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| **POSITION DESCRIPTION** | logo300 |

10/01/2018

This Position Description is a guide and will vary from time to time and

between services and/or units to meet changing service needs

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| The Canterbury District Health Board is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies. | | |
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| Organisational Vision The CDHB’s vision is to improve the health and well being of the people living in Canterbury. Organisational Values  * Care & respect for others * Integrity in all we do * Responsibility for outcomes | | |
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| **POSITION TITLE:** | Clinical Manager | |
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| **REPORTS TO (Title):** | Manager Clinical Technologies | |
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| **REPORTS ON A DAILY BASIS TO:** | Manager Clinical Technologies | |
| **PRINCIPAL OBJECTIVES:** | | |
| * To effectively manage the day to day functions of the ChCh Campus Sterile Services activity * To be a resource for all Sterile Service activities of The Canterbury District Health Board and West Coast District Health Board * Managing, leading and providing direction to ensure a robust quality and education system is in place * To participate in planning with the Manager | | |
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| **FUNCTIONAL RELATIONSHIPS:**  (Who are the customer/consumers/patients) | | |
| **INTERNALLY:** | | |
| A range of nursing staff in Clinical Departments | |
| Clinicians | |
| Infection Control | |
| Divisional Support staff | |
| Supply Department | |
| DHB Sterile Services Staff | |
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| **EXTERNALLY:** | | |
| Sterile Services Colleagues Nationally & Internationally | |
| Private Health Providers | |
| Company Representatives | |

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| **KEY PERFORMANCE OBJECTIVES:** | |
| **Task** | **Ensure the effective management of, and leadership for Sterile Service staff.** |
| Expected Result | * Staff management occurs in accordance with policies and relevant legislation. * Creates and nurtures a work environment which encourages a team approach, a high level of productivity and efficiency, and a continuous improvement and customer focus. * Manages annual leave, sick leave, course/conference leave, etc in a business like, proactive, timely and fair manner ensuring efficient maintenance of the service. * Manages the recruitment and employment of staff in collaboration with appropriate others. * Ensure that all new employees receive a comprehensive, planned orientation and that education needs are identified. * Support and advice is provided to staff when necessary. * Regularly provide feedback to staff in relation to performance. * Formal performance and development reviews are completed at least annually. * Performance issues are managed to achieve optimal outcomes. * Disciplinary matters are dealt with and comply with the Disciplinary Procedure. |
| **Task** | **Provides leadership within the service** |
| Expected Result | * Creates an environment that:   + Encourages individual actions and contributions.   + Values individual effort, innovation and creativity.   + Enhances the success of the area/service/team and division.   + Maintains a current knowledge of relevant issues, trends and practices.   + Behaviour demonstrates cultural appropriateness.   + Builds and maintains productive working relationships.   + Participates as a member of designated group(s)   + Individual(s) contribute to the service, division and organisation. |
| **Task** | **To have oversight and manage workflow, associated processes and allocation of staff within Sterile Services** |
| Expected Result | * Workflow is coordinated effectively with team leaders. * Adequate staff are allocated to key areas. * The work process flows to ensure reduction of backlogs in areas that hinder the Department and service is delivered on time to users. * Sufficient quantities of stock are present for staff to carry out their tasks. * Ensures equipment is processed in compliance with all infection control and relevant quality standards. * Implementation and maintenance of tracking systems to ensure an effective closed loop process. * The Clinical Manager, together with the Manager and senior Sterile Services staff, will monitor the maintenance and testing of equipment used by the staff in the Department. |
| **Task** | **Service Development and Refinement** |
| Expected Result | * Relationships are developed with key personnel. * Service requirements are discussed and agreed with key clinical staff. * External customer requirements are agreed and service provided as agreed with the Manager. * Innovative approaches to enhance the cost efficiency of the service are explained and implemented. |
| **Task** | **To act as a resource for all areas involved with decontamination and sterilisation within Canterbury and West Coast DHBs.** |
| Expected Result | * Customer service standards are regularly achieved. * Quality issues are dealt with in a timely manner * Customer enquiries are handled in a consistent manner. |
| **Task** | **To implement and monitor standards, procedures and protocols for Canterbury DHB Sterile Service areas.** |
| Expected Result | * All tasks performed in Sterile Service Units have documented standards, procedures and/or protocols. * All staff are familiar with the standards, procedures and/or protocols. * The standards, procedures and/or protocols meet accreditation guidelines. |
| **Task** | **To implement an effective Continuous Quality Improvement programme within the service in accordance with the organisation’s Quality Framework** |
| Expected Result | * Implements a Continuous Quality Improvement programme within the service in accordance with the organisation’s Quality Framework, by: * Identifying improvement opportunities by involving staff and using relevant information. * Developing and documenting the service’s quality plan, ensuring that quality improvement priorities are addressed. * Creating an environment which supports staff to provide good customer service. * Providing staff training and support to implement the service’s quality goals. * Meeting required standards, AS/NZS 4187, Infection Control and Health and Disability Sector Standards. * All recalls are managed effectively in a timely manner * Monitoring the achievement of the service’s quality plan, and reporting on this achievement to your manager. * Ensuring all staff participate in quality improvement activities and use appropriate quality tools and techniques. * Take actions to improve customer satisfaction. * Resolve customer complaints in a timely and effective manner, in accordance with the Compliments and Complaints Policy. |
| **Task** | **To assist with the implementation of individual and departmental training programmes.** |
| Expected Result | * Individual training needs and programmes are documented and implemented. * Education of Sterile Service technicians and other disciplines is ongoing. |
| **Task** | **Assumes responsibility for personal and professional/work education and development.** |
| Expected Result | * Maintains and/or extends knowledge and skill base required for effective performance. * Identifies any learning needs. * Negotiates with management to attend appropriate education and training. * Participates in own performance review annually. |
| **Task** | **To maintain stock within budgetary limits.** |
| Expected Result | * Best price is sought and achieved for all supplies. * Stock levels are maintained at the minimum safe level to permit effective service delivery. |
| **Task** | **Perform such other duties as reasonably required by the manager in accordance with the conditions of the position.** |
| Expected Result | * All other additional duties are performed in an efficient manner, to the required standard and within a negotiated timeframe. |

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| **HEALTH & SAFETY:** |
| Managers are to take all practicable steps to ensure the health and safety of employees at work and maintain knowledge of CDHB health and safety systems and policies.  This will be achieved by ensuring:   * Health and safety programmes are sustained by allocating sufficient resources for health and safety to function effectively. This includes regular liaison with the Health and Safety Advisor. * Employee participation is encouraged and supported in processes for improving health and safety in the workplace and by employee attendance at health and safety meetings. * A system is in place for identifying and regularly assessing hazards in the workplace and controlling significant hazards. * All employees are provided with information about the hazards and controls that they will encounter at work. * Regular workplace audits are carried out. * All employees receive and have signed off an induction to their workplace and to health and safety policies and procedures. * All employees receive relevant information and training on health and safety including emergency procedures relevant to their area of work and the appropriate use of personal protective equipment they may need to use. * All accidents and injuries are accurately reported, investigated and documentation is forwarded on to the Health and Safety Advisor within agreed timeframes. * Support and participation occurs in employee’s rehabilitation for an early and durable return to work following injury or illness. |

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| **QUALITY:** |
| Every staff member within CDHB is responsible for ensuring a quality service is provided in their area of expertise. All staff are to be involved in quality activities and should identify areas of improvement. All staff are to be familiar with and apply the appropriate organisational and divisional policies and procedures. |
| **QUALIFICATIONS & EXPERIENCE:** |
| **Essential**   * NZSSA Advanced Certificate in Sterilising Technology or equivalent * Prior leadership experience with management training from NZIM or equivalent * Extensive experience managing teams and working in a larger Sterile Services Department. * Professional affiliation in Sterilising Technology   **Desirable**   * Additional Sterilising Technology studies * Management Diploma |

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| **PERSONAL ATTRIBUTES:**  **Key Behaviours:**   * Ability to “work together” in a truthful and helpful manner. * Ability to “work smarter” by being innovative and proactive. * Accepts responsibility for actions. * Ability to provide inspirational and motivational leadership |

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by staff in this job classification. Staff members may be requested to perform job related tasks other than those specified.