

## Job Description

<b>Position:</b>	<b>Production Manager Endoscopy</b>
Division:	Surgical Division
Responsible to:	Decontamination and Sterile Services General Manager
Responsible for:	Sterile Service Technicians
Reports to:	Decontamination and Sterile Services General Manager
Band:	Agenda for Change Band 6
Location:	East Surrey Hospital & Crawley
Hours of work:	37.5
Disclosure required:	No

### Job purpose

To provide day to day operational management of the service delivery under the guidance of the Decontamination and Sterile Services General Manager.

To practice as a qualified Senior Specialist and provide a high-quality service at all times. To carry out weekly water test along with the weekly testing across the units on all the AER, training staff to support in this, with a view that quarterly test could be brought in house.

To support the provision of the specialised decontamination service, contributing to the clinical care of the patient.

To apply professional judgement and utilise specialist skills and detailed scientific knowledge when reviewing and interpreting scientific technical data and production reports to ensure a safe service is provided.

To work independently in all areas of the specialty and be able to work as an autonomous practitioner.

To deputise for the Decontamination Manager when necessary.

To work unsupervised, plan your own workload and work with minimal managerial direction.

Budget holder.

Take part in the senior managers on-call this is normally every 3 weeks.

To be responsible for the daily management of and compliance to the Quality System and ensuring the departmental staff carry out all tasks in compliance to European Standards. EN.ISO 13485: 2016 and Medical Devices Directive 93/42/EEC.

### Key Dimensions

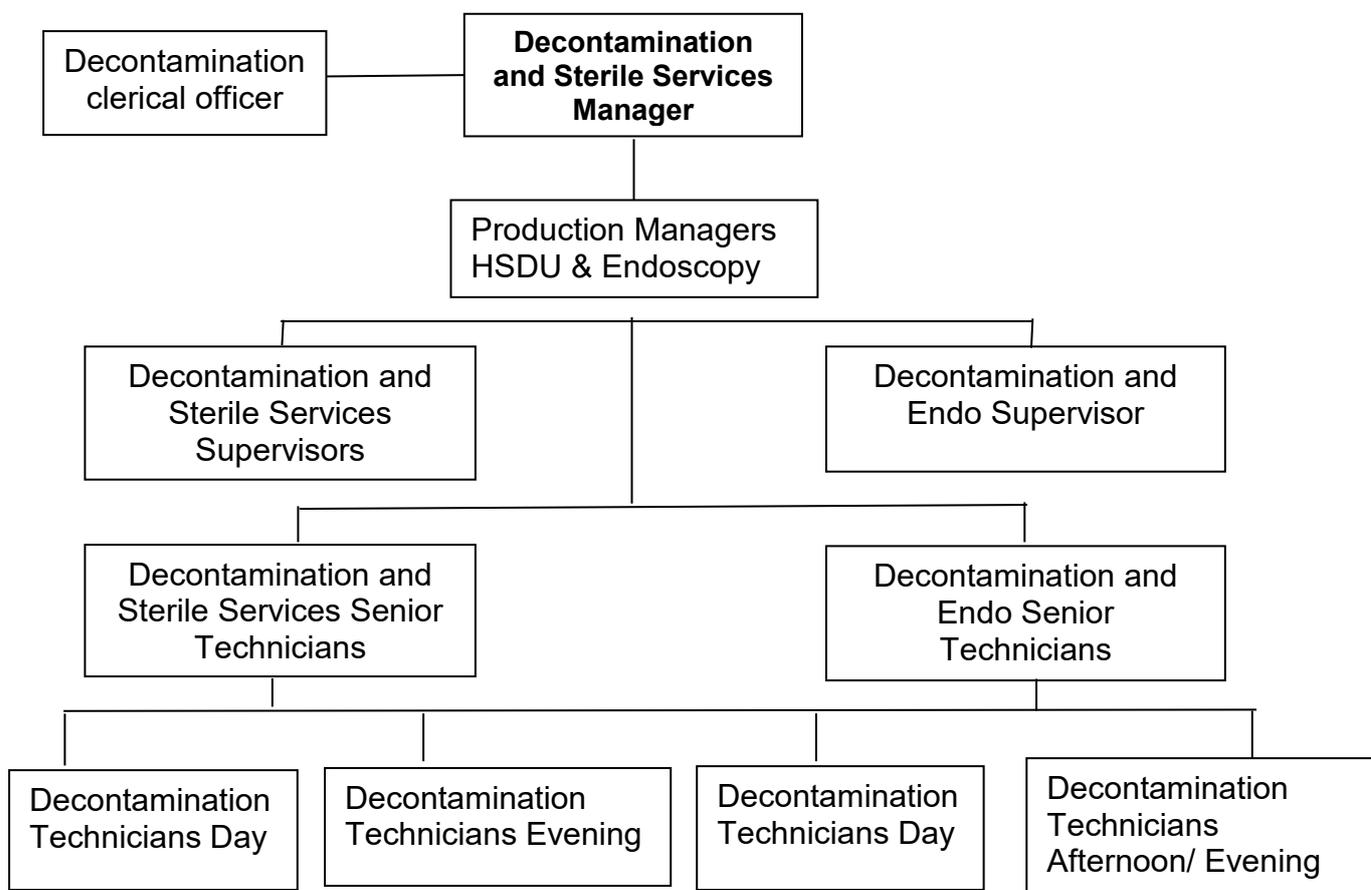
To work as part of a team of decontamination personnel.

To manage and train a team of staff as necessary.

To provide day to day operational management of the service delivery

To ensure all testing of equipment is done in a timely manner.

### Structure



## Our values

As an employee of Surrey and Sussex Healthcare NHS Trust, you have an individual responsibility to treat everybody with:

<p><b>Dignity and Respect:</b> we value each person as an individual and will challenge disrespectful and inappropriate behaviour.</p>	<p><b>One Team:</b> we work together and have a 'can do' approach to all that we do recognising that we all add value with equal worth.</p>
<p><b>Compassion:</b> we respond with humanity and kindness and search for things we can do, however small; we do not wait to be asked because we care.</p>	<p><b>Safety and Quality:</b> we take responsibility for our actions, decisions and behaviours in delivering safe, high quality care.</p>

## Our objectives

1. **Safe** – Deliver standardised, safe, high quality care, which pursues perfection and puts SASH in the top 25% performers nationally.
2. **Effective** – As a teaching hospital, deliver effective and sustainable clinical care, which focus on outcomes, innovation and technology.
3. **Caring** – Develop the compassionate care we provide in partnership with patients, staff, families, carers and community services.
4. **Responsive** – Be the hospital of choice for our local people delivering services in response to the needs of our population.
5. **Well led** – Be a high quality employer that focuses on staff health and wellbeing and delivers patient-centred, clinically-led, efficient services.

## Main duties and key responsibilities

### SCIENTIFIC AND TECHNICAL

- 1) Day to day management and the maintenance of all systems within the department.
- 2) Able to work unsupervised in all areas of the speciality.
- 3) To plan and prioritise the workflow of the department ensuring the optimal usage of staff and equipment.
- 4) To be technically responsible for the department through liaison with the Decontamination Manager and manage all medical device decontamination scientists.

- 5) To maintain and promote high standards of department safety ensuring the Health & Safety of self, other staff and visitors.
- 6) To manage the arrangements for the security of buildings, equipment and chemicals are carried out in accordance with department policy by self and others under supervision.
- 7) To ensure the routine maintenance/operation of all equipment within speciality is undertaken.
- 8) To undertake specialist equipment testing, research and developmental work.
- 9) To manage, develop and review Standard Operating Procedures for the department including new equipment/ processes.
- 10) To monitor stocks of consumables and chemicals and authorise their replenishment.
- 11) To lead, under the instruction of the Decontamination Manager, agreed research and development projects undertaken by the department. To oversee and evaluate new equipment and methodologies, as required.
- 12) To participate in routine work associated as required, according to service need.
- 13) To ensure that departmental policies/procedures are updated as required and are adhered to by staff within the speciality.
- 14) To manage the Continuous Professional Development of staff, and to conduct literature searches and assess relevance of scientific papers to keep abreast of advances and developments of latest guidance and practice.
- 15) To attend specialist meetings and scientific conventions which will contribute to the updating of a modern decontamination service and to present these to the department.
- 16) To troubleshoot/investigate issues that staff present/identify.
- 17) To record, interpret, validate and authorise equipment test results according to Standard Operating Procedures.

### **INFORMATION RESOURCES**

- 18) To maintain and manage the use of the department Information System according to authorised guidelines and protocols including the input, verification and appropriate management of data, and sharing of data between the departments users.

- 19) To manage junior staff in the appropriate use of organisations IT systems adhering to organisation's policies, guidelines and procedures.
- 20) To audit the data held on the department's information systems.
- 21) To assist in the preparation of records stored in the department's quality management system.
- 22) To have a full range of IT skills (inc Microsoft Office) to meet the needs of the department and to collate/
  - a. present technical data for discussion.
- 23) Adhere to Information Governance e.g. Caldicott and ensure staff within your speciality comply.

### **QUALITY MANAGEMENT SYSTEM**

- 24) To manage the department's Quality Policy, Technical File and Quality Manual and to ensure that a high standard of work is maintained at all times, and that they comply with the Medical Devices Directive, the Health and Social Care Act and all International and Department of Health standards and guidance.
- 25) To manage the development and improvement of the service to ensure that delivery is safe, effective, and cost effective and follows best practice.
- 26) To manage to internal audit programmes identify issues and initiate corrective actions.
- 27) To manage the external/internal Quality Assurance programmes as directed.
- 28) To manage other departmental staff to ensure on-going compliance with accreditation standards, audits, policies and procedures to enable the department to ensure on going accreditation to the Medical Device Regulations.
- 29) To manage departmental processes which ensure internal and external quality assurance are utilised and performance monitored and action plans put in place to comply with all relevant standards and guidance.
- 30) To manage the development of a resilience plan for the speciality.
- 31) To manage and develop risk assessments of the speciality process.

### **HEALTH AND SAFETY**

- 32) To carry out risk assessments within the department and address any risks that the department might pose to the internal/external environment.

33) To monitor and audit the various work areas of their department to ensure that they are safe and free from hazard and that they conform to health, safety and security legislation, policies, procedures and guidelines. They should regularly update the staff at department meetings, as to any pertinent Health and Safety matters and participate in the training of staff in such matters.

### **EDUCATION AND TRAINING**

34) To develop and improve expertise by attending meetings, participating in CPD activities and maintaining

35) a portfolio of relevant material.

36) To undergo training as required according to the needs of the service.

37) To facilitate training for department staff.

- a. 4 To actively participate in the Organisation's appraisal system and personal development planning process
- b. for self and others in accordance with Organisational Policy.

38) To ensure staff training records are maintained

39) Maintain up to date information, and display as appropriate, on

- a. Routes to Registration
- b. Membership requirements of professional bodies, including literature.
- c. Post Registration course availability, fees etc.
- d. Further Education institutions
- e. Institute of Decontamination Sciences

40) To act as a point of contact between the department as required by the Decontamination Manager

41) To support and advise the Training and Education Committee and Lead Training Officer on all aspects of department training.

42) To develop and manage the departmental training programme and to promote a positive attitude towards training and encourage staff at all levels to maintain training in line with the Institute of Decontamination Science's educational framework, and the Modernising Scientific Career Framework.

### **RESEARCH AND DEVELOPMENT**

43) To undertake Research and development, equipment testing or similar activities.

- 44) Organise and participate in the validation of new equipment and processes.
- 45) To manage and contribute to the development of new protocols/procedures for tests/validation /processes in the section/department, including those which may impact on other disciplines.
- 46) To collate/ present technical data for review and analysis.

### **COMMUNICATIONS AND WORKING RELATIONSHIPS**

- 47) To establish and maintain the communication of any relevant information within the team to ensure the continual and efficient running of the service.
- 48) To respond to customer/ service users' enquiries and offer appropriate complex, sensitive, scientific and technical guidance according to departmental policies.
- 49) To actively participate in team meetings taking the lead as appropriate and to communicate effectively at all times.
- 50) To communicate regularly with Decontamination Manager, to ensure high quality standards and the smooth running of the department.
- 51) To communicate regularly with junior staff, giving advice and instruction to ensure high quality standards and the efficient running of the department.
- 52) To co-ordinate and minute departmental technical meetings as required by the Decontamination Manager and the external Notified Body who undertake audits on behalf of the Medicines and Healthcare Products Regulatory Agency.
- 53) To attend, address, and lead meetings outside of the department as appropriate.

### **MANAGEMENT**

- 54) To plan and prioritise the work of allocated sections to ensure that all reusable medical devices are decontaminated within the agreed timescales, allowing all organisations activity targets to be met.
- 55) To deputise for Decontamination Manager and when required other senior staff.
- 56) To manage, train and perform competence assessment of all Medical Device Decontamination Science Specialists.

- 57) To provide guidance to all department staff in their area(s) of accountability.
- 58) To manage the recruitment and interview processes employed by the department in association with the Decontamination Manager.
- 59) Manage and develop key performance indicators for the speciality.
- 60) Budget holder - To ensure that the department operates within the financial budget.

### **PERFORMANCE AREA CORE FUNCTIONS**

- 61) Ensure that the necessary resources are available for the delivery of services on a daily basis, which meets the requirements of service users.
- 62) To ensure the service provision is provided in accordance to the National standards and practices detailed within the Quality system and the IDSc (Institute of Decontamination Sciences) Quality Assurance Standards.
- 63) With the Decontamination / Sterile Services Manager monitor activity and performance against standards set, in terms of quality and volume, initiating changes in practice as required.
- 64) Assist the Decontamination / Sterile Services Manager to implement all statutory and regulatory requirements within the departments and maintain professional competency within the sterile services profession.
- 65) Act as a positive role model through the provision of effective leadership, supervision and operational management of the departments.
- 66) To formulate procedures and work instructions in the department so they reflect the latest national or local protocols in conjunction with the Decontamination / Sterile Services Manager
- 67) To develop the Quality Management system to ensure it meets the latest requirements and maintain on a daily basis
- 68) Develop and maintain good communication links both upwards and downwards within the H.S.D.U.
- 69) Maintain effective communication links within and between departments, customers and professional advisors.

70) To support the staff in their education to develop their professional status including the IDSc nationally approved training.

71) To achieve full membership status of the IDSc or maintain membership if already gained.

a. **TEACHING / TRAINING**

- b. 1. Assist with the induction, training and appraisal reviews of all staff to enable them to undertake competently the full range of sterile services duties.
- c. 2. Participate in the Continuing Professional Development Programme.
- d. 3. Introduce changes to working practice with the Decontamination / Sterile Services Manager as required.
- e. 4. To be proactive in the implementation and education of the staff to changes in standards and procedures as they are developed.

f. **COMMUNICATION**

- g. 1. Participate in multi-disciplinary meeting pertaining to sterilisation and decontamination for the Trust
- h. 2. Participate in meetings with internal and external customers to ensure client satisfaction.

**WORKING CONDITIONS**

72) The departments are purpose designed air-conditioned units.

73) The role is of an operational nature and therefore a mixture of physical, mental and computer work will be the core roles.

74) The role requires considerable diplomacy when dealing with inter-departmental issues and the management of HSDU staff.

75) In addition, there will be the requirement at times of unplanned staff shortage to carry out any role in the department which involves some heavy lifting handling of contaminated Medical Devices and the operation of sterilizers and washer/disinfectors and AER's.

76) Participation in the on call out of hours' service three weekly.

### **OTHER INFORMATION**

77) The post holder will be required to attend off site meetings and to attend technical training as and when necessary at Suppliers venues. This may require over night stays and working beyond normal office hours.

### **Key attitudes and behaviours**

- Self-motivated and a positive outlook
- Team worker
- Ability to stay calm/work under pressure
- Flexible
- Professional manner at all times
- Good communication skills, written and spoken

This is an outline job description designed to give an overview of the responsibilities of the post. The post holder will be expected to be flexible to respond to change and organisational need. The post holder will also be expected to contribute to the wider corporate and organisational needs of the Trust as appropriate.

### **General**

#### **Information Governance**

Whilst employed by the Trust you may have access to patient or staff information, this information must be kept confidential and must not be disclosed to anybody other than when acting in an official capacity. The unauthorised use or disclosure of patient or other personal information is a dismissible offence for Gross Misconduct under the Trust's Disciplinary Policy, and could also result in criminal prosecution. All staff must work in accordance with the General Data Protection Regulation (GDPR) and familiarise themselves with the Trust's information governance and related policies and procedures.

If this post involves the collection, entry, change or deletion of any data items either electronic or manual (e.g. the Trust Patient Administration System) it is your responsibility to ensure that as far as is reasonably possible, you have ensured that those details are accurate and up-to-date.

If this post manages members of staff, it is your responsibility to ensure that these staff are made aware of Trust policies and procedures relating to their area of work and to ensure that these are

followed at all times. This post must also ensure that staff receive adequate and relevant training required by them to enable them to carry out their duties.

All employees must familiarise themselves with and adhere to all Trust policies and procedures including the following:

- Risk Management Policy and Strategy
- No Smoking at Work
- Equal Opportunities in Employment, including the Disability Discrimination Act
- The Caldicott Principles

### **Safeguarding vulnerable adults, children and young people**

All Trust employees have a responsibility to safeguard and promote the welfare of vulnerable adults, children and young people. As such, you have a duty to familiarize yourself with the Trust adult and Child Protection Procedures and Guidelines which are accessible on the intranet.

### **No Smoking Policy**

Surrey and Sussex Healthcare NHS Trust is a smoke free Trust covering trust premises, grounds and any trust owned vehicle. Staff should not smoke during their working hours and will be protected from passive smoking both in the Trust and whilst making home visits.

### **Research**

The Trust manages all research in accordance with the Research Governance Framework, a copy of which is available in the medical director's office. As an employee of the Trust, you are required to comply with all reporting requirements, systems and duties of action put in place by the Trust to deliver research governance standards

### **Intellectual Property**

From time to time during the normal course of your employment you may generate Intellectual Property (IP) which may have value in the delivery of better patient care. Where such Intellectual Property (IP) is created in the course of your employment or normal duties then under UK law it will generally belong to the Trust, unless agreed otherwise in writing between you and the Trust.

The Trust management procedures for Intellectual Property (IP) have been approved by the Trust Board and can be found on the Trust Intranet Site. Trust Procedures are consistent with the Management Framework for Intellectual Property (IP) of the Department of Health. You are required to comply with these procedures.

### **SASH+**

As part of our commitment to ensure our culture and ways of working reflect and embed the practices and methodologies of SASH+, you will be expected, where identified, to attend and complete relevant training and development opportunities to support this. This may include Lean for Leaders, Advanced

Essential	Desirable	Evidenced by
<b>Qualifications</b>		
Degree or equivalent Specialist expertise in decontamination Membership of Institute of Decontamination Sciences	Diploma in Business Administration or similar experience working in decontamination  Mary Seacole or equivalent management training	Application
<b>Experience</b>		
Significant experience of working within a sterile service endoscope environment (minimum 4 years)  Experience of working within (or as a service provider) to an acute hospital or similar  Experience of supervising sterile service technicians and providing first line of leadership  Liaising with maintenance contractors  Stock control and ordering of sterile services supplements	Experience of being a production manager or Supervisor	Application and interview
<b>Knowledge, Skills and Competencies</b>		
Highly specialised decontamination knowledge acquired through ongoing specialist training or experience  Knowledge of ISO standards and their implementation  Knowledge of relevant medical devices used within the department  Evidence of ongoing CPD  Experienced and efficient at managing a budget  Competent in Microsoft Office and associated software.  Competent in sterile services tracking technology including QMS.	Evidence of self-development	Application and interview
<b>Behaviours and Values</b>		
Flexibility in shift/working patterns to meet the needs of the service  Is able to participate as a team member Is of good health and good character as per HCS requirements  Willing to accept additional responsibilities as delegated by senior staff		Application and interview