

JOB DESCRIPTION

Sterilising Technician

ROLE TITLE	Sterilising Technician
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 high quality sterilising procedures which deliver a timely service that meets legislative requirements to provide effective and efficient reprocessing of surgical instruments and equipment which are fit for purpose.</p> <p>The role is part of the Central Sterile Services Department, 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 a range of safe and efficient services for the delivery of safe, sterilised and functioning dental equipment and instruments.</p> <p>Maintain appropriate technical knowledge of instruments, biological indicators, autoclave testing and care, industry standards, regulatory and health, safety and environment compliance. Actively engage with industry bodies to stay abreast of evidence-based practice and research in industry thinking and protocols.</p> <p>Maintain and contribute to processes that ensure equipment is sterilised to industry and faculty standards and protocols, maintain knowledge of preparing instruments and equipment into theatre and surgical trays in preparation for a variety of treatments and procedures.</p> <p>Perform a range of routine and specialised (e.g. theatre instruments) collection, preparation, cataloguing and cleaning for a variety of instruments and equipment used for treatments and surgeries. Test and check tools, instruments and trays for non-compliance with policy and procedures and escalate when required.</p> <p>Maintain understanding of the protocols of the computer tracking system and using this as a surveillance tool to maintain quality control.</p> <p>Actively participate in training, development and in-service opportunities. Contribute to the support and education of colleagues and students to enhance development of knowledge in team, with students and staff in wider Faculty.</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>

Work collaboratively with colleagues and students to deliver an integrated and seamless suite of services that provide excellence in the customer experience.

Actively role model safe and best practice sterilising practices by working alongside sterilising staff.

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

Identify problems and work with Sterile Service Unit Manager/Senior Sterilising Technician to resolve

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

KEY RELATIONSHIPS:

Internal

Director of Dental Hospital
Head Clinical Services
Heads of Discipline/clinical area and staff
Clinicians
Students
Advisory and operational support services
Shared Services units

External

Visitors, patients, guests
External agencies such as ACC, DHBs

QUALIFICATIONS & EXPERIENCE:

Essential

New Zealand Certificate in Sterilising Technology (Level 4) qualification
Attain and maintain Registration with the New Zealand Sterile Sciences Association (biennial process)
Proven practical sterilising experience, preferably in a hospital standard facility
Planning and organisation skills

Preferred

Experience in dealing with a broad spectrum of customers and stakeholders in an appropriate manner.

TECHNICAL SKILLS AND KNOWLEDGE:

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.

Understand the legislation and rules required to provide a safe and hazard free work environment for all staff and visitors.

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

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

CAPABILITY FRAMEWORK DESCRIPTORS

Sterilising Technician



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>
INTERMEDIATE	INTERMEDIATE	INTERMEDIATE	FOUNDATIONAL
<p>Focus on key points and speak using plain language</p> <p>Clearly explain and present ideas and arguments</p> <p>Display active listening and ask appropriate, respectful questions</p> <p>Write fluently and communicate routine technical information clearly avoiding unnecessary use of jargon</p>	<p>Support a culture of quality customer service in the organisation</p> <p>Demonstrate a thorough knowledge of the services provided and relay accurately to customers</p> <p>Identify and respond quickly to customer needs</p> <p>Consider customer service requirements and provide solutions to meet needs. Resolve complex customer issues and needs</p> <p>Co-operate across work areas to improve outcomes for customers</p>	<p>Build a supportive and co-operative team environment</p> <p>Share information and learning across teams. Support others in challenging work situations</p> <p>Acknowledge outcomes which were achieved by effective collaboration</p> <p>Engage other teams or work units to share information and solve issues and problems jointly</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>
INTERMEDIATE	INTERMEDIATE	FOUNDATIONAL	INTERMEDIATE
<p>Complete work tasks to agreed budgets, timeframes and standards</p> <p>Take the initiative to progress and deliver own and team/work unit activities</p> <p>Contribute to allocation of responsibilities and resources to ensure achievement of team/work unit goals</p> <p>Seek and apply specialist advice when required</p>	<p>Understand the team/work unit objectives and align operational activities accordingly</p> <p>Initiate and develop goals and team plans and use feedback to inform future planning</p> <p>Respond proactively and with initiative to changing circumstances and adjust plans and schedules when necessary</p> <p>Ensure current work plans and activities are consistent with organisational change initiatives</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 and be accountable for the outcomes of others</p> <p>Understand delegations and act within authority levels</p> <p>Be alert to risks that might impact the completion of an activity and escalate these when identified</p> <p>Use financial and other resources responsibly</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>
INTERMEDIATE	INTERMEDIATE	FOUNDATIONAL	FOUNDATIONAL
<p>Be flexible and adaptable and respond quickly when situations change</p> <p>Offer own opinion and raise challenging issues in an appropriate manner</p> <p>Listen when ideas are challenged and respond in a reasonable way</p> <p>Work through challenges</p> <p>Stay calm and focused in the face of challenging situations</p>	<p>Represent the organisation in an honest, ethical and professional way and support a culture of integrity and professionalism</p> <p>Understand and follow legislation, rules, policies, guidelines and codes of conduct and help others to understand their obligations for compliance</p> <p>Recognise and report 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>Actively promote use of te reo Māori in the work place and engage with work groups and individuals to build interest and increased language capability of others</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>