

JOB DESCRIPTION

Sterilising Assistant

ROLE TITLE	Sterilising Assistant
SECTION/DIVISION:	Clinical Services, Faculty of Dentistry
REPORTS TO:	Manager Central Sterile Supply
DIRECT REPORTS (FTE):	Nil
INDIRECT REPORTS (FTE):	Nil
PRIMARY PURPOSE OF THE ROLE:	<p>Provide effective and efficient sterilising service support while developing technical skills and knowledge.</p> <p>The role is part of the Central Sterile Support Unit, flexibly providing services within the Faculty of Dentistry teaching, learning and clinical spaces, service excellence delivery orientation is critical to success in this role.</p>
ACCOUNTABILITIES:	<p>Provide reliable and efficient services for the delivery of safe, sterilised and functioning dental equipment and instruments.</p> <p>Develop appropriate technical knowledge of instruments, biological indicators, autoclave testing and care, industry standards, regulatory and health, safety and environment compliance.</p> <p>Develop an understanding of sterilising activities such as: disassembling, sterilising, inspecting for wear and damage, reassembling and repackaging equipment and instruments.</p> <p>Perform routine collection, preparation, cataloguing and cleaning for a variety of instruments and equipment used for treatments and surgeries, under supervision. Develop knowledge and understanding as to how to test and check tools, instruments and trays for non-compliance with policy and procedures, and escalate to ensure they are addressed.</p> <p>Develop an understanding of the basic protocols of the tracking system and learn how to apply this knowledge as a surveillance tool to maintain quality control.</p> <p>Actively participate in training, development and in-service opportunities. Recognise when to seek guidance, assistance and advice.</p> <p>Actively contribute to service delivery goals, standards, performance and customer satisfaction measures to achieve results and outcomes that are aligned with service strategies, priorities and stakeholder expectations.</p> <p>Work collaboratively with colleagues and students to deliver an integrated and seamless suite of services that provide excellence in the customer experience.</p>

Contribute to providing a safe service to patients by maintaining quality hygiene practices, prevention of cross-contamination and ensuring Infectious Control Guidelines are followed

Perform DHSO, first aid and/or fire warden duties (if required).

KEY RELATIONSHIPS:

Internal

Heads of unit/clinical area and staff
Clinical Director
Clinicians
Students
Advisory and operational support services
Shared Services units

External

Visitors, patients, guests

QUALIFICATIONS & EXPERIENCE:

Essential

Work towards New Zealand Certificate in Sterilising Technology (Level 4) qualification or New Zealand Certificate in Sterilising Technology (Level 3) Minimum 3 years secondary school
Ability to tolerate and work with surgical fields or environments where blood and tissue are present.

Preferred

Experience in healthcare / surgical setting.
Experience in dealing with a broad spectrum of customers and stakeholders in an appropriate manner.

TECHNICAL SKILLS AND KNOWLEDGE:

Essential

Proficient in Microsoft suite of programmes; well-developed keyboard skills

Preferred

Develop knowledge and understanding of legislation and regulations which apply to the clinical environment e.g. Australia/New Zealand Standard Reprocessing of reusable medical devices in health service organizations AS/NZS 4187:2014, NZ Dental Association Code of Practice Infection Prevention and Control in Dental Practice 2015, New Zealand Privacy Act 1993, Principles of the Privacy Act 1993.
Understanding of the legislation and rules required to provide a safe and hazard free work environment for all staff and visitors.

SPECIAL REQUIREMENTS:

Flexibility is required to accommodate the roster patterns within CSSD. Work will on occasion be required outside of 8.30am to 5.00pm Monday to Friday. Personal Protective equipment must be worn.
Frequent to constant standing and walking throughout the workday.

DIRECT BUDGET ACCOUNTABILITY:

Nil

MĀORI STRATEGIC FRAMEWORK:

Act in a manner consistent with the principles and implications, as well as the University's commitment to the Treaty as articulated in the Māori Strategic Framework.

HEALTH AND SAFETY:

Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks and guidelines. Role

model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors and other staff.

SUSTAINABILITY:

Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

CAPABILITY FRAMEWORK:

Capability Group	Capability Name	Level
ENGAGE	Communicate Effectively	Foundational
	Commit to Customer Service	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
ENABLE	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
PERSONAL ATTRIBUTES	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
LANGUAGE AND CULTURE	Te Reo	Foundational
	Tikanga Māori	Foundational

CAPABILITY FRAMEWORK DESCRIPTORS

Sterilising Assistant



Communicate Effectively	Commit to Customer Service	Work Collaboratively	Influence and Negotiate
<i>Communicate clearly, actively listen to others and respond with respect</i>	<i>Provide customer centric services in-line with the University's and organisational objectives</i>	<i>Collaborate with others and value their contribution</i>	<i>Gain consensus and commitment from others and resolve issues and conflicts</i>
FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL
<p>Speak at the appropriate pace and volume for varied audiences</p> <p>Explain things clearly</p> <p>Display active listening and allow others time to speak</p> <p>Write in a way that is logical and easy to follow</p>	<p>Understand the importance of quality customer service</p> <p>Proactively help customers understand the services that are available</p> <p>Take responsibility for delivering timely services which meet customer requirements</p> <p>Keep customers informed of progress in a timely manner and seek feedback to ensure their needs are met</p> <p>Show respect, courtesy and fairness when interacting with customers</p>	<p>Work as a supportive and co-operative team member, share information and acknowledge others' efforts</p> <p>Respond positively to others who need clarification or guidance on work activities</p> <p>Step in to help others when workloads are high</p> <p>Keep team and supervisor informed of work tasks</p>	<p>Utilise facts to support claims</p> <p>Help to find solutions that contribute to positive outcomes</p> <p>Respond to conflict without worsening the situation and refer to a supervisor where appropriate</p> <p>Know when to withdraw from a conflict situation</p>

Deliver Results	Plan and Prioritise	Think and Solve Problems	Demonstrate Accountability
<i>Achieve results through efficient use of resources and a commitment to quality outcomes</i>	<i>Plan to achieve priority outcomes and respond flexibly to changing circumstances</i>	<i>Think, analyse and consider the broader context to develop practical solutions</i>	<i>Be responsible for own actions, adhere to legislation and policy and proactively address risk</i>
FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL
<p>Complete own work tasks under guidance, within set budgets, timeframes and standards</p> <p>Take the initiative to progress own work</p> <p>Identify resources needed to complete allocated work tasks</p> <p>Seek clarification when unsure of work tasks</p>	<p>Plan and coordinate allocated activities</p> <p>Re-prioritise own work activities on a regular basis to achieve set goals</p> <p>Contribute to the development of team work plans and goal setting</p> <p>Understand team objectives and how own work relates to achieving these</p>	<p>Find and check information needed to complete own work tasks</p> <p>Identify and inform supervisor of issues that may impact on completion of tasks. Escalate more complex issues and problems when these are identified</p> <p>Share ideas about ways to improve work tasks and solve problems</p> <p>Suggest improvements to work tasks for the team</p>	<p>Take responsibility for own actions</p> <p>Be aware of delegations and act within authority levels</p> <p>Be aware of team goals and their impact on own work tasks</p> <p>Escalate issues when these are identified</p>



PERSONAL ATTRIBUTES

Display Resilience and Courage	Act with Integrity	Manage Self	Value Diversity
<i>Be open and honest, prepared to express your views, and willing to accept and commit to change</i>	<i>Be ethical and professional and act in keeping with the University's values</i>	<i>Show drive and motivation, a measured approach and a commitment to learning</i>	<i>Show respect for diverse backgrounds, experience and perspectives</i>
FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL
<p>Be open to new ideas and approaches</p> <p>Offer own opinion, ask questions and make suggestions in an appropriate manner</p> <p>Be willing to adapt to new situations</p> <p>Do not give up easily when problems arise</p> <p>Stay calm in challenging situations</p>	<p>Behave in an honest, ethical and professional way</p> <p>Take opportunities to clarify understanding of ethical behaviour requirements and follow legislation, rules, policies, guidelines and codes of conduct that apply to own role</p> <p>Speak out against misconduct and inappropriate behaviour</p>	<p>Be willing to develop and apply new skills</p> <p>Show commitment to completing work activities effectively</p> <p>Look for opportunities to learn and improve own performance seek feedback from colleagues and stakeholders</p> <p>Demonstrate a motivated attitude to work activities</p>	<p>Acknowledge and be responsive to diverse experiences, perspectives, values and beliefs</p> <p>Be open to the inputs of others</p> <p>Work to understand the perspectives of others</p>



LANGUAGE & CULTURE

Te Reo	Tikanga Māori
<i>Develop understanding and use of te reo Māori (Māori language)</i>	<i>Create knowledge and use of tikanga Māori (Māori cultural practices) in the work place</i>
FOUNDATIONAL	FOUNDATIONAL
<p>Use te reo Māori words and greetings in an appropriate way in the work place</p> <p>Endeavour to use and pronounce Māori words correctly</p> <p>Actively participate in training and development opportunities that increase own te reo Māori language capability</p>	<p>Understand the University's Māori Strategic Framework and its relevance for own work</p> <p>Demonstrate some awareness of Māori customs, values and beliefs</p> <p>Has some knowledge of Te Tiriti o Waitangi</p> <p>Actively participate in training and development opportunities that increase own understanding of tikanga Māori and knowledge of Te Tiriti o Waitangi</p>