

Golden Jubilee National Hospital

NHS National Waiting Times Centre

Chair: Susan Douglas-Scott CBE
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**Golden Jubilee
Foundation**

Patients at the heart of progress

Recruitment line: 0800 0283 666

Dear Candidate

POST: CSPD Production Supervisor

HOURS: 37.50

CLOSING DATE: 21 June 2019

The National Waiting Times Centre Board welcomes your enquiry in connection with the above post. Please find enclosed an information pack.

Should you wish to submit an application for the above post, please ensure you do so in advance of the closing date. Late applications will not be forwarded for short listing.

When providing referees on the application form, please be aware that we require a minimum of two references to cover at least **two years** of previous employment/training history. If there is insufficient space on the application form to list all of your referees please provide on an additional page. Where possible, please provide us with e-mail addresses for contact. Additionally, you should note that as part of the pre-employment checks a PVG or Disclosure Scotland check will be completed. **It is an offence for barred individuals to apply for regulated work.**

Should you contact the recruitment team to discuss any queries regarding your application it is advisable that you retain the job reference number as you will be asked to quote this when you call. Unfortunately due to the volume of applications we receive, we are unable to write to applicants who are not successfully shortlisted for interview. If you have not received an invitation for interview within six weeks of the closing date please assume on this occasion you have been unsuccessful. We hope this will not deter you from applying again.

In the meantime, I wish you success with your application and should you require any further information or wish to check the progress of your application please do not hesitate to contact the recruitment team on the contact telephone number shown above.

Yours sincerely

Sandra Hill
Recruitment Assistant

National Waiting Times Centre Board

Information Pack

For the post of

CSPD Production Supervisor

37.50 Hours Per Week

Reference Number: SHOW/3255

Closing Date: 21 June 2019



National Waiting Times Centre Board

General Information for Candidates

- This information package has been compiled to provide prospective candidates with details of the post and background information about The National Waiting Times Centre Board.
- The contents of this package are as follows:-
 - Job Description/person specification
 - Terms and Conditions of Service
 - Application Form
 - Equal Opportunities Monitoring Form
 - Information on Agenda for Change
- The Equal Opportunities Monitoring form is required for monitoring purposes only and will not be made available to the interview panel during any part of the recruitment process.
- Please note, to ensure that we adhere to our current policy on Equal Opportunities; CV's received with Application Forms will be destroyed prior to Application forms being passed for Short listing.
- NWTC operates a No Smoking Policy on all Premises and Grounds and in shared vehicles.
- All offers of employment will be subject to the receipt of three year's satisfactory References, Occupational Health screening and Disclosure Scotland clearance. Please note that it is an offence under the act for barred individuals to apply for regulated work.
- Please email your completed application to:-

recruitment@gjnh.scot.nhs.uk

- When returning your completed application and any associated enclosures by Royal Mail you must ensure that the correct postage cost is paid. We have been informed by the Post Office that they are retaining those which have been underpaid. This has resulted in completed applications not being returned until after the closing date, and not being included for short listing.
- The short listing process will take place shortly after the closing date.
- As a Disability Confident Leader we recognise the contribution that all individuals can make to the organisation regardless of their abilities. As part of our ongoing commitment to extending employment opportunities all applicants who are disabled and who meet the minimum criteria expressed in the person specification will be guaranteed an interview.
- The organisation has introduced a set of shared values. These values will be measured during our Values Based Competency Interview. Our values are:
 - Valuing dignity and respect
 - A "can do" attitude
 - Leading commitment to quality
 - Understanding our responsibilities
 - Effectively working together

National Waiting Times Centre Board

Terms and Conditions of Service

The terms and conditions applicable to this post are those of all NHS Scotland Employees.

1. Superannuation

You have the option to join the NHS Superannuation Scheme, to participate in the State Earnings Related Pension Scheme or to take out a Personal Pension.

Employees contributions to the NHS Scheme range from 5.2% to 14.7% of salary (depending on rate of Pensionable Pay) and the employers' contribution equates to 13.5% of salary. Employees in the NHS Scheme are "Contracted-out" of the State Earnings Related Pension Scheme and pay a lower rate of National Insurance contributions. Employees who choose to participate in the State Earnings Related Pension Scheme pay the higher rate of National Insurance contribution. A Stakeholder Pension is also available.

2. Salary

£22,152 to £24,258 per annum

3. Grade

This post is offered at Band 4.

4. Annual Leave

The annual leave entitlement in a full year commencing 1st April to 31st March is 27 days, rising to 29 days after 5 years' service and 33 days after 10 years' service. There are 8 Statutory and Public Holidays in each leave year. (Pro rata where applicable)

5. Hours of Duty

37.5 Hours per week

6. Tenure of Employment

This post is offered on a permanent basis

7. Asylum and Immigration Act 1996

Under the Asylum and Immigration Act 1996, we are required to carry out checks to ensure that all prospective employees are entitled to live and work in the United Kingdom. You will therefore be asked to provide appropriate documentation prior to any appointment being made.

National Waiting Times Centre Board

Benefits

NHS Superannuation scheme:

New entrants to NHS National Waiting Times Centre who are aged sixteen but under seventy five will be enrolled automatically into membership of the NHS Pension Scheme. Employee contributions vary from 5.2% to 14.7% depending on annual pensionable pay. Benefits include a lump sum and pension when you retire, life assurance of 2 years' pay - while you are working, pension and allowances for your spouse and children in the event of your death, and benefits for ill-health retirement.

Our pension scheme is provided by Scottish Public Pensions Agency. This scheme is a qualifying pension scheme, which means it meets or exceeds the government's new standards. All benefits including life insurance and family benefits are explained on the SPPA website <http://www.sppa.gov.uk/>

Annual leave entitlement (including public holidays):

35 days annual leave on appointment

37 days annual leave after 5 years

41 days annual leave after 10 years

Free car parking

Continuing professional development opportunities

Discounts at the Golden Jubilee Conference Hotel

Leisure Club membership – Get fit and healthy at the Centre for Health and Wellbeing with a discounted membership rate of £30 per month.

Discounted Room Rates - Rooms rates discounted subject to specific conditions.

Discounted Dining - 20% off food and beverage when dining in the hotel.

Golden Bistro (Hospital Restaurant) - Discounted food in our award winning hospital restaurant.

NHS Staff Benefits

As a staff member in the Golden Jubilee Foundation, you will have access to a wide variety of offers and discounts from local and national businesses using your NHS ID badge. For more information and to view these discounts, visit www.nhsstaffbenefits.co.uk - new offers are added on a weekly basis.

GOLDEN JUBILEE NATIONAL HOSPITAL

JOB DESCRIPTION – CSPD Production Supervisor

1. JOB IDENTIFICATION

Job Title: Production Supervisor

Department(s): Central Sterile Processing Department (CSPD)

Job Holder Reference:

No of Job Holders: 3

2. JOB PURPOSE

The postholder will actively participate as a member of the Management team in the production of a high quality cost effective Decontamination service within the GJNH.

Assisting management to ensure a smooth work-flow through the department by utilising staff skills, prioritising items for a quick turnaround. Alerting users of the service to any problem that could impact on their ability to manage the Theatre lists.

Responsible for training, developing and motivating the team of Senior Technicians and Technicians to demonstrate detailed processing, decontamination and sterilisation knowledge of all instrumentation. Continually updating and increasing their personal skill base and ensuring the end product is fit for purpose.

3. ORGANISATIONAL POSITION

See attached Departmental Chart

1. SCOPE AND RANGE

The Production Supervisor is directly responsible to the CSPD Production Manager and is responsible for managing the following processes:

- From receipt of used surgical instrumentation in the decontamination room through the various stages until the item is despatched back to user**
- Ensuring safe handling of surgical instruments and all detergents**
- Ensuring correct and safe operation use of decontamination equipment**
- Ensuring department resources are used efficiently and effectively with no budgetary responsibility**
- Delivering and monitoring training programs and have 1st line management responsibility**

Number of staff managed by post holders

15 Wte

Budget allocation

N/A

Department Production figures

Instrument trays processed annually:

Supplementary Instruments processed annually :

Wards & Departments processed annually:

Services provided to:

Theatres: Cardiac/ Thoracic, Orthopaedic, General, Ophthalmic

Wards : ICU HDU 2 East 2 West 3East 3West

Departments: Outpatients, Dental Suite, Cardiology.

5. MAIN DUTIES/RESPONSIBILITIES

- 1. Support CSPD Management in producing a quality product to specified/agreed standards within the given timescale.**
- 2. Responsible for organising and directing work priorities to Senior Technicians and Technicians ensuring that the work allocated is appropriate to the knowledge and skills of each person and provide support and guidance where necessary in the performance of their duties and responsibilities.**
- 3. Monitor staff performance, instances of lateness and taking action or referring to management as appropriate. Carry out return to work interviews and advise Production Manager of Senior Technician and Technicians annual leave requests.**
- 4. Sign off daily tests on WD and sterilisers as per requirements of the SHTM's, heat seal daily check should be accepted prior to use. Deal with non-conformances of equipment, assess equipment which needs to be isolated and re-instated after appropriate remedial actions. Liaise with engineers regarding equipment faults and scheduled testing. Ensure log books are accurately filled out.**
- 5. Assisting with the training and development of all Technicians and Senior Technicians, ensuring effective teamwork and compliance with standards.**
- 6. Checking of new equipment including loan sets received into the Department, ensuring that the correct method of processing can be carried out as detailed in the manufacturer's instructions. Liaise with company representatives and users should there be difficulties with the information provided. Assist in trials of new equipment and new service developments. Reporting any difficulties to the CSPD Production Manager**
- 7. Ensuring Health & Safety instructions are carried out and liaise with Managerial staff to promote a good standard of H&S within the department.**
- 8. Ensuring the department and hospitals Policies and Procedures are carried out and any new procedures developed are recorded and staff trained appropriately.**
- 9. Performing Quality checks and document findings ensuring all records are up to date.**
- 10. Ensuring safe handling of sharps and safe disposal as per hospital policy.**

11. Ensuring the scheduled department cleaning is carried out as per work instructions and recorded as well as staff daily housekeeping duties to maintain the room standards.
12. Coordinate workflow through department to ensure that all trays are scanned into the department, where any items without a barcode is promptly dealt with.
13. Ensuring all priority instruments are dealt with timeously and where problems arise deal with them in an efficient and effective manner.
14. Ensure all staff are familiar with the Departmental objectives and these are met through the key performance indicators being achieved.
15. When dealing with missing instrument ensure user departments have been notified and all correspondence documented appropriately
16. Compile tray lists for new sets, deliver instruction and training on these prior to introducing to the process.
17. Answering telephone enquiries and resolving problems within the capability of the position.
18. Carry out production work when required.
19. Responsible for quality inspection of new instruments. Ensure stores are dealt with as per work instructions and that raw materials are available at all times to ensure production is maintained.
20. Responsibility to ensure items for repair are managed efficiently, with minimum downtime on sets
21. Responsible for encouraging and motivating staff to produce work efficiently and effectively by adhering to the QMS work instructions
22. Ensuring efficient use of departmental resources
23. Ensuring the training needs are identified for both trained and trainee staff. Develop a method of cascading training where new instrumentation or procedures are being introduced. Ensure mandatory training is completed on time to ensure hospital targets are met.
24. May be required to work outwith normal operating hours covering emergency procedures
25. Participate in Departmental meetings when required.
26. Operation of the computerised Tracker system to be competent in the use of all modules as well as the preparation of reports and investigation of trays history when required.
27. Ensure all staff wear PPE correctly in all areas, and the correct entry and exit procedures are adhered to
28. Undertake microbial sampling as per the work instructions to ensure compliance to MHRA requirements. Liaise with Stobhill Area QC to ensure delivery of plates is satisfactory to meet the monthly test schedule.
29. Undertake Internal Audits as requested by the Quality Supervisor

6. SYSTEMS AND EQUIPMENT

- Cart washer – For cleaning carts and equipment
- Ultrasonic Cleaner – Used as pre-cleaner prior to washer disinfectors
- Washer/disinfectors – For cleaning instruments, equipment & containers
- Sterilisers – For sterilising surgical instruments and equipment
- Neqis system – Independent monitoring for steriliser and washer disinfecter cycles
- Heat Sealer – For sealing bags containing instruments and equipment prior to sterilisation
- Cart Lift Clean Area – For transferring sterile instruments to Theatre.

- **Cart lift Dirty Area – For returning contaminated instruments to the department**
- **Computers – Fingerprint Tracking System for rigid tracking of instruments and equipment through the above processes and for collating Nonconformances**
- **Microsoft Word and Excel – for the preparation of reports**

7. DECISIONS AND JUDGEMENTS

- **The postholder is expected to use their own initiative in the carrying out of day to day duties ie: whether items are fit for purpose, interpretation of print out to accept loads from WD or Steriliser**
- **Using their knowledge and analytical/ judgemental skills, the postholder is expected to communicate with management and service users to offer suggestions for improvements workflow or the service**
- **In the event of an equipment breakdown the postholder must decide on priorities until equipment is back on line**
- **The postholder will address any problems which may arise in order to maintain the delivery of a quality service**
- **Delegating duties to Senior Technicians and Technicians based on knowledge and expertise to ensure workflow progresses efficiently throughout the department and make changes where necessary due to fluctuations of work, equipment faults, staffing levels due to sickness**
- **Ensure details of instruments requiring fast track are communicated to Senior Technicians and Technicians**
- **Ensure staff receive the training required to fulfil all tasks carried out**
- **Contribute to the planning of training programme monitor coordinate and feedback to Mentor and trainee**
- **Deal with problems and enquiries arising on a daily basis from users of the service**
- **Decide necessary actions in order to rectify problems. Ensuring any changes found necessary are conveyed to the relevant people and documented as required**
- **When responding to an emergency make a decision on whether it is an appropriate request**
- **Decide on when to isolate WD / Sterilisers and remedial actions necessary. Overseeing subsequent cycles on all processing equipment ensuring faults and corrective actions are followed through and recorded in the log books**
- **Cover the department in the absence of the Production Manager**
- **The postholder is expected to help in the development of policies and procedures within the department**
- **Make assessments on Senior Technician and Technicians performance and deal with problem issues which may require further investigation and give feedback to management when necessary.**
- **Postholder contributes to personal development appraisals and carries out return to work interviews after periods of absenteeism**
- **Compile tray lists including any special instructions for new sets including on loan and ensure staff are fully aware of the specific instructions to be carried out**
- **Postholder is expected to motivate and reassure staff especially during new developments in decontamination which may involve changes in practise by encouraging staff to work as a team to achieve targets and goals**

8. COMMUNICATIONS AND RELATIONSHIPS

In order to maintain an efficient and cost effective compliant Sterile Service the postholder requires to develop and maintain effective communication links and working relationships with the following:-

Theatres / Wards / ICU / HDU / Dental / OPD

To ensure good communication links between C.S.P.D and service users in regards to procedures, content check lists, instrumentation requirements and queries re service provision including fast track

- **Medical Physics - Decontamination issues regarding new equipment. Sending faulty equipment previously used in Theatres**
- **Engineering - Liaising with engineers, reporting faults on machinery and plant equipment**
- **Human resources - Seek advice regarding staffing issues sickness, absences etc.**
- **Materials management - Request supplies, Queries against order**
- **I.T Department - Problems with accessing Office systems**
- **Housekeeping - Discuss issues with cleaning schedule, supply of scrubs for department staff**

External

- **Company representatives- Regarding loan equipment, implementation of new equipment, arrange training for new equipment**
- **Managers – Maintaining a network of colleagues within the field of decontamination**
- **Authorised Person (Decontamination) Provides advice on equipment suitability for the decontamination process. Annual revalidation certificates of all processing equipment.**
- **Notified body – Audits carried out for current certification ISO13485: 2016**

9. PHYSICAL DEMANDS OF THE JOB

These duties are carried out in the course of the day the time spent on each part of the process varies. Good manual handling skills are necessary.

Wash / Decontamination room

- **Frequent standing at the sinks and setting up instruments in baskets**
- **Frequent pushing and pulling heavy transport carts from lifts**
- **Frequent lifting of instruments sets from transport carts**
- **Loading/ unloading instruments from ultrasonic cleaner**
- **Loading din baskets containing instruments onto washer rack pushing the rack into washer**
- **Lifting of instrument racks and baskets onto trolleys for washers**
- **Pushing carts into the cart washer**

Packing room

- Standing at the heat sealer
- Removing hot racks from the washer on to trolley
- Lifting instruments and containers from washer
- Frequent sitting or standing checking and setting up instruments
- Frequent lifting of completed instrument sets into transfer hatch
- Lifting raw materials from the store to the racks
- Need for excellent hand eye coordination in order to ensure accuracy and speed

Sterilisation room

- Lifting instrument sets from transfer hatch and loading onto Steriliser trolleys
- Pushing and lining up trolley into steriliser.
- Pulling hot trolley from steriliser.
- Loading transport carts for Theatres
- Despatch all items to correct designation using hand held scanner and tracker module
- Pushing transport carts into lifts for Theatres

Working environment

- Daily exposure to heavily soiled contaminated equipment ie; Blood, bone and tissue whilst handling instruments.
- Exposure to hot equipment possible burn hazard following decontamination and sterilisation.
- Increased temperatures in the decontamination room during constant activity.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- To have confidence in taking responsibility for making decisions in order to deliver and ensure provision of a high quality service
- Quick turnaround of instruments when demand is greater than available resources
- Machinery failures or breakdowns at critical times
- When out of hours work is necessary you work on your own initiative and are responsible for all decisions and actions taken
- Added pressure when scheduled staff are absent
- Late deliveries of equipment requiring a quick turnaround
- Maintaining effective communication
- To be sufficiently influential with Senior Technicians and Technicians and instil the highest possible standards for the delivery of the service
- To prioritise workload and deal with a number of different issues simultaneously
- Ongoing learning of new types of equipment and dealing with the complexities associated with the disassembly, reassembly to ensure adequate decontamination of such equipment. Ensuring all staff are trained and competent to deal with these
- Ability to work under pressure whilst ensuring that standards are maintained

- Ability to remain focused despite interruptions and changes in service demand

11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

The jobholder requires to have knowledge of, be proficient in or undertake training in the following:

- Completion of Supervisory Management course
- IDSc Technical certificate or equivalent knowledge and expertise to undertake the variety of work practises within Decontamination
- HTM2010 / 2030 City & Guilds user course
- Demonstrate substantial knowledge and experience in Sterile Service production and Quality Control
- Educated to standard grade level
- Knowledge in the operation of all Departmental equipment
- Internal Auditor QMS qualification
- Full understanding and operation of all Tracker modules
- Maintain departmental procedure and work instructions to ensure the legal and mandatory tracking requirements to individual patients is not compromised
- Interpretation of manufacturers instructions to ensure compatibility with the process equipment
- Ability to learn and understand the requirements of the QMS
- Ability to meet tight timescales for turnaround of sterile goods
- Ability to address and resolve issues to ensure that the service is not compromised
- Ability to train and mentor new Technicians and Senior Technicians, recognising training issues as they arise
- Numerate, literate and practical skills
- Good communication and management skills both oral and written
- Good team leader
- Good interpersonal and organisational skills
- Be capable of adapting to situations and remaining calm under pressure
- Knowledge and understanding of Hospital wide policies including:

Environmental
Clean room protocol and awareness
Health & Safety policies including Manual Handling
RIDDOR
Infection Control
Staff / Clinical Governance
Waste Management
Datix reporting

12. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date:

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Recruitment Person Specification

The aim of this form is to record the criteria applicants need to meet to qualify for appointment to the vacant post. It must be completed before the recruitment process begins and must reflect the job description for the post.

Post : CSPD Production Supervisor

	Essential	Desirable
Qualifications & Training	<ul style="list-style-type: none"> • Educated to Standard Grade level • Institute of Decontamination Sciences Technical Certificate • Significant experience within a Sterile Services role • Ability to perform all tasks competently within the Decontamination process 	Supervisory Qualification at SVQ level 3 or above
Working Experience	<ul style="list-style-type: none"> • A clear understanding of the strict codes of practice required within Decontamination • Excellent knowledge of the underlying Decontamination legislation • Previous experience in a central decontamination unit • Able to guide staff to deliver a quality service • Ability to work as an effective team member 	Supervisory experience in previous role
Skills & Knowledge	<ul style="list-style-type: none"> • Good IT skills • Ability to understand, retain and instruct others in the decontamination processes and procedures • Ability to problem solve • Ability to work with other staff from within and outside of the department • Demonstrated ability to expand knowledge within current role • Excellent communication skills • Keen to develop management skills 	
Additional job requirements Eg. car driver, unsocial hours	<ul style="list-style-type: none"> • Flexibility will be required to work shift pattern which includes weekends 	
Any other additional information	<ul style="list-style-type: none"> • Professional appearance • Adaptable to meet the needs of the service 	