#### Form JE 5



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| 1. JOB IDENTIFICATION |
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| Job Title: Sterile Services Officer – Transport, Sterilisers & Stores |  |
| Responsible to: Assistant Production Manager |  |
| Department(s): Sterile Services |  |
| Directorate: Facilities |  |
| Operating Division: |  |
| Job Reference: **Sc06-232(rev25)** |  |
| No of Job Holders: 1 |  |

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| 2. JOB PURPOSE |
| Assist Manager to provide a reliable comprehensive sterile service to meet the specific needs of theUsers with consistent quality in the most effective, efficient and economical way. To supervise junior staff. |
| 3. ORGANISATIONAL POSITION |
| Responsible to the Sterile Services Manager, Production Manager and Assistant Production Manager.Manages Supervisors and staff within DepartmentASSISTANT PRODUCTION MANAGER **Transport Officer (THIS POST)** Supervisors   Sterilising Attendants Storesperson Drivers (ATO’S)  |
| 4. ROLE OF DEPARTMENT  |
| To provide accredited decontamination of reusable medical devices services to support patient care throughout all clinical settings in NHS Tayside and NHS Fife, by means of a dedicated transport fleet.  |
| 5. KEY RESULT AREAS (MAIN DUTIES) |
| **General Duties/Responsibilities*** Assists the departmental managers with day-to-day organisation of the department.
* Ensure customer complaints are dealt with, and corrective/preventive action is taken.
* Meetings with staff for daily updates and new practices, etc.
* Organise all aspects of training and supervision in conjunction with managers.
* Responsible for compiling and authorising annual leave and public holiday requests.
* Responsible for ordering and recording checks and re-order to predetermined levels.
* Assist new customers with introduction to our procedures.
* Prioritise urgent orders which are unpredictable in nature and re-organise staff workload accordingly.
* To use the correct methods of operation in accordance with the Quality Policy and Procedures e.g. ISO EN 13485, Medical Devices Regulations, MHRA, Glennie Report and Scotland Assure.
* Comply with Health & Safety regulations and manual handling assessments, fire safety and risk assessments recommendations.
* Display correct working practices to other members of staff and ensure training needs are given.
* Communicate, teach and demonstrate policies, procedures and use of machinery through on the job training for new staff.
* Assist Managers as required with all future development.

**Meet with company representatives to: -*** Discuss and plan operational procedures around new equipment e.g. staff training for safe use.
* Use innovative ways to negotiate prices down whilst maintaining acceptable quality.
* Source new and discontinued stock.
* Ensure daily, weekly and quarterly tests are carried out on Belimed Sterilisers to comply with
* SHTM 01-01.
* Record weekly usage of detergents for washer/disinfectors in holding tanks and order when required.
* Responsible for annual stocktake of soft goods/raw materials and instruments within Sterile Services Department.
* Develop variety of reports/spreadsheets for the management through IT system, e.g. monthly/annual usage of disposable linen figures and costs.
* Supervise and control the daily routine through delegation to Supervisors within Stores area, Sterilising area and Transport, ensuring all areas have adequate cover and work is carried out according to Quality Procedures.
* Immediate reporting of faulty equipment and vehicles and follow up action to ensure prompt return to service.
* Meet with various company representatives using innovative ways to negotiate prices down whilst maintaining acceptable quality.
* Ordering of raw materials and instruments using e-procurement facilities (Pecos). Authorised to endorse orders up to a budget of £5,000 per order.Responsible for checking tachographs and sending weekly Transport Defect Certificates to Assistant Head of Logistics and fuel receipts to operational services.
* Dealing with Complaint Forms, non-conformance Forms and Driver Defect sheets.
* Ensuring effective stock control in 24-Hour Store, Sterile Store and Raw Material Store.
* Robust recording of issuing, receiving, ordering and auditing stock.
* Responsible for ordering stock and recording checks and re-order to predetermine levels using the onsite IT systems and e-procurement (Pecos).
* Review minimum and maximum stock levels and initiate changes to ensure adequate stock levels are maintained.
* Ensuring raw materials, soft goods and stock are available at all times in stores.
* Receiving and checking goods inward for quantity and quality. Dealing with any discrepancies or damage.
* Meet with various company representatives to source new and discontinued stock.
* Assist to ensure the maintenance of the required standard of quality of articles leaving the Department.
* Check requisition sheets in Despatch, dealing with any discrepancies

**Audit*** Prepare and carry out internal audits to EN ISO 13485 standard as scheduled by the Quality Manager.
* Ensure policies are adhered to in all areas and may be expected to comment on policies.
* Initiate changes to work practice as appropriate to area.

**H.R.*** Through Supervisors ensure staff induction, job training and appraisals are up to date and training is recorded. Manage and develop staff.
* Establish and maintain staff rotas e.g. fire lectures, holidays, etc.
* Ensure that Health & Safety Management System, e.g. main risk assessments and control measures.
* Recruitment of new staff.
* Return to work interview following sickness or emergency annual leave. First attendance warnings, grievance, disciplinaries.
* Appraisals for Supervisors. Advice for poor performance.
* Day to day supervision and management of staff, including allocation of work and re-prioritisation of work.
* Represent department at formal meetings e.g. to discuss new equipment and standards.
* Discuss with management about renewal of temporary contracts
* To support NHS Tayside values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviors and attitudes*.*
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| 6. SYSTEM, EQUIPMENT AND MACHINERY |
| * Responsible for day to day running of machinery e.g. Ultrasonic Washer, Washer Disinfectors, Sterilisers.
* Use of onsite IT Tracking System for traceability and productivity, for receiving, issuing and maintaining stock levels.
* Prepare list for new work and changes as agreed with the customer and in compliance with EN13485 and the MDR.
* To ensure that trays, packs, supplementaries, soft goods and gowns are sterilised in accordance with SHTM 01-01 and Department Quality Procedures.
* To maintain machinery logbooks accurately. To check and file charts/electronic charts and printouts.
* Ensure maintenance records are kept up to date.
* Use Pecos E-Procurement for purchasing. Authorised to endorse purchases up to £5,000 per order.
* Ensure through thorough test regimes that all aspects of the Sterilisers are functioning correctly according to SHTM 01-01.
* Belimed Steriliser (Database) Mainframe Computer.
* ETS (Electronic Testing Systems) for Sterilisers.
* E-mail.
* Photocopier, dymo labeller and laminator.
* Handheld computers/Touch Screen.
* Etching machine.

**Responsibility for Records Management** All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. |
| 7. ASSIGNMENT AND REVIEW OF WORK  |
| The post holder is responsible for organising and supervising staff production within Sterile Services Department. The department processes an average of 54,000 trays, packs, supplementaries and soft goods each month for use in 45 Theatres throughout Tayside and Fife.There are 1450 different tray/pack types each containing an average of 50 different instruments, 20,000 supplementaries and 300 different soft goods.Definition: -* Tray = A metal tray of medical instruments and devices sent to Theatre, etc.
* Packs = Can consist of both soft goods (i.e. swabs, bandages, linen packs etc.)
* Supplementaries = Additionally requested specific/specialised instrumentation.

Supervise junior staff.Authorised signature for orders for implants i.e. plate, screws, etc. and medical instrumentation raw Materials. Costs can be anything from £50 upwards.  |
| **8. DECISIONS AND JUDGEMENTS** |
| * Responsible for department running efficiently on a day-to-day basis.
* Responsible for ensuring items are accurately recorded and an authorised signatory.
* Plans own work, however a manager available for reference if required.
* To be in sole charge of the department including security, any issue and make appropriate decisions accordingly in the absence of a manager i.e. on public holidays (keyholder).
* Manage staff in relation to HR issues. Recruiting new staff and ensure training needs are met. Return to work interviews grievance procedures and first attendance.
* To ensure all machinery is in working order, serviced and tested to required standard.
* Joint responsibility for Policy and Practice change arising from internal/external audits, requests for change from theatre, etc. Purposes and initiates changes in work practice.
* Responsible for ensuring items are accurately recorded for invoicing purpose.
* Responsible for prioritising staff and own workload/orders for despatch to meet with deadlines for despatch.
* Involved with reviewing and amending procedures, etc, to achieve best practice within the department.
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| 9. MOST CHALLENGING / DIFFICULT PARTS OF THE JOB |
| * To continually look to improve the service and implement any changes smoothly and without any disruption to Theatres and Departments. Working in an unpredictable environment. Reactive to needs of Theatre, i.e. urgent requests for trays. Develop and maintain communication with theatre and ward staff on complex matters, issues and ideas/or in complex situations.
* Maintaining and developing technical knowledge/expertise to achieve performance balance between quality and output.
* Noisy environment caused by machinery.
* Maintain and develop an environment and culture that improves health, safety and security.
* Developing own skills and knowledge and providing information to other members of staff to help their development.
* Dealing with unforeseen events i.e. breakdown/delays on transport.
* Staff absences i.e. relocating staff/changing their hours to meet demands of the Department and Users at busy periods/high instances of absence.
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| **10. COMMUNICATIONS AND RELATIONSHIPS** |
| Liaise by telephone, computer, face to face or written with all Theatre and Ward Staff including Charge Nurses and Consultants throughout Tayside and Fife to resolve problems and improve the service. Give advice on sterilising processes.Liaising with Supervisors, Production Manager and Quality Manager to ensure staff training and production is in line with Theatre requirements. Liaise with company representatives regarding new products for sterilisation.Liaise by telephone, computer, e-mail and face to face with Supplies Department for setting up tenders for new equipment, which involves obtaining up to date information, e.g. prices, suppliers etc. Also ensure equipment is effective for the purpose intended.Ensure effective running of the department using persuasion and negotiating skills to maintain a good industrial relations atmosphere.Provide specialist advice as required on any matter relating to Sterile Services.Maintenance of production targets, counselling of staff failing to meet production targets.Conflict resolution, sensitivity when dealing with staff issues, poor performance, confidentiality.Use tact and diplomacy when dealing with staff who have conflicting agendas.Meet with staff on return to work after sickness and record outcome. The post holder will give verbal warning as the first procedure laid down in the Attendance Policy.Meet with Supervisors and staff at change of shifts to inform of any changes or updates ensuring continuity of workflow.Report all malfunctions of equipment and machinery and ensure faults are documented in plant history logbooks. Follow up to ensure a prompt return to service.Overcome barriers to understanding such as language barriers when trying to understand requirements from theatre staff, using tact and diplomacy when trying to resolve problems and complaints. Theatres also use different terminology for one piece of equipment.Train staff in all aspects relating to using machinery, new equipment or changes in health and safety practices.Liaise with laundry in issues of quality and supply.Liaise with Supplier Representatives and other outside bodies to sourcing and pricing raw materials, products, transport, i.e. A.M. Philips for reporting vehicle faults – use of spare vehicle |
| **11. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical**:* Manual handling skills for stock movement. Lifting loads of different weights and sizes (average weight 25kgs). This involves twisting and turning, bending and stretching on a daily basis.
* Manual dexterity and eye co-ordination required when handling new instruments consisting of several parts, some of which are small i.e. screws, washers, etc and are awkward to handle.
* Keyboard skills e.g. ordering, repairs, annual leave, staff rotas and staffing levels. Spreadsheets, monthly disposable linen figures, issuing and receiving stock up to 3-4 hours per day.

**Mental**:* High concentration during annual stocktake and when preparing Reports for Managers i.e. recording and analysing statistics using IT system. Working to strict pressurised deadlines to meet theatre lists.
* This is an unpredictable service and staff needs, causing post holder to change tasks and re-prioritise.
* Maintain high levels of concentration required for maintaining accuracy of work whilst supervising staff who need support and taking interruptions from phone calls and staff.

**Emotional**:* Working under pressure, in an unpredictable environment when theatres request sets of instruments are processed quickly and delivered within a tight timeframe.
* Subject to verbal aggression/abuse from customer if equipment delayed.
* Managing staff issues whilst maintaining own workload and team morale.

**Environmental**:* Daily exposure to blood and body fluids, extremes of temperature, hazardous chemicals i.e. cleaning materials.
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| 12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| **Induction Standards & Code of Conduct** Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers 2009” and with the Code of Conduct for Healthcare Support Workers * Relevant experience at supervisory level, including managing staff, grievance or disciplinary procedures.
* Knowledge of health and safety regulations, COSHH, Manual Handling, Fire Safety, etc., which is taught both with rotational on the job training and by attending specific training modules out with the department.
* Undertake on the job induction/training for a period of 6 months.
* Knowledge of infection control requirements.
* Audit training as appropriate.
* Work towards the Certificate of Training on SHTM 01-01 and specialist technical knowledge across a range of work procedures and practices within the decontamination process.
* Supervisor Training Certificate (NEBS) or working towards.
* Keyboard skills/basic IT skills.
* Good communication skills.
* Interview skills.
* Ability to work under pressure.
* Ability to be flexible and adaptable, working as part of a multi-disciplinary team.
* Ability to continually learn as technology in surgery and medical devices develops.
* Knowledge of transport issues, Clerical and Administrative experience to maintain records.
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| **13. JOB DESCRIPTION AGREEMENT** |
| A separate job description will need to be signed off by each job holder to whom the job description applies.Job Holder’s Signature:Head of Department Signature: **(I confirm this Job Description accurately reflects the duties and** **responsibilities of the postholder and does not impact upon any other** **postholders role)**  | Date:Date: |