

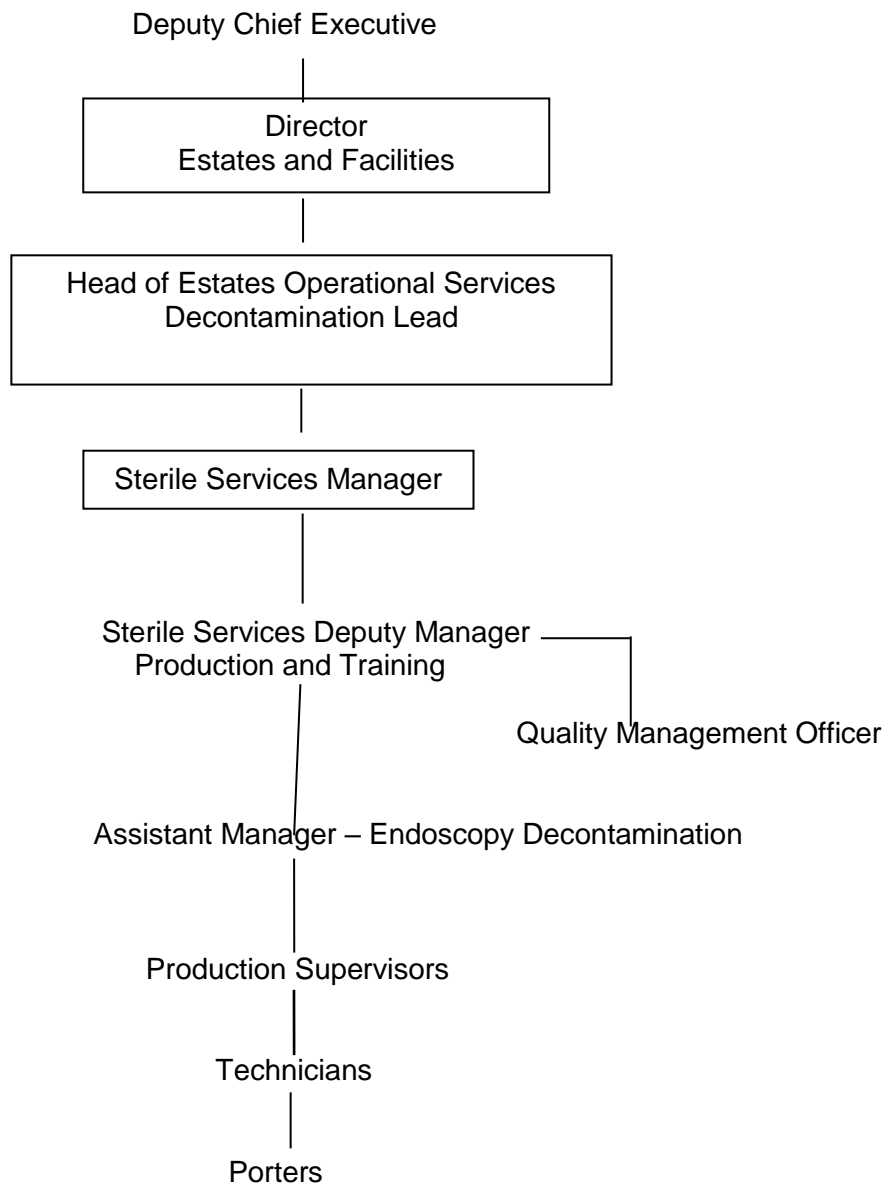


JOB DESCRIPTION

Job Title:	Sterile Services Technician
Department:	Sterile Services
Division:	Estates & Facilities
Band:	3
Hours:	37.5 hours per week (working a 2 week rotating shift 8am-4pm and 2pm-10pm including 1 weekend in 3, both Saturday and Sunday) The department is open 8am-6am Monday to Friday and 8am-6pm on Saturdays and Sundays.
Responsible to:	Deputy Sterile Services Manager
Accountable to:	Sterile Services Manager
Responsible for:	N/A
Base:	Main base St Peter's Hospital, with requirement to work across both St Peter's and Ashford Hospital sites to fulfil role, and working at any other Trust site as required.
Disclosure and Barring Service Required:	Yes Standard
Job Summary:	<p>The Decontamination and Sterile Services Technician is responsible for providing effective safe and efficient collection, decontamination (washing, disinfection and sterilization) and distribution of re-usable medical devices with complex speciality demands, including devices, of varied design which are of a delicate and valuable nature (e.g. £75,000 each) for use in direct patient care</p> <p>The Sterile Services Department maintains a quality system (ISO) 9001:2008 & ISO 13485:2003). Technicians must comply with the essential requirements of the Medical Devices Directive 93/42/EEC.</p> <p>Maintaining and updating records and database, for traceability of re-usable medical instruments in accordance with quality control and accreditation.</p> <p>To test, validate and operate highly technical and sensitive decontamination equipment within the department recording and reporting faults to ensure timely repairs and maintenance</p> <p>To undertake quality checks for cleanliness and functionality of equipment, before distribution to customers in accordance with Legislation, Quality Systems and Health and Safety; both Trust wide and for external customers.</p> <p>To collect and accept delivery of used equipment from all customers</p>

	<p>including external agencies.</p> <p>To deal with all levels of customer queries via; telephone and direct personal contact, including clinicians, nurses and other practitioners.</p> <p>To check equipment, instructions and other documentation before choosing correct decontamination processes.</p> <p>To adhere to policies and procedures, currently operating within the Department/Trust.</p>
Key working relationships	<p>Internally the postholder will develop effective working relationships with:</p> <ul style="list-style-type: none"> • Departmental Colleagues and internal stake holders <p>Externally this includes</p> <ul style="list-style-type: none"> • N/A
Key Result Areas:	<p>To have made an effective contribution to reaching the Trust's vision, strategic objectives and key work programmes.</p> <p>On a rotational basis duties include; receiving, disassembly and cleaning of contaminated equipment.</p> <p>To inspect, test, assemble, pack, sterilize and distribute instruments and equipment for supply to customers, wards, departments, theatres and external customers.</p> <p>To record all the essential stages of the decontamination/sterilisation process.</p> <p>Operate and test all equipment within the department.</p> <p>To make a diagnosis of daily test results on machinery and inform relevant personnel if results are contrary to the required standards.</p> <p>Carry out functionality tests on all re-usable medical devices.</p> <p>To record and process the test results and demonstrate compliance, so as to enable audits and facilitate analysis.</p> <p>Carry out all duties in line with the Trusts Health and Safety policies.</p> <p>Carry out all duties in line with the Departments accredited Quality System.</p> <p>Carry out assigned clerical tasks as required.</p> <p>Keep areas clean and tidy; maintain a safe and compliant environment.</p> <p>Deliver the workload within the agreed time and to the required customer service level agreement.</p> <p>To collect, process and distribute essential medical devices and sterile packs throughout the trust including clinics and outside agencies in accordance with legislation and quality systems</p> <p>Adhere to specified levels of Personal Protective equipment at all times</p> <p>Pushing/manoeuvring trolleys, manual handling of instrument sets and stock.</p>
Date of last review:	November 2018

2. DEPARTMENT ORGNISATION STRUCTURE CHART



3. MAIN DUTIES AND RESPONSIBILITIES OF THE POST:

Clinical or technical

Wash Room

To test and operate highly technical and sensitive disinfection equipment within the department.
To diagnose daily test results on washer disinfectors.
Receive and record sets and instruments using manual and I.T. Systems and prioritise workload.
Sort and identify instruments using relevant documentation, check for functionality before choosing the appropriate decontamination process following manufacturer's instructions.
Raise non-conformance reports where necessary e.g. on discovering missing or damaged instruments and equipment. Contact customer to action appropriately.
Follow Trust policy (e.g. sharps) and report incidents.
To take delivery of and process unique specialist surgical loan instruments for use in complex clinical procedures, following the manufacturers' instructions.
Ensure correct and safe handling, using appropriate decontamination processes for sensitive and fragile equipment and instruments, often of a valuable nature e.g. telescopes, endoscopes, lithoclast.
Deal with customers queries and reschedule work load as fast track items are received.
To use manual recording and IT systems, in order to provide traceability of instruments and devices throughout the Trust.
Mentoring / training of new colleagues and less experienced members of staff.

Disinfection / Endoscopy

To test and operate highly technical and sensitive disinfection equipment within the department.
To diagnose daily test results on machinery, i.e. washer disinfectors.
To record and process the test results and demonstrate compliance, so as to enable audits and facilitate analysis
To decontaminate Endoscopy apparatus of varied design which are of a delicate and valuable nature
Prioritise work load depending on customer requirements to ensure minimal disruption to patient care e.g. surgical lists and trust waiting list initiatives/targets.
Pushing/manoeuvring trolleys, manual handling of instrument sets and stock.
Receive and document equipment, check documentation against equipment delivered for accuracy and record non-conformances where necessary.
Process instruments using sterilizers, maintaining safe working practice at all times, wearing P.P.E. when necessary.
Prioritise work load depending on customer requirements to ensure minimal disruption to patient care e.g. surgical lists and trust waiting list initiatives/targets.

Inspect sets / instruments on a regular basis to ensure integrity of loads i.e. visual indicators.
To raise Non Conformance Reports where necessary.
Categorize all sets/instruments into appropriate areas for dispatch.

Clean room

Test and record results of heat sealer function
Undertake quality checks for cleanliness and functionality before packing to agreed specifications.
Pack sets and instruments using various designs of wrappings/containers in such a way as to ensure an effective sterile field.
Deal with customers queries and reschedule workload as required
Visual checks are carried out on all wash cycles to ensure correct parameters are achieved, if these are not achieved wash load is failed on IT systems and returned for reprocessing.
To record and process the test results and demonstrate compliance, so as to enable audits and facilitate analysis.
Comply with Gowning room procedure.

Sterilizers

Test all sterilizers within the department in accordance with the departmental Quality Control Procedures.
To record and process the test results and demonstrate compliance, so as to enable audits and facilitate analysis.

Raise decontamination documents for returned loan sets and repairs.
To process and deliver fast track sets to meet customer demands.
Receive and record sets and instruments using manual and I T systems.

Sterile Stores / Check and delivery

Receive and document goods and equipment, check delivery notes against goods delivered for accuracy and record non-conformances.
Keep areas clean and tidy; maintain a safe and compliant environment.
Prioritise work load depending on customer requirements to ensure minimal disruption to patient care e.g. surgical lists and trust waiting list initiatives/targets.
Categorise all sets instruments into appropriate areas of stores for dispatch.
Ensure rotation of stock.
Decontaminate all equipment going for repair.

Training

SSD staff will receive practical and theoretical decontamination training. In order to develop an extensive knowledge of medical devices and their functions to include decontamination, principles, practical application and technical aspects of the service.
Training will also include the Internal Programme and any other relevant training required for this position.

Communication

Staff will be required to communicate with colleagues/customers at all levels, including senior clinicians and management.
Required to deal with telephone enquires as necessary in a concise and appropriate manner.
Verbal and written communication is maintained within the department such as quality system documents and Trust safe code reporting system.
Demonstrate a courteous and helpful approach to visitors and colleagues.
Required to report untoward incidents and relevant information, to a supervisor, immediately.
Taking part and representing others in working group sessions relating to health and safety, quality system, personnel, training, innovations and dealing with changes and challenges.

PERSON SPECIFICATION

POST TITLE:

Factors	Essential	Desirable
Attitude, Behaviour and Values	<ul style="list-style-type: none"> Always puts patients first Customer service focus Willing and able to take personal responsibility Demonstrates passion for excellence Seeks out and takes opportunities for improving the service offered Takes pride in their work and their team Flexible in their attitudes and behaviours to support team working and delivery of objectives Respects, values and cares for others Supports learning and development of self and others Supports and promotes equality and diversity 	
Qualifications and Further Training	<ul style="list-style-type: none"> Educated to GCSE standard or NVQ level 3 or equivalent 	<p>E-learning in decontamination of flexible endoscopes</p> <p>Sterile Services Technician training</p>
Experience	<p>Experience of working in a role that has specific processes and procedures.</p> <p>Able to use fine tools for equipment assembly.</p> <p>Experience of working as part of a team.</p> <p>Some experience of maintaining job specific equipment.</p>	<p>Knowledge of government legislation.</p> <p>Broad knowledge of equipment cleaning, decontamination and sterilization procedures.</p> <p>A working knowledge of machine testing, validation and operation.</p>
Knowledge	<p>NHS Constitution</p> <p>Trust vision, values and strategic objectives</p> <p>Understanding of consequences that may arise due to equipment or devices failure.</p> <p>Understanding of infection control. Understanding of health and safety work act.</p>	<p>A good level of understanding concerning the clinical use of the equipment undergoing decontamination</p>
Skills	<p>Must be able to demonstrate, in relation to patients, visitors, colleagues and other individuals connected with the Trust and NHS:</p> <ul style="list-style-type: none"> You have knowledge & awareness of diversity and human rights as appropriate to your role You are able to communicate effectively to ensure high standards of care, treatment, service 	<p>To comply with all requirements of legislation, quality systems and international standards</p>

	<p>or support as appropriate to your role,</p> <ul style="list-style-type: none"> • Able to prioritise own work under conditions of urgency/demanding situations. • Attention to detail for packing and checking. • Able to use computers in order to maintain traceability of all reusable • Able to provide a customer focussed service 	
Other requirements	<ul style="list-style-type: none"> • Able to demonstrate that you are honest, reliable and trustworthy • Treat patients, visitors, colleagues with respect • Ability to travel between Trust sites • Ability to be flexible to meet the needs of the team, the service and the Trust • Clear written and spoken English • Able to communicate information routinely across professional boundaries at all levels including senior clinicians and management. • Ability to represent the department in a professional manner • Willingness to work in unpleasant working conditions including exposure to bodily fluids • Ability to work all shifts including weekends 	

Values and Behaviours

Ashford and St. Peter's Hospitals **NHS**

NHS Foundation Trust

Patients First

	Exemplary 4= acts as a role model	Essential 3 = always demonstrates 2 = sometimes demonstrates	Unacceptable 1= does not demonstrate
Care	Always finding ways to make a difference for the benefit of others	Ensuring that basic needs are always met	Ignoring patients who need help – the standard you walk past is the standard you accept
Compassion	Making everyone feel special – knowing your patients well and treating them as individuals	Putting yourself in others' shoes – you could be the only word of kindness that person receives all day	Not being aware of others' needs or feelings
Communication	Adjusting your communication style to fit the person or the purpose	Introducing yourself, listening, explaining clearly what is happening and making sure that you have been understood	Making little effort to explain situations, creating anxiety and confusion
Humility	Using what our patients and others tell us to make our care the best it can be	Apologising and being open when things have gone wrong	Arrogance – assuming we have all the answers and not listening to our patients

Passion for Excellence

	Exemplary 4=acts as a role model	Essential 3 = always demonstrates 2 = sometimes demonstrates	Unacceptable 1= does not demonstrate
Positivity	Sharing good news and positive stories, seeing and inspiring the best in others	Striving to be the best you can	Spreading negativity, or having a "can't do" attitude
Insight	Stopping, looking and listening – being mindful of your environment	Having an in depth understanding of your day to day practices and the impact they have on others	Not being aware of impact on others
Initiative	Finding and seizing opportunities to go the extra mile without being asked	Taking a proactive approach, and prioritising	Being passive and demonstrating a lack of attention to detail
Innovation	Being bold, ambitious and creative and challenging the norm	Seeking out new ideas and finding ways to put them into practice	Accepting average standards or refusing to move from the status quo



Developed by staff through the Trust Wall and through conversation in Autumn 2013

Personal Responsibility

	Exemplary 4= acts as a role model	Essential 3 = always demonstrates 2 = sometimes demonstrates	Unacceptable 1 = does not demonstrate
Commitment	Equipping yourself with the skills, knowledge and wellbeing required to deliver your best	Performing your duties to the best of your ability and always being punctual and prepared	Taking little interest in doing a good job
Self-awareness	Leading by example and taking responsibility for your actions	Treating people as you would like to be treated, remembering that the little things often make the biggest difference	Looking for excuses or undermining others
Open-mindedness	Being objective and providing, seeking and valuing regular constructive feedback	Continuously listening, learning and improving	Showing little interest in improvement or being dismissive of others' ideas or feedback
Courage	Not being afraid to challenge poor behaviour and inspiring courage in others	Believing in yourself and your contribution, and having the confidence to speak up and speak the truth	Not being willing to trust others, or avoiding difficult issues

Pride in our Team

	Exemplary 4=acts as a role model	Essential 3 = always demonstrates 2 = sometimes demonstrates	Unacceptable 1= does not demonstrate
Constructiveness	Supporting, inspiring, mentoring, coaching, celebrating, championing and motivating	Treating one another with dignity, intelligence and respect	Shouting, taking an aggressive tone, or finger-pointing
Selflessness	Taking on tasks, beyond expectation, to achieve team or organisational goals	In your work, prioritising the needs of your patients, teams and organisation ahead of your own	Showing evident self-interest to the detriment of the team or organisation, or lack of flexibility
Collaboration	Helping others to see that they can achieve more together than can be achieved alone	Building positive relationships based on listening and sharing information, knowledge, skills, as well as workload, to further team and organisational goals	Refusing to work with others effectively – withholding information, or failing to listen to or acknowledge others' views
Integrity	Always being open and honest, setting realistic expectations, and consistently demonstrating your values	Being honest and delivering what you promise or making others aware if you are unable to deliver	Being dishonest or biased, or actions not matching words

VALUES BASED BEHAVIOURS

The Values Based Behaviours above describe the standards of behaviour the Trust supports and expects from all staff, and these are used to assess and develop staff through all aspects of their career with the Trust, from recruitment, through induction, appraisal and development.

WORKING FOR THE TRUST GENERAL RESPONSIBILITIES FOR ALL STAFF IN THE TRUST

ALL TRUST EMPLOYMENT POLICIES CAN BE ACCESSED EXTERNALLY THROUGH THE TRUST WEBSITE AT: <http://www.ashfordstpeters.org.uk/employment>. ALL OTHER TRUST POLICIES CAN BE ACCESSED EXTERNALLY VIA: <http://www.ashfordstpeters.org.uk/organisational>

COMMUNICATION AND CONFIDENTIALITY (INFORMATION GOVERNANCE)

You must communicate clearly by actively listening and responding to what people are saying:

- a) check information from other people and check its accuracy
- b) establish any help people require and act on this appropriately
- c) ensure confidentiality at all times

Employees of the Trust must not without prior permission disclose any information regarding patients or staff obtained during the course of employment except to authorised bodies or individuals acting in an official capacity. The Data Protection Act may render an individual liable for prosecution in the event of unauthorised disclosure of information. See Confidentiality Policy <http://trustnet/documents/menu113.htm> and Information Governance Policy <http://trustnet/documents/menu1107.htm>

All employees must be aware of their responsibilities under the Freedom of Information Act 2000. See Trust Freedom of Information Policy at http://www.ashfordstpeters.org.uk/attachments/799_Freedom%20of%20Information%20Policy.pdf

Employees who use a computer, must abide by the terms of the Trust's Information and Technology Policies at: <http://trustnet/documents/menu11.htm>

DEVELOPMENT, MODERNISATION AND CHANGE

The Department of Health, the Trust, and Directorate/Departments have targets to achieve in respect of service delivery and improving and progressing patient care. We ask that you are aware of these targets and contribute and work to achieve them.

All staff are to be familiar with the Trust's policies and procedures, which are available on the Trust Intranet <http://trustnet/documents/menu.html> or externally via <http://www.ashfordstpeters.org.uk/organisational>

This job description is an outline of the role and responsibilities. From time to time due to the needs of the service, we may ask you to undertake other duties that are consistent with your role / band. Details and emphasis of your role may change but this would be in consultation with you and in line with the needs of your work area.

INCLUSION DIVERSITY AND RIGHTS

All staff have a duty promote people's equality, diversity and rights, and treat others with respect and dignity and to:

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by the Equality Act 2010;
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it
- Foster good relations between persons who share a relevant protected characteristics and persons who do not share

The Trust is unreservedly opposed to any form of discrimination being practiced against its employees whether on the grounds of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership and pregnancy and maternity.

The Trust Annual Equality and Diversity report and information is available on the Trust Intranet site:

<http://www.asph.nhs.uk/annual-equality-and-diversity-report>

MONITORING AND MAINTAINING GOOD HEALTH AND SAFETY

The safety of patients, staff and visitors is paramount. All staff have a duty to recognise safety as a fundamental element of their role and to comply with Trust policies, procedures, protocols and guidelines related to safety and well- being.

Under the Health and Safety at Work Act 1974, all employees have a duty:

- a) to take reasonable care of ourselves and others at work
- b) to co-operate in meeting the requirements of the law
- c) not intentionally or recklessly interfere with or misuse anything provided in the interests of health safety or welfare

You are required to familiarise yourself with the details of the Trust's Health and Safety Policies posted on the Intranet at <http://trustnet/documents/menu3.htm> .A department policy which will cover your usual place of work is available through your head of department. There are a number of health and safety training sessions which will be mandatory for you to attend depending on your type of work.

MANDATORY TRAINING

All staff have a responsibility to ensure that they are up to date on essential knowledge and skills related to their sphere of work. Some areas of training are common to all staff, such as Health & Safety, Safeguarding and Information Governance. Staff must ensure that they attend Mandatory Training sessions as required.

NHS CONSTITUTION

The NHS commits:

- To provide all staff with clear roles and responsibilities and rewarding jobs for teams and individuals that make a difference to patients, their families and carers and communities.
- To provide all staff with personal development, access to appropriate training for their jobs and line management support to succeed.
- To provide support and opportunities for staff to maintain their health, well-being and safety.
- To engage staff in decisions that affect them and the services they provide, individually, through representative organisations and through local partnership working arrangements. All staff will be empowered to put forward ways to deliver better and safer services for patients and their families.

Staff responsibilities:

- **You have a duty** to accept professional accountability and maintain the standards of professional practice as set by the appropriate regulatory body applicable to your profession or role.
- **You have a duty** to take reasonable care of health and safety at work for you, your team and others, and to co-operate with employers to ensure compliance with health and safety requirements.
- **You have a duty** to act in accordance with the express and implied terms of your contract of employment.
- **You have a duty** not to discriminate against patients or staff and to adhere to equal opportunities and equality and human rights legislation.
- **You have a duty** to protect the confidentiality of personal information that you hold unless to do so would put anyone at risk of significant harm.
- **You have a duty** to be honest and truthful in applying for a job and in carrying out that job.

Details at: <http://www.dh.gov.uk/en/Healthcare/NHSConstitution>

QUALITY AND RISK MANAGEMENT

The Trust, as a public organisation is committed to acting with honesty, with integrity and in an open way. We are working together to achieve the highest levels of compliance with risk management via the NHS Litigation Authority (NHS LA) and Clinical Negligence Scheme for Trusts (CNST) for maternity services. You are expected to become familiar with these standards as they relate to your work and further details are available from your manager.

You must ensure your actions help to maintain quality and reduce risk. This involves accepting individual responsibility for meeting required standards, and for following quality and safety processes and procedures. These include national requirements set out by the Healthcare Commission, Trust policies, the Trust's Standards for Practice and Care, local Codes of Practice and local service or departmental standards.
(<http://trustnet/documents/Standards%20for%20Practice%20and%20Care.doc>)

It is expected that you understand and comply with current emergency resuscitation techniques (where appropriate), infection control procedures, and fire regulation procedures.

- Risk & health & safety policies are available at <http://trustnet/documents/menu3.htm>;
- Patient care policies are available at <http://trustnet/documentss/menu8.htm>;
- Fire policy is available at <http://trustnet.asph.nhs.uk/documents/document306.htm>;

- Control of infection policies is available at <http://trustnet/documents/menu7.htm>.
- All other relevant policies can be found at <http://trustnet/documents/menu.html>

WHISTLE-BLOWING (FREEDOM TO SPEAK UP)

All employees working in the NHS have a contractual right, and a responsibility, to raise genuine concerns they have with their employer about malpractice, patient safety, financial impropriety or any other serious risks they consider to be in the public interest. Details of when and how concerns may properly be raised within or outside the Trust are available in the Trust's Whistle-blowing Policy which you can access on the intranet at: http://www.ashfordstpeters.org.uk/attachments/1276_Whistle%20Blowing%20Policy.pdf

The Trust's policy on whistle-blowing enables everyone to raise any concerns they have about any malpractice at an early stage and in the right way.

The Trust welcomes your genuine concerns and is committed to dealing responsibly, openly and professionally with them. It is only with the help of our staff that the Trust can deliver a safe service and protect the interests of patients and staff. If you are worried, we would rather you raised the matter when it is just a concern, rather than wait for proof.

We hope that you will be able to raise concerns with your manager or Head of Service. However, we recognise that this may be difficult at times and the policy enables you to raise a matter directly with the Trust Freedom to Speak Up Guardian and the designated Non-Executive Director. But you can approach any member of the Trust Board.

Your concerns will be taken seriously and investigated. We also give you a guarantee that if you raise concerns responsibly, we will endeavour to protect you against victimisation.

Further information is available on the Trust Intranet at: <http://trustnet/departments/speakup/>

REQUIREMENT FOR FLEXIBILITY IN AN EMERGENCY SITUATION

In the event that the Trust is affected by an emergency situation (including but not limited to a flu pandemic or a pandemic of any other disease or illness), whether relating to its staff and/or patients, you agree that the Trust may require you to:

- (a) Carry out additional and/or alternative duties to those contained in your job description; and/or
- (b) Without prejudice to the other terms of your employment, perform duties (including any additional and/or alternative duties as mentioned above) at any other location where NHS services are provided

SAFEGUARDING

All Trust employees have a responsibility to take appropriate action if they believe that a child or vulnerable adult is in need of services or in need of protection and they must be committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. Everyone is responsible for accessing the relevant level of training and following the Trusts local and SSCB's Child Protection and Safeguarding procedures.



Information on Child Protection is available at:

http://www.ashfordstpeters.org.uk/attachments/1247_Child%20Protection%20Safeguarding%20Policy.pdf

and

<http://trustnet/docsdata/paed/index20.htm>

Information on the Abuse or Suspected Abuse of Vulnerable Adults is at:

http://www.ashfordstpeters.org.uk/attachments/723_Abuse%20or%20suspected%20abuse%20of%20vulnerable%20adults.pdf

The Trust complies with the requirements of the Disclosure and Barring Service (DBS) and the requirement to report safeguarding issues to the Disclosure and Barring Service. All staff required to have a DBS disclosure for their post will undergo a recheck every three years. Employees must cooperate with the renewal process and submit their DBS applications promptly when requested.

October 2018