadership and support to staff undertaking continuous improvement activities
- Collects improvement activity data and reviews with the senior team
- Coordinates and implements the improvement outcomes
- Maintains staff performance and ensures skills development and performance reviews are undertaken annually
- Develop training plans for staff
- Develop Staff Rosters
- Manage the induction, orientation and on boarding of new staff to the team.
- Ensures that staff are working within their scope of practice and are credentialed to work within CSSD
- Liaises with perioperative staff in regard to sterilisation and service requirements.
- Operates appropriate mechanical devices, e.g. washers, sterilisers, dryers and ultrasonics.
- Able to provide and support on the job training to less experienced staff.
- Acts as a professional role model to staff to ensure that AS 5369 standards are achieved in everyday activities.
- Holds accountability for the delegated staff, competency training and skills required of the instrument technicians to perform required tasks within CSSD

### **1.3 Resource Management**

- Adherence to the Cabrini codes of professional conduct, code of ethics, standards of practice and competencies, Mission, Values and Vision, and the Behaviours that Matter

### **1.4 Contributes to the achievement of professional expertise for self and direct reports through:**

- Maintenance of ongoing personal professional development / continuing education
- Personal application of the Cabrini management performance framework
- Identifying, encouraging and monitoring the continuing development of others within a learning culture.

## **2. Work Health and Safety**

Cabrini is committed to providing facilities and services which minimise the risk of physical and psychosocial harm to our workforce, patients, residents, clients and visitors, so far as is reasonably practicable.

To achieve this, managers are required to implement, in consultation with their employees, the components of Cabrini's work health and safety management systems (the collection of policies, procedures, guidelines, other related documents and resources) to control the hazards that their employees, and any other person exposed to the work they do, may face. The WHS management system enshrines a risk management approach to managing hazards. For any hazards not explicitly covered in the WHS management system, managers are required to assess and control hazards as outlined in the WHS Risk Management Procedure.

Employees are responsible to work in a way that protects their own health and safety and that of others who may be affected by their actions. This includes following the policies and procedures from the WHS management system that apply to their work, any local processes and instructions from their manager regarding how work is to be performed. Employees are responsible to report hazards, incidents and injuries to their manager.

The Cabrini WHS Department facilitate the ongoing development and review of the WHS management system, build the capability of managers to assess and manage wellbeing, hazards, incidents and injuries and provide advice and support in the management of these areas.

The Cabrini Work Health and Safety Responsibilities Procedure defines the responsibilities of employees at all levels of the organisation – Chief Executive; Group Directors; General Managers; Managers; those with specified work health and safety responsibilities; and all other employees. Please refer to the procedure for more details of the responsibilities associated with your role.

### **3. Safety and Quality**

It is the responsibility of all staff at Cabrini to ensure that they provide safe high-quality care to our patients, residents and service users. Safe care means accepting individual and shared responsibility as well as compliance with the Cabrini policies and protocols by all staff.

### **4. Child Safety**

Cabrini complies with the Victorian Child Safe Standards, as updated in 2022. All children who come to Cabrini have a right to feel and be safe. Cabrini policies and practices aim to keep children safe from harm. All Cabrini staff must comply with all policies as amended from time to time including the following:

- Child safe organisational framework
- Child safety code of conduct
- Child safety reporting policy and procedure

### **Organisational Relationships**

#### **Technical Support E – Instrument Technician Supervisor**

- Reports directly to the Nurse Manager, CSSD (Malvern) or Manager CSSD Brighton.
- Maintains a close collaborative working relationship with the relevant perioperative services teams, inpatient wards, doctors' rooms and Engineering departments.

### **Committee Membership**

#### **Technical Support E – Instrument Technician Supervisor will participate as a member of the following committees:**

- As directed by the relevant Perioperative Service Nurse Managers.

### **Staff Development**

#### **Technical Support E – Instrument Technician Supervisor will demonstrate a commitment to personal and professional development of self and staff by:**

- Participating in professional development programs
- Maintaining own skills and knowledge
- Remaining up to date with contemporary human resources practices
- Contributing to the Cabrini professional development program as required
- Participating on performance reviews in accordance with Cabrini policy

### **Key Competencies**

#### **Technical Support E – Instrument Technician Supervisor must demonstrate the following requirements:**

##### **ESSENTIAL**

##### **Educational/Vocational**

- A Technical Support E – Instrument Technician Supervisor must have a Certificate IV in Sterilisation Services and Health Supervision, awarded by a registered training organisation

**AND required to perform one of the following tasks on regular basis**

- Oversees the setup and operation of the ScanCARE System.
- Oversees the quality assurance program for the department.
- Has responsibility for shift supervision in a department

**AND**

- Has demonstrated experience in rostering practices

**Experience**

- Excellent communication skills
- Minimum of 36 months' experience as an instrument technician and is competent able to operate in all areas of the department with a high degree of autonomy and accountability.

**Knowledge**

- Proficient Computer skills utilising Microsoft Office
- An ability to undertake and fulfil all aspects of the job description
- An ability to work individually and with others

**Conditions of Employment**

Salary and conditions in accordance with the Cabrini Contract of Employment / Employment Agreement

**Cabrini Mission, Values and Vision**

**Our mission**

**WHO WE ARE**

We are a Catholic healthcare service inspired by the spirit and vision of Mother Cabrini and the Missionary Sisters of the Sacred Heart of Jesus.

**WHAT WE BELIEVE**

We are a community of care, reaching out with compassion, integrity, courage and respect to all we serve.

**WHAT WE DO**

We provide excellence in all of our services and work to identify and meet unmet need.

**Our values**

*Our values form the base of our mission, are built around what we believe and drive how we act. They are drawn from Mother Cabrini's life and reflect her heart, her spirit, her conviction and her approach.*

**Compassion**

Our drive to care is not just a professional duty to provide excellent quality care but is born of a heartfelt compassion for those in need, motivated by God's love for all people.

- We care deeply about each and every person we serve
- We respond willingly and positively to help meet the needs of those around us
- We put people first as we look to provide extra support and care, beyond our professional duties
- We promote a sense of belonging and community.

**Integrity**

We believe in the power of hope to transform people's lives and remain faithful to the bold healing mission and legacy of Mother Cabrini.

- We remain true to our beliefs at all times – our mission and values are non-negotiable
- We are welcoming, hospitable and find comfort and motivation in the context of God's all-inclusive love

- We look for the good in each other and recognise each person's contribution as we work together to provide the best possible experience for our patients, residents and their families
- We are honest and reliable, making decisions that are consistent with our mission and taking responsibility for our own actions.

### **Courage**

We have the strength, determination, vision and conviction to continue the work of Mother Cabrini and the Missionary Sisters.

- We care for the whole person – spiritually, physically and emotionally – creating an environment of hope and healing
- We rise up to challenges and opportunities, meeting them with an open mind and a positive attitude
- We maintain the courage of our convictions and express our values through our actions
- We continually look beyond our current services to help support and engage with those who are marginalised.

### **Respect**

We believe that every person is worthy of the utmost respect and the best possible healthcare. We know that our resources are entrusted to us to use for the benefit of others.

- We uphold the worth and dignity of all people, regardless of gender, race, age, ability and social position and treat them with courtesy, respect, equality and justice
- We respect ourselves, our colleagues and the excellence of the services we deliver
- We identify and respond to emerging healthcare needs in our community
- We manage our resources wisely and actively seek to minimise our impact on the environment.

### **Behaviours that matter**

***Our values are displayed in the way in which we behave in every interaction – with each other, with our patients and residents, with their families and carers, and with visitors and other customers.***

The behaviours that matter have been identified through consultation with staff. They are the minimum standard expected for all who work at Cabrini (employees, volunteers and accredited staff). They describe the organisational culture that we think is fundamental to our mission to “provide excellence in all of our services”.

Unacceptable behaviours have also been identified and described as follows. These behaviours are inconsistent with our values, have a detrimental effect on others and prevent us from achieving our mission and quality goals. If you experience or witness these behaviours, please speak up. If you are unable to address the issue yourself, advise your manager, another senior member of staff or People and Culture.

### **We are committed to safety and quality:**

| <b>Behaviours that matter</b>  | <b>Unacceptable behaviours</b>   |
|--|--|
| We put patient/resident safety first                                   | We are careless, impulsive or take unnecessary risks that may cause harm to patients/residents |
| We ask questions to understand the problem                             | We jump to conclusions and look for someone to blame   |
| We admit when we make a mistake and seek a solution                    | We try to cover up or make excuses for mistakes  |
| We look for opportunities to improve our care and services             | We resist or sabotage change   |
| We speak up when we see behaviour that is inconsistent with our values | We encourage or participate in poor behaviour  |

**We are here to provide service:**

| <b>Behaviours that matter</b>                             | <b>Unacceptable behaviours</b>             |
|---|--|
| We greet everyone warmly                                  | We are rude or discourteous                |
| We are always kind and caring                             | We are arrogant or demeaning               |
| We give our full attention to the person speaking to us   | We are distracted, impatient or dismissive |
| We communicate openly, sensitively and in a timely manner | We are dominating, abrupt or sarcastic     |

**We work together to achieve the best outcome:**

| <b>Behaviours that matter</b>                                      | <b>Unacceptable behaviours</b>  |
|--|---|
| We are quick to offer help without waiting to be asked             | We refuse to help even when it is clearly required                    |
| We share information readily to promote the best care and services | We withhold information or are competitive to the detriment of others |
| We do as we say we will  | We are unreliable or inconsistent                                     |
| We encourage and support each other                                | We berate or humiliate others   |
| We give praise for a job well done                                 | We are excessively critical or devalue the contributions of others    |

**We exhibit a positive attitude:**

| <b>Behaviours that matter</b>                  | <b>Unacceptable behaviours</b>                              |
|--|---|
| We approach our day with energy and enthusiasm | We are negative or apathetic                                |
| We look for the best in people                 | We are judgemental and put others down                      |
| We take pride in our personal appearance       | We look dishevelled, dirty or have offensive personal odour |

**We want to build a just and sustainable community:**

| <b>Behaviours that matter</b>                     | <b>Unacceptable behaviours</b>    |
|---|-----------------------------------|
| We treat each other fairly                        | We are hostile or abuse our power |
| We use our resources responsibly                  | We are wasteful or extravagant    |
| We consider the environmental impact of all we do | We are thoughtless or careless    |

**APPROVAL**

*The above statements are intended to describe the general nature and level of work being performed by the incumbent of this role. This document may be revised or updated at any time in line with role, and/or organisational changes. Any such changes will be communicated with the appointed person.*