

Job Description Template

Post Title: Sterile Services Training and Quality Supervisor	Post Reference:	
<p>Summary of the Role:</p> <p>This role is based in the Sterile Services Department (SSD) located at Yeovil District Hospital NHS FT, and you will work as part of a highly skilled, dedicated team maintaining the high standards of an accredited Sterile Services Department. The main elements of the Training and Quality Supervisor role are to:</p> <ul style="list-style-type: none"> • Act in a supervisory/training role and manage the development of the SSD team. • Train new and existing staff in service provision and encourage their development. • Follow mandatory legislation and relevant standards to ensure safe processing of re-useable medical devices. • Maintain the awareness of quality through customer satisfaction and continual improvement within the service. • Assist the Deputy Manager, where appropriate, in maintaining the electronic Quality Management System. • Maintain training facilities and development programmes within the service. <p>You will be part of the senior team in SSD working together to provide a quality service for all staff and patients. This is predominately a Training/supervisory role which includes teaching the quality control responsibilities within the SSD department. There is a requirement to teach both new staff and existing staff procedures and quality requirements.</p> <p>The Sterile Services Department is accredited to ISO 13485:2016 which maintains the highest standards of quality and service delivery for the decontamination and sterile service needs of Yeovil District Hospital NHS Foundation Trust and other Healthcare providers.</p> <p>Simply Serve Limited is a wholly owned subsidiary company that has been set up by Yeovil Hospital to manage its non-clinical support services.</p> <p>Shift Patterns:</p> <p>Monday to Friday 09:00 -17:00. Rostered Saturday shift of 08:00 -16:00. Participation in an on-call roster. Support in covering waiting list indicatives. There will be a requirement to work some Bank Holidays. There will be a requirement to work early/late shifts when training new members of staff to ensure staff are trained start up and shut down procedures.</p>		<p>Reports to: Decontamination Manager (Attach Organisation Chart)</p> <p>Base / Location: Simply Serve Limited. Based at Yeovil District Hospital Sterile Services Department (SSD)</p>

Key Responsibilities	Working Relationships & Contacts
<ul style="list-style-type: none"> • To have a good knowledge of relevant standards applicable to reprocessing medical devices including the Health Technical Memorandum for Endoscopy 01:06, Health Technical Memorandum for Medical Devices 01:01; ISO 13485:2016, Medical Device Directive 93/42/EEC working towards to Medical Device Regulation EU/2017/745. • Residual protein testing. • Efficacy Testing. • Stock control. • Daily Theatre Huddles. • Weekly Theatre Scheduling. • Monthly Peer Review Meetings. • Endoscopy Repairs including loan equipment. • Liaise with the TSL team. • Overseeing the correct introduction and production of external loan equipment. • Raise incident forms which will include problem solving and actions. • Raise permit to work forms. • Manage daily staff duty roster due to last minute absences. • Initial point of contact for out of hour duties. • Weekly filing and archiving of paperwork. • Supervising the staff in the production areas in accordance with the agreed operational policies. • To support on-going training of all staff. • To prioritise work on a daily basis through effective communication with customers. • Ensure all daily quality checks are undertaken and relevant records are accurate and up to date. • To report promptly to the SSD Management Team any equipment which requires routine or urgent maintenance. • To be well-versed with the instrument tracking system to be able to use on a daily basis- to help and assist with tracking medical devices, raising non-conformities. • To monitor Health and Safety aspects of SSD reporting any issues directly to the SSD Management Team. • To participate in the roster system for out of hours emergency cover. • To ensure that at all times confidential and personal information relating to staff, patients and the Trust is not disclosed within or outside the place of work, except in the proper discharge of duties. • Be responsible for ensuring the department remains clean and maintained to a satisfactory standard. • Ensuring the implementation of Health & Safety policy in the Department. • To closely monitor the process of cleaning, dismantling / reassembling of instruments throughout SSD. • To ensure quality checking all instruments prior to the wrapping and packing of trays for sterilisation are undertaken. 	<p>Decontamination Manager. Deputy Decontamination Manager. SSD Lead Technicians SSD Technicians. SSD Staff. Service Users. Manufacturers and suppliers. Procurement. Maintenance Staff</p>

- To check daily critical control points of sterilization units to confirm they are fit to use as against relevant standards.
 - To pack and organise the safe transportation of sterile equipment within and external to the YDH building.
 - To monitor on daily basis operation through the SSD Endoscopy suite.
 - To action and report immediately any discrepancy regarding defects or the non-return of instruments/equipment from all departments.
 - To report to the SSD Management Team immediately any accidents or injuries, and raised Safeguards in line with the Simply Serve Limited Policy.
 - To monitor all disposal of all clinical waste according to Simply Serve Limited Policy.
 - To promote and ensure good relationships, communications and team work with all departments and including teams who are external to and work closely with SSD.
 - Any other duties as required by the SSD Management Team that are relevant to the role.
 - Supervising the work of all staff in the area under your control in accordance with the agreed operational policies.
 - To deliver training to both new and existing staff to SSD.
 - To ensure staff during production are correctly handling new instrumentation and equipment.
 - To prioritise work on a daily basis through effective communication with SSD Decontamination Manager.
 - To report promptly to the SSD Decontamination Manager any equipment which requires routine or urgent maintenance.
 - To develop an understanding of the instrument tracking system to be able to use on a daily basis and to train all staff.
 - To monitor Health and Safety aspects of SSD service reporting any issues directly to the SSD Decontamination Manager.
 - To participate in the rota system for out of hours working.
 - Ensuring the SSD staff maintain the highest standard of cleanliness in the department.
 - To ensure that at all times confidential and personal information relating to staff, patients and the Trust is not disclosed within or outside the place of work, except in the proper discharge of duties.
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- To develop a working knowledge of the traceability/quality control IT system, using the system daily to record activity within the department.
 - To work in a safe manner within the dedicated flexible endoscopy decontamination area – with due consideration for this specialist, delicate patient equipment.
 - To report to SSD Lead immediately any accidents or injuries, and Safeguard in line with Simply Serve Limited Policy.
 - To dispose of all clinical waste according to Simply Serve Limited Policy.

<ul style="list-style-type: none"> • To promote and ensure good relationships, communications and team work with all staff teams who are external to and work closely with SSD. • To report sickness as per Simply Serve Limited Management of Attendance Policy. • The job requires tact, persuasive, negotiating and re assurance skills and sensitivity to facilitate, help and steer customers colleagues and multi disciplinary staff in developing quality issues and implementing national and international decontamination and quality standards • Liaise with Estates and Authorising Person Engineering, Test persons and Engineers in order to keep compliance with appropriate standards • Propose and implement changes to quality policies and procedures which have an impact on Decontamination Services and other departments within the Trust including 3rd Party customers. • Maintain departments training including devising and developing programmes within the department. • Maintain the electronic QMS within Decontamination Services. • Plan, develop and organise multi disciplinary training programmes in terms of production, service and quality development and opportunities. • Plan and organise own time • Maintain knowledge of up to date operational policies and practice • Adhere to all Trust and Department infection control policies and procedures at all times and attend necessary courses to keep up to date with these. • Working knowledge of the Autoclave and Washer Disinfectors Independent Monitoring System. • Detailed knowledge of the departments computer systems i.e. Reports and monitoring • Working knowledge of Word, Excel, Outlook. • Working knowledge of Medical Devices and Decontamination Services machinery i.e. Instruments, washers 	
<p>Job Dimensions: (problem solving, decision making, impact, resource management including value, working environment, responsible for staff & equipment)</p> <p>Decontamination Services Department provides a vital service to all departments within the Yeovil District Hospital NHS Foundation Trust.</p> <p>The unit undertakes the washing, cleaning, preparation and sterilisation of all instruments used within Yeovil District Hospital and Community Hospitals.</p> <p>Supporting the Deputy Manager, work is managed rather than supervised</p>	<p>Performance Measures and KPIs</p>

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Person Specification: (Please state Essential (E) or Desirable (D))		
Knowledge & Skills: Essential Basic knowledge of standard range of Microsoft Office Programmes Able to use IT equipment and systems Knowledge of quality, traceability systems Working in a team, production environment Understanding of Quality Control Issues	Experience Essential Previous experience of working within all areas of an SSD. Competent communication skills both written and verbal. Experience of working within a quality/traceability system. Working in a team, production environment. Desirable Teaching experience in any role.	Qualifications Essential Relevant qualification in decontamination or equivalent demonstrable level of knowledge gained through experience and short courses. Supervision or leadership qualification or equivalent demonstrable level of knowledge gained through experience and short courses, or the ability to work towards a supervision or leadership qualification. Desirable City & Guilds or other relevant decontamination qualification. Supervision or leadership qualification.
Core Behaviours	Good hand/eye coordination. Willingness and ability to learn knowledge and new skills. This will require attending external training courses. The ability to demonstrate dexterity and ability to work in a methodical and systematic manner. Attention to detail. Ability to work in a busy production facility with tight deadlines whilst maintaining high standards in all aspects of work. A confident communicator both face to face and over the telephone and via email.	
Leadership Behaviours	Ability to demonstrate a customer focused approach and respond to the demands from the customer and service users to meet their critical requirements. Dedication to providing a quality service. Ability to work on own initiative, independently and as part of a team. An understanding of the requirement to promote equality at all times and respect privacy and confidentiality.	

	Able to work under pressure and prioritise competing demands. Able to work independently and reliably.
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Sterile Services Organisational Chart

Simply Serve Director

Sterile Services Decontamination Manager

Sterile Services Deputy Decontamination & Quality Manager

Sterile Services Training & Quality Supervisor



Sterile Services Lead Technicians

Sterile Service Technicians