POSITION DESCRIPTION

TITLE: Quality Assurance & Improvement Advisor – Sterile Supply Services
DEPARTMENT: Sterile Supply Services
REPORTS TO: Manager – Sterile Supply Services
LOCATION: ADHB Sites
DATE: May 2015

PURPOSE OF POSITION:

- To develop, implement and maintain a robust Quality Management System to comply with all current standards, mainly ISO 13485:2003 and AS/NZ 4187, also satisfy the requirements of the MHRA Directive MDD 93/42/EEC.
- Act as lead person for the department during audits to the above standards by the selected Notified Body.
- To ensure the department achieves and works in compliance of the said standards.
- To contribute to the management of Sterile Supply Services by providing work direction and leadership to staff in consultation with medical professionals, educators and managers on practice, procedure and policy changes and exercises judgement in the changing sterilisation environment.
- To strive for continued improvement of service provision and facilitate projects as required.

KEY ACCOUNTABILITIES

1. To provide leadership of the team by:

- Providing professional leadership to the team and monitoring standards of practice
- Develop and implement a robust system of Quality Management and improvement within the CSSD that complies with statutory and local requirements
- Establishing standards of practice/protocols/policies and clear expectations of staff
- Takes on responsibilities as a trainer in all Quality aspects
- Understanding the basic protocols of IT tracking systems and using these as a management tool.
- Auditing standards of practice to ensure that practice is safe and meets CSSD operating procedures.
- Being accountable for implementing the continuous quality improvement programme
- Responsible for the implementation of the new guidelines, operating procedures and manuals.
- Assist in developing effective teamwork and collaborative relationships within the team
- Be Lead Officer for the Quality Management System (QMS) presently ISO 13485:2003 (AS/NZ 4187) and MDD 93/42/EEC, ensuring that QP’s are produced, reviewed and where appropriate, suitably archived
- Prepare, facilitate, review, monitor and archive all environmental testing as required by any appropriate standards for Clean Room monitoring

2. Assist in the day to day service delivery across the team by:

- Produce a schedule of Internal Audits and monitor to ensure these are undertaken to schedule and that corrective actions are taken to prevent recurrence. Ensure processes are in place to monitor their effectiveness.
- Providing information to the Manager on a predetermined basis on all Quality matters
- Fully understands the recall process and is able to commence the recall procedure.
- Investigating incidents and complaints (in conjunction with the Team Leaders as required) taking the appropriate remedial action and making recommendations to avoid repetition
- Monitoring the implementation of Infection and Quality Control policies and giving feedback to staff as appropriate
- Ensuring effective communication by liaising on an interdepartmental basis
- Ensuring that information is passed on to the educator so appropriate training is developed for relevant staff on practice and product changes.
- Ensuring staff maintain accurate and up to date documentation
- Ensuring that the appropriate levels and standards of customer service are practised and improved.
- Maintaining and promoting quality through the CSSD procedures, Instructions & quality manuals.
- Actively encouraging staff to identify opportunities for improvement
- Ensuring all staff are trained in the application of Procedures and Work Instructions
- There will be an element to assist in CSSD Education which includes Greenlane CSSD.
3. To ensure the effective use of resources including staff management by:
- Actively promoting retention initiatives in order to reduce turnover
- Assisting and participating in team building
- Co-ordinating the personal development of staff with the assistance of the department educators and Team Leaders.
- Ensuring a structure is in place to have annual appraisals done for all staff, providing feedback, coaching and assistance in developing annual goals and objectives
- Assisting the educator to identify relevant educational and professional development activities for staff.
- Facilitating and chairing Quality meetings to meet the requirements of the standards.

4. To be responsible for aspects of own professional development by:
- Participating in service programmes
- Establishing annual goals, objectives, performances targets and strategies to meet these
- Maintaining a high skill level sterilisation techniques, aseptic techniques and infection control.
- To participate in additional education/development as required and demonstrate resulting competency in workplace.

5. To contribute to the overall service of the unit by:
- Prepare and implement Quality Procedures and Work Instructions, ensuring they are compliant with the current standards. No task should be introduced without the relevant documentation being made available.
- Prepare, in conjunction with the Team Leader, a Monthly Production/Quality report for the department manager identifying timescales for any areas of concern.
- Ensuring accuracy of processes of quality assurance/control is in compliance and relative to infection control to protect the health of staff and patients.
- Undertake a Users Satisfaction Survey on an annual basis. Review and evaluate the results and prepare a report for discussion at the Management Review Meetings.
- Chair and organise Management Review meetings to meet the requirements of the standards and procedures in place.

AUTHORITIES:
This position has the delegated authority as per the Policy manual.

DIRECT REPORTS (If applicable): None

BUDGET ACCOUNTABILITY (if applicable)
$10,000 sign-of authority

RELATIONSHIPS:

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<thead>
<tr>
<th>External</th>
<th>Internal</th>
<th>Committees/Groups</th>
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<tbody>
<tr>
<td>– Health providers outside ADHB</td>
<td>– Manager</td>
<td>– Clinical</td>
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<td>– Equipment Suppliers</td>
<td>– Theatre staff</td>
<td>– Quality &amp; Clinical Safety</td>
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<td>– Training Agencies</td>
<td>– He Kamaka Oranga</td>
<td>– Health &amp; Safety</td>
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<tr>
<td>– NZSSA</td>
<td>– Other Team Leaders/CN’s/Educators</td>
<td>– POG</td>
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<td>– Spotless</td>
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<td>– Infection Control</td>
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<td>– Maintenance Contractors</td>
<td>– Other ADHB Operating Units</td>
<td>– Health Alliance</td>
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<td>– Notified Body</td>
<td>– Building Programme Staff</td>
<td>– OR managers Meeting</td>
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<td>– Medsafe</td>
<td>– Allied Health Staff</td>
<td>– Re-use committee</td>
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<td>– Health Alliance</td>
<td>– Medical Staff</td>
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<td>– Pharmac</td>
<td>– Professional Advisors</td>
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<tr>
<td>– Health Benefits Ltd.</td>
<td>– Clients / Customers / Patients</td>
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<td></td>
<td>– Quality, Infection and</td>
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<td>Occupational Health Services</td>
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PERSON SPECIFICATION

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<tr>
<th>Education &amp; Qualifications</th>
<th>Essential</th>
<th>Desired</th>
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<tr>
<td>Professional</td>
<td>– At least 5 years hospital environment experience.</td>
<td>– NZSSA Certification Level 5</td>
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<td>– Degree or equivalent in Quality Management / Improvement</td>
<td>– Relevant clinical qualification e.g. nursing/medical/allied health</td>
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<td>– Relevant Tertiary Qualification</td>
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<td>Competency</td>
<td>Description</td>
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<td>1. Financial/Business Management</td>
<td>- Ability to implement Quality plans. Achieve short-term objectives within the strategic guidelines</td>
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<td>- Encourage and support staff in Quality issues</td>
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<td>- Clearly communicate plans and expectations to staff</td>
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<td>2. Clinical/Operational Performance</td>
<td>- Lead and encourages staff to continually improve service delivery</td>
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<td>- Understands the importance of the patient care process and actively seeks service improvements</td>
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<td>3. Change Management</td>
<td>- Contributes to the change management projects by coaching staff, championing issues and providing feedback to Service Manager on implementation</td>
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<td>- Participates in change management projects across the service and organisation-wide</td>
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<td>- Supports staff in undertaking new challenges</td>
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<td>4. People/Team Leadership</td>
<td>- Actively listens to staff and provides ongoing feedback.</td>
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<td>- Actively recognises the achievement of others.</td>
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<td>- Actively implements recruitment and retention strategies in line with organisation-wide objectives</td>
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<td>- Builds a supportive team environment through listening and being flexible within organisation guidelines</td>
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<td>5. Value Diversity</td>
<td>- Understand significance of Treaty of Waitangi</td>
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<td>- Display cultural sensitivity</td>
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<td>- Appreciate insights and ideas of all individuals and work effectively with these differences.</td>
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Signature of Employee – to indicate understanding and receipt of a copy of this Job Description.

Employee Signature: ………….. Date ……………………………………………

Signature of Manager: ………………….. Date: ………………………………………..
WORKING FOR ADHB – EXPECTATIONS OF EMPLOYEES

CITIZENSHIP

All employees are expected to contribute to the innovation and improvement of Auckland District Health Board as an organisation. This means:

- Using resources responsibly
- Models ADHB values in all interactions
- Maintaining standards of ethical behaviour and practice
- Meeting ADHB’s performance standards
- Participating in organisation development and performance improvement initiatives
- Helping to develop and maintain Maori capability in ADHB, including developing our understanding of the Treaty of Waitangi and ways in which it applies in our work
- Raising and addressing issues of concern promptly

THE EMPLOYER AND EMPLOYEE RELATIONSHIP

We have a shared responsibility for maintaining good employer/employee relationships. This means:

- Acting to ensure a safe and healthy working environment at all times
- Focusing our best efforts on achieving ADHB’s objectives

A performance agreement will be reached between the employee and their direct manager and/or professional leader containing specific expectations.

CONSUMER/CUSTOMER/STAKEHOLDER COMMITMENT

All employees are responsible for striving to continuously improve service quality and performance. This means:

- Taking the initiative to meet the needs of the consumer/customer/stakeholder
- Addressing our obligations under the Treaty of Waitangi
- Involving the consumer/customer/stakeholder in defining expectations around the nature of the services to be delivered and the timeframe
- Keeping the consumer/stakeholder informed of progress
- Following through on actions and queries
- Following up with the consumer/customer/stakeholder on their satisfaction with the services

PROFESSIONAL DEVELOPMENT

As the business of ADHB develops, the responsibilities and functions of positions may change. All staff are expected to contribute and adapt to change by:

- Undertaking professional development
- Applying skills to a number of long and short term projects across different parts of the organisation

Undertaking such development opportunities as ADHB may reasonably require