

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

Title	Team Coordinator– Endoscope Reprocessing
Reports to	Nurse Manager
Location	Christchurch Hospital, Waitaha, Te Waipounamu
Department	Gastroenterology Day Service

Direct Reports	10 to 12 people	Total FTE	9.5-10 FTE
Budget Size	Opex -	Capex	-
Delegated Authority	HR -	Finance	-
Date	07/09/2026		
Salary band (indicative)ⁱ	Team Coordinator – Endoscope Reprocessing Technical / Non-degree qualified scales Designated position Band 2 \$94,043		
Children’s Worker roleⁱⁱ	Yes		

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The primary purpose of the role is to:

To lead the endoscope reprocessing team in the Gastroenterology Day Service, Christchurch Hospital, Waitaha, Te Waipounamu.

Effectively coordinate reprocessing resources to meet the needs of both internal and external stakeholders in a timely manner, whilst meeting all infection prevention and control standards for endoscopic reprocessing and reusable medical devices (AS/NZ 5369 and GENCA/GESA IPCE).

Liaise with internal and external providers for preventative maintenance of reprocessing equipment.

Key Result Area	Expected Outcomes / Performance Indicators
To ensure that all equipment is reprocessed in an effective and timely manner.	• To organise and coordinate the daily workflow and adjust as required throughout the day. • Ensure reprocessing priorities are effectively managed. • Standards and protocols are always adhered to. • Maintains and demonstrates practical application of endoscope reprocessing practices and protocols. • Role models' high standards of practice. • Ensures the skill mix is correct when rostering and delegating reprocessing work. • Identifies staff training needs and liaises with the Nurse Manager and Sterile Sciences to address these needs.
Maintain effective liaison with internal and external stakeholders	• Assists internal and external stakeholders with endoscope reprocessing queries in a timely and professional manner. • Establishes and maintains effective communications and working relationships with all internal and external stakeholders.
Guidance and support is provided to staff and stakeholders	• Shares knowledge on endoscopic reprocessing technology and products with all staff who work within the Gastroenterology Day Service. This includes, but is not limited to technicians, hospital aides, nurses and medical staff. • Maintains and demonstrates practical application of Gastroenterology Day Service endoscope reprocessing practices and protocols, as agreed with the Nurses Manager. • Works collaboratively with other members of the Gastroenterology Day Service team (Nurse Educator, Clinical Nurse Specialist and Associate Clinical Nurse Manager/s) to create, encourage and support a positive team work environment within the department. • Enables staff to successfully achieve required outcomes • Maintains effective communication with all staff to ensure key information is passed on as and when required. • Leads reprocessing team meetings and liaises with Associate Clinical Nurse Manager and Nurse Manager as required each day.
To demonstrate proactive human resource activities	- Demonstrates an understanding of the needs and motivation of staff and colleagues by: - Being able to put people at ease. - Gaining willing cooperation from colleagues. - Creating a positive and cooperative team environment and culture. - Supports recruitment and retention of reprocessing staff. - Undertakes annual performance appraisals of all staff in the reprocessing team. - Undertakes performance management of individuals (if required) in partnership with Nurse Manager/Associate Nurse Manager/s.

To identify the training needs of reprocessing staff	• Liaises with Nurse Manager, Associate Clinical Nurse Managers and Nurse Educator regarding staff training needs. • Develops and implements an education programme to address training needs in partnership with the Nurse Manager, Associate Clinical Nurse Managers and Nurse Educator. • Ensures training is appropriate and effective for everyone. • Undertakes regular competency audits of individuals who may work in this space, such as manual cleaning competency assessment.
To actively contribute to risk management activities within the service	• Contributes to the service's risk management activities in the endoscope reprocessing area by: - Identifying risks and taking appropriate action. - Actively leading and participating in the services' risk assessment audits and minimisation activities. - Complies with legislation and Waitaha / Te Whatu Ora policies, procedures, protocols and guidelines. This includes but is not limited to Infection Prevention and Control.
Manage Health & Safety of Staff	• Contributes to health and safety activities in the endoscope reprocessing area by: - Actively leading and undertaking regular health and safety audits in the service and addresses action points raised. - Staff accidents/incidents are managed effectively - Safety 1st reporting is completed as necessary.
To actively contribute to Continuous Quality Improvement activities within the service	• Contributes to the service's continuous quality improvement in the endoscope reprocessing area by: - Identifying improvement opportunities. - Actively leading and participating in the service's quality improvement activities. - Is responsive to customer requests or complaints. - Works to improve quality of staff, service and customer satisfaction.
Individual responsibilities, actions and contributions enhance the success of the service / team.	• Maintains knowledge of relevant endoscope reprocessing issues, trends and practices. • Role model's cultural appropriateness and sensitivity. • Effectively builds and maintains productive working relationships. • Actively participates as a member of designated group(s) • Values individual's effort, innovation and creativity. • Positively contributes to the service, division and organisation.
Assumes responsibility for personal and professional/work education and development	• Maintains and/or extends knowledge and skill base required for effective performance. • Identifies any professional learning needs and attends appropriate education and training. • Participates in own performance review annually. • Demonstrates the ability to access and use all clinical information systems required for practice in the service. • Is conversant with applications required for specific role. For example, Microster, Outlook, T-Doc, Provation.

Perform such other duties as reasonably required by the manager in accordance with the conditions of the position	All other additional duties are performed in an efficient manner, to the required standard and within a negotiated timeframe.
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Key Result Area	Expected Outcomes / Performance Indicators
Access and Outcomes	- Supports efforts to improve access to services and achieve better outcomes for the communities we serve. - Uses evidence and insights to identify barriers and opportunities for improvement. - Contributes to inclusive, responsive, and effective service delivery.
Te Tiriti o Waitangi	- Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. - Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. - Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.
Health & safety	- Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. - Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. - Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	- Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. - Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. - Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

Culture and People Leadership

- Provides visible, effective leadership that aligns people, resources, and effort to organisational priorities and outcomes.
- Builds high-performing teams through coaching, development, succession planning, and a commitment to continuous learning.
- Creates an inclusive and engaging workplace where people are supported to contribute, grow, and succeed.

- Builds trusted relationships with stakeholders and works collaboratively to deliver sustainable outcomes.
- Fosters a culture of accountability, innovation, and continuous improvement, ensuring people and organisational performance support strategic objectives.
- Champions values-based leadership and promotes a positive organisational culture that supports wellbeing, performance, and service excellence.

Matters which must be referred to your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.

Relationships

External	Internal
• Company representatives; – Olympus NZ Ltd – Getinge ANZ – Eco Lab NZ • Other healthcare providers	• Nurse Manager GDS • Associate Clinical Nurse Managers GDS • Clinical Nurse Specialists GDS • Clinical Nurse Educator GDS • Operating Theatres • Sterile Sciences • Infection Prevention & Control team • Medical Laboratory • Maintenance & Engineering team • Clinical Engineering team • Biomedical Engineering team

About you – to succeed in this role

You will have

Essential:

- Level 5 Sterilising Technology Course Certificate]
- Current NZSSA Registration which maintained every 2 years
- Knowledge of AS/NZS 5369:2021 '*Reprocessing of reusable medical devices and other devices in health and non-health related facilities*'.
- At least 5 years' experience working in a sterilising or endoscope reprocessing environment.
- Excellent communication skills (both written & verbal)
- Proven ability to set priorities and effectively manage resources.
- A high standard of personal work ethic with attention to detail
- Good problem solving / planning and use of initiative
- Ability to work autonomously
- Have a mature sense of responsibility
- Quality and continuous improvement orientation
- Honest and reliable
- Able to accept change within the work environment
- Ability to foster and maintain positive working relationships
- Ability to organise and manage people

- Ability to meet physical demands of work environment.
- Must be able to work within the Health & Safety guidelines

Desired:

- Previous experience managing a team
- Previous knowledge of endoscopic reprocessing standards

You will be able to

Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.
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ⁱ Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

ⁱⁱ The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.