



ROLE DESCRIPTION

Role Title:	Sterilising Services Team Leader		
Classification Code:	WHA6	Position Number	M57899
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network (LHN)		
Site/Directorate	Acute & Specialist Services – The Queen Elizabeth Hospital		
Division:	Surgery		
Department/Section / Unit/ Ward:	Central Sterile Supply Department		
Role reports to:	Manager, Central Sterile Supply Department		
Role Created/ Reviewed Date:	30th January 2024		
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working with Children Check (WWCC) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)		
Immunisation Risk Category:	<input checked="" type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (<i>minimal patient contact</i>)		

ROLE CONTEXT

Primary Objective(s) of role:
<ul style="list-style-type: none"> The Team Leader is responsible for the allocation of duties to Sterilising Services Attendants and the coordination of work practices in order to meet the needs of user areas. Provides supervision and direction to staff members in order to ensure compliance with departmental policy and procedures. The Team Leader is also responsible for the implementation of new procedures and work practices.

Direct Reports:
<ul style="list-style-type: none"> N/A

Key Relationships/ Interactions:
<u>Internal</u> <ul style="list-style-type: none"> Accountable to the Nursing Director, Perioperative Services. Responsible to the CSSD Manager.

- Delivers ongoing on the job training to Sterilising Services Attendants.

External

- Responsible for receipt and dispatch of sterile goods according to pre-booked or *ad hoc* user requests
- Responsible for reference/escalation of external enquiries to appropriate personnel

Challenges associated with Role:

Major challenges currently associated with the role include:

- Provision of a 24 hour service to a major teaching hospital
- Operation within a diverse, multi-disciplinary team

Delegations:

Financial, Human Resource and Administrative delegations are not required

Refer to [HR Delegations](#) and [Finance Delegations](#)

Delegated Level N/A in accordance with CALHN's Delegation of Authority Document

Staff supervised: Direct N/A Indirect N/A

Special Conditions:

- It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- *Prescribed Positions* under the *Children's Protection Act (1993)* must obtain a satisfactory Criminal and Relevant History 'child-related' employment screening through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- Criminal and Relevant History Screening must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children and Young People (Safety) Act 2017* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 2014* pursuant to the *Aged Care Act 2007 (Cth)*.
- Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.

- The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- The position is rostered over 7 days a week, (three shifts per 24 hours a day with the requirement to work weekends as required)

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- *Work Health and Safety Act 2012 (SA) and when relevant WHS Defined Officers must meet due diligence requirements.*
- *Return to Work Act 2014 (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.*
- *Meet immunisation requirements as outlined by the Immunisation Guidelines for Health Care Workers in South Australia Policy Directive.*
- *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).*
- *Children’s Protection Act 1993 (Cth) – ‘Notification of Abuse or Neglect’.*
- *Disability Discrimination.*
- *Independent Commissioner Against Corruption Act 2012 (SA).*
- *Information Privacy Principles Instruction.*
- *Code of Fair Information Practice.*
- *Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008, and the SA Health (Health Care Act) Human Resources Manual.*
- *Relevant Australian Standards.*
- *Duty to maintain confidentiality.*
- *Smoke Free Workplace.*
- *To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.*
- *Applying the principles of the South Australian Government’s Risk Management Policy to work as appropriate.*

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

Performance Development

The incumbent will be required to participate in the organisation’s Performance Review & Development Program which will include a regular review of the incumbent’s performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Cultural Commitment:

CALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, CALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce.

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Reusable Medical Device Reprocessing	<ul style="list-style-type: none"> • Allocating work areas to Sterilising Attendants on commencement of each shift and rotating duties as required for even skill distribution. • Undertaking and delivering ongoing on the job training to Sterilising Attendants • Assisting with ongoing education and ability to assess staff through industry competencies. • Performing work of a lower Classification when required.
Safe Work Practice	<ul style="list-style-type: none"> • Supervising sterilising staff to ensure quality control and safe practice. • Contributing to the ongoing quality of the Department by assisting with evaluation of all products. • Ensuring the continuation of the quality control program including interpreting the results of processes on a regular basis and reporting areas of concern to the Sterilising Services Manager. • Operating mechanical equipment using Standard Operating Procedures. • Identifying, reporting and maintaining a record of any equipment malfunction • Reporting and recording any malfunctions of mechanical equipment to CSSD Manager.
Clinical Support Service Delivery	<ul style="list-style-type: none"> • Prioritisation of workload, including washer and steriliser loads according to customer needs. • Reporting incorrect supply levels to the Sterilising Services Manager. • Regularly checking all stock levels and initiating purchase order requests via internal and external suppliers. • Reporting incorrect supply levels to CSSD Manager.
Clinical Support Service Delivery	<ul style="list-style-type: none"> • Recording instruments sent for repair and reporting to appropriate clinical staff or Sterilising Services Manager. • Ensuring the efficient repair of instruments by preparing requisitions and maintaining appropriate records and check returns. • Contributing to the effective sterilization process by repairing items and maintaining and checking appropriate files.
Safety & Quality	<ul style="list-style-type: none"> • Assisting with the developing and establishing key performance indicators for all critical activities relevant to area of responsibility in accordance with the quality evaluation program. • Assisting in the identification, establishment and review of corporate and departmental performance standards and outcomes.

	<ul style="list-style-type: none">• Establishing and maintaining recording systems to accurately reflect the activity of the various aspects of the department, which will enable evaluation of performance leading to improvement and achievement of best practice standards.• Completing quality improvement projects as directed by the Sterilising Services Manager.• Maintaining all sterilising load records including contents and sequence of loads.• Validation of sterilising processes against defined physical, chemical and biological parameters using recorded data and reporting any process failures.
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Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- Completion of AQF Certificate IV in Sterilising Services

Personal Abilities/Aptitudes/Skills:

- Ability to supervise and promote the ongoing development of staff.
- Proven communication skills both verbal and written.
- Ability to prioritize workloads and meet deadlines.
- Demonstrate the ability to use initiative and diplomacy to achieve objectives.

Experience

- Experience in staff training.
- Experience in a team oriented workplace.
- Extensive experience in a Hospital Sterilising unit.
- Experience in quality improvement programs.

Knowledge

- Knowledge of Australian Standards 4187.
- Knowledge of processes in Sterilising Services.
- Knowledge of Infection Control principles.
- Knowledge of single use only items.
- Knowledge of data collection.
- Knowledge of Instrument Identification processes.
- Knowledge of inventory and stock management.
- Knowledge of public sector management aims, personnel management standards and employee conduct standards, in particular Equal Opportunity and Occupational Health, Safety and Welfare policies and procedures.
- An understanding of risk and safety management systems, standards and responsibilities as they relate to a supervisory/management role.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- Completion of AQF Certificate IV in Sterilising Services

Personal Abilities/Aptitudes/Skills:

- Willingness to advance knowledge in Sterilisation Technology, through further education

Experience

- Previous experience in a large teaching hospital.
- Previous experience in a Sterilising department/unit.

Knowledge

- Knowledge of safety and quality systems

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Country Health SA Local Health Network Inc. and SA Ambulance Service Inc.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Central Adelaide Local Health Network:

CALHN is one of five Local Health Networks (LHNs) in South Australia established in July 2011. CALHN is responsible for the following health services:

- Royal Adelaide Hospital (RAH)
- The Queen Elizabeth Hospital (TQEH)
- Hampstead Rehabilitation Centre (HRC)
- St Margaret's Rehabilitation Hospital (SMRH)
- Glenside Health Service (GHS) Psychiatric Intensive Care Unit; Inpatient Rehabilitation Services and Acute beds only
- Adelaide Dental Hospital (ADH).

CALHN also has governance over numerous community mental health and primary health services including Prison Health Service, SA Dental Service and DonateLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including Imaging, Pathology and Pharmacy, responsibility of which has vacillated between CALHN and DHW over the past few years.

CALHN is one of three metropolitan LHNs and its core population is approximately 390,000 people. CALHN also provides services to patients from other SA networks, rural and remote areas, the Northern Territory, NSW (Broken Hill) and western parts of Victoria. These services usually relate to complex services such as head and neck cancer, radiation therapy, cardiac surgery, spinal surgery or rehabilitation.

CALHN's purpose is to deliver quality and sustainable healthcare. While the delivery of high quality patient care is our number one priority, we face a significant challenge in achieving financial sustainability. A quality-assured financial recovery plan has been developed to meet these challenges. Through effective leadership and change management, the plan which is applicable to all Directorates and departments, will be implemented over the next three years.

Division/ Department:

The Central Sterile Services Department supports the delivery of care by providing a 24 hour clinical support service to areas which require Reusable Medical Devices (RMD). The department ensures that RMDs are provided compliant with Australian Standard *AS/NZS4187:2014*. Within the CALHN single service-multiple sites ("SSMS") Model CSSD have the interpersonal skills and motivation to nurture a committed and respectful team environment where we constantly strive to provide a thorough professional service for the patients and our customers. This will be demonstrated through high quality standards, a positive attitude and the ability to adapt to change in a fast moving environment.

Values

Central Adelaide Local Health Network Values

Our shared values confirm our common mission by promoting an organisational climate where the patient's needs are put first and where the teamwork and professionalism of our workforce help us to attract and retain the best staff. These values guide our decisions and actions.

Patient Centred:	Our patients are the reason we are here and we will provide the best service to our patients and customers
Team Work:	We value each other and work as a team to provide the best care for our patients
Respect:	We respect each other, our patients and their families by recognising different backgrounds and choices, and acknowledging that they have the right to our services
Professionalism:	We recognise that staff come from varied professional and work backgrounds and that our desire to care for patients unites our professional approach to practice

Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- Democratic Values - Helping the government, under the law to serve the people of South Australia.
- Service, Respect and Courtesy - Serving the people of South Australia.
- Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- Accountability- Holding ourselves accountable for everything we do.
- Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name: _____ **Role Title:** _____

Signature: _____ **Date:** _____

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

Name: _____ **Signature:** _____ **Date:** _____