

SWANSEA BAY UNIVERSITY HEALTH BOARD

JOB DESCRIPTION

JOB DETAILS:

Job Title	Production Team Leader
Pay Band	Band 4
Division/Directorate	Clinical Support Services
Department	HSDU

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Site Manager HSDU
Reports to: Name Line Manager	Site Manager HSDU
Professionally Responsible to:	Site Manager HSDU

Our Values

In this Health Board we aspire to be driven by our values; where every person that works for us, regardless of their role, is expected to demonstrate the values of “caring for each other”, “working together” and “always improving”.

Job Summary/Job Purpose:

Following department procedures to provide a high-quality service through the preparation, production, sterilization and delivery of ward and departmental areas, procedure packs, along with comprehensive Theatre and Day Theatre instrument sets within the ABMU Health Board. Accreditation to Medical Devices Directive 93/42 EEC /Medical Device Regulation 2017/745 must be maintained at all times by ensuring all relevant documentation is completed and departmental procedures are followed.

To support the line Managers in the provision of a quality decontamination service.

To assist the line Managers to manage the Department so that its technicians, equipment and other resources are organised to meet effectively the foreseeable needs of the Theatres, Wards and Departments within the Health Board area for sterilised and disinfected surgical or medical equipment.

Responsible for production management of the service and supervision of the department's

technicians. To participate in and supervise the production flow of the department. To draw the attention of the line Managers to any problems as they arise, to assist in the training of new staff and the continued training and development of existing staff.

To plan their own workload ensuring that a comprehensive service is provided and that daily targets are achieved.

To ensure staffs adherence to the department's Quality Management System. The post holder will be expected to communicate any improvements in procedures or processes identified to their line Manager to ensure we sustain effective and efficient ways of working which will drive the continuous improvement of service performance.

To ensure that all staff are being adequately supported and that the schedule of training is being maintained.

Detailed descriptions and further information relating to duties and job requirements are defined within departmental QMS incl. Quality Control Procedures, Work Instructions, Technical Files and instrument tray content lists, which the post holder should ensure they have reviewed and understand.

DUTIES/RESPONSIBILITIES:

Key Tasks and Responsibilities of the Post

1. To ensure that the policies and procedures applying to the Quality Management System are adhered to throughout the Department and the organisational requirements Policies and Procedures are met effectively.
2. To support the delivery of a high standard of the health care products to service users in the Health Board area.
3. To ensure a timely service meeting the highest standards and in a cost-effective manner.
4. To communicate with other supervisors, staff, theatre staff, managers, engineers and representatives as appropriate, handle sensitive staff matters maintaining confidentiality at all times. Deal with conflict in a positive professional manner responding politely and courteously at all times.
5. To actively participate in the production process working without supervision and to supervise other staff in the overall production process, ensuring quality standards are attained and procedures are adhered to.
6. To allocate staff ensuring that all areas are covered, implementing a weekly rota system and re-organising the working practices when necessary to meet the service demands.
7. To assist in the induction and training of new staff, and the continued training and development of existing staff. Motivate staff identifying opportunities for development and conduct annual Personal Appraisal and Development Reviews.
8. To ensure staffs adherence to the department's Quality Control Procedures.

9. To ensure staff work in compliance within all required standards, internal and those of an external origin that pertain to the service.
10. To make decisions based upon current workload and throughput to ensure that staff are deployed into the most appropriate area to ensure the department remains efficient.
11. To monitor all areas of the department to ensure the Health and Safety of individuals is protected at all times and instruct staff to take corrective/preventive action as appropriate.
12. To ensure workloads are managed in accordance with service demand, priority requests and date received to avoid cancellation or delays to patient treatment.
13. To operationally manage the service ensuring all staff work within the Quality Management System.
14. To develop and maintain strong relationships with other Production Technical Officers/Supervisors and Technicians. This will be vital to the role as open dialogue between shift parties will be required at all times to maintain shift effectiveness. This will include becoming adept at transferring key information quickly whilst managing competing priorities.

Technical Responsibilities

The post holder will:

- To have knowledge and understanding of Medical Devices incl. their design and functionality in order to identify any damage or missing parts, demonstrating specialist knowledge in decontamination aspects.
- To follow the departmental procedures in terms of informing the end user of any identified discrepancies with Medical Devices or equipment and inform of any potential delays or service outages which would cause a delay in service performance.
- To have the knowledge and ability to disassemble and assemble complex Medical Devices incl. sets containing a large number of components on a daily basis ensuring compliance with manufacturers' guidelines. Specialities incl. Trauma, Orthopaedics, General Surgery, Urology, ENT, Gynaecology, Vascular Surgery, Ophthalmic Surgery, Maxillo-Facial Surgery, Dental, Cardiac Surgery, Burns and Plastics and Spinal Surgery.
- To be able to inspect large quantities of intricate and complex Medical Devices involving the use of a magnifier or microscope and identify damage or missing parts.
- Due to complexity of tasks, long periods of concentration are required by the post holder in order to carry out procedures correctly, and with little room for error.
- Prepare instrumentation in accordance to QMS to incl. Repairs, Quarterly SMTL Testing.
- Obtain authorisation from end users in line with QMS for repair or replacement of Medical Devices.
- Promote a positive, enthusiastic approach amongst staff and demonstrate own skills and experience when monitoring/organising workflow within the department, avoiding unnecessary delays.
- Have the ability to operate decontamination equipment incl. Automated Washer/Disinfectors, Porous Load Sterilizers.

- Be able to demonstrate an understanding of the validation requirements/parameters required to ensure the correct parameters have been met prior to release of a load/cycle.
- Identify any failures within the Decontamination processes incl. machinery and staff failures use knowledge and skills to record failures accurately and take appropriate action to address in line with QMS.
- Ensure any PPM's (planned preventative maintenance) in accordance with schedules are managed in line with Departmental QMS and correct documentation is issued and completed by the appropriate person's responsible incl. Permits to Works ensuring the appropriate approval has been obtained prior to placing equipment back into service.
- Ensure and monitor daily checks carried out on all Decontamination equipment and ensure staffs completion of Departmental documentation incl. daily work schedules, in accordance with Departmental QMS.
- Ensure and monitor daily tests carried out on all Decontamination equipment where applicable and ensure staffs completion of documentation incl. Bowie & Dick Tests in accordance with Departmental QMS
- Demonstrate the ability to undertake initial action/investigations in line with QMS when non-conformities and or discrepancies are reported by stakeholders in order to identify the root cause and corrective action required to address. Use own experience and knowledge to analyse information and identify trends to line Managers, highlighting potential issues or concerns.
- Raise Datix Incidents to report any issues or failures that may occur within the department incl. raising where appropriate against other Departments.
- Ensure full traceability of all Medical Devices incl. Endoscopes are recorded throughout each stage of the Decontamination process to despatch.
- Operate and maintain the tracking and traceability system throughout the decontamination process to despatch. Manage any change requests within the traceability system incl creation of new trays/supplementary items incl. generation of GIAI codes in line with QMS.
- Ensure Loan Equipment required for end users are tracked, processed and managed in accordance with Manufacturer's Instructions and Departmental QMS, ensuring all necessary documentation is received and completed as necessary.
- Be able to exchange information at short notice to user in relation to the processing times for medical devices in accordance with the production situation within the department and have the ability to suggest the use of alternative devices where appropriate. The post holder will need to tactfully advise when there is a delay in the production of the decontamination of equipment.
- Demonstrate their knowledge and skills by undertaking, participating in and supporting line Managers fully when audits are being carried out both by internal and external auditors in line with Departmental QMS to ensure compliance with Regulatory requirements.
- Will support the department in ensuring the high-quality service provided by Morriston Hospital HSDU and Singleton Hospital HSDU is done so in accordance with QMS to ensure accreditation to regulatory standards ISO 13485:2016 and Medical Devices Directive 93/42 EEC /Medical Device Regulation 2017/745 is maintained.
- To monitor and record the daily results of Air Pressure Monitors incl. pressures within our Class 8 Clean room area, ensuring required level of pressure differentials within each area

is fully maintained, informing estates and line Managers of any pressure abnormalities or failures.

- Ensure PPE guidelines are correctly adhered to at all times within all areas of HSDU in line with Departmental QMS to reduce risk of infection and or cross contamination.
- Contribute to the development of the QMS where necessary.

The post holder will be responsible for the main aspects of production management within a designated shift within the Department. This may incl. monitoring and organising production inputs/outputs incl. quality, prioritisation in line with service demands, effective and accurate communications and investigations.

General Responsibilities

The post holder will:

- Have the ability to record and communicate any related information when urgent requests are received from the user. This will include clear and concise explanation for the reasons for any possible delay and an estimate of the time frame for reprocessing the request, internally and externally to the department. This will include the requirement to reprioritize the workload in accordance with the production and equipment usage at the time of the request. The ability to liaise effectively and professionally with service users' requests in order for demand to be met is required. The post holder will need to use tact and persuasive skills to convey the message.
- Communicate with all users of the service including all grades of staff and be able to interpret, understand and be able to respond to requests from service users where there are barriers to understanding.
- To communicate all relevant information within the team to ensure the continual and efficient running of the service.
- To liaise effectively both written and verbally for the purpose of staff hand-overs as required.
- Provide support and advice for staff on all aspects of production incl. ad hoc queries on a daily basis. Incl. Technical information regarding the processing of Medical Devices.
- Responsible for the production inputs and outputs of Medical Devices incl. processing, packaging and sterilisation by organising staff and workloads to meet Service needs.
- To support and hold meetings where necessary with staff and stakeholders as requested by line Managers and provide either written or verbal feedback on outcomes.
- Identify and request daily stock requirements within department to support Decontamination process and monitor stock levels of end users where applicable to ensure that adequate levels of consumables are available and stock levels are maintained.
- Ensure an accurate record of batch information is maintained for each stock item.
- Monitor Sterile Stock levels and request additional with the relevant staff members where applicable.
- Provide general supervision of HSDU Technicians this may incl. lateness, break allocations, departmental rotas, performance issues and any failure to comply with Departmental QMS.
- Responsible for training new and current staff on all aspects of the decontamination process incl. refresher training, competency training and all mandatory training in accordance with schedules/Matrix.
- Undertake PADRs reviews with Technicians in order to enable staff to develop and provide them with opportunities to progress.
- Carry out initial return to work interviews with staff on their return from sickness, complete relevant documentation in accordance with the Managing Attendance Policy.

- Identify to line managers any sickness triggers met for escalation.
- Allocate staff ensuring all areas are covered, implementing a weekly rota system and re-organising working practices when necessary to meet the service demands.
- Regularly visit and inspect all areas of responsibility, checking for cleanliness and reporting any hazards to management.
- Post holder is required to participate in the department's on-call rota as scheduled.
- Make departmental decisions based on own knowledge and experience outside office hours incl. weekends and bank holidays.
- Work with, support and guide staff in a high pressured environment to meet service demands.
- Be adaptable to change and encourage staff to do so in a positive manner
- Work flexible when required e.g. change of shift rotation to cover absence
- Work across sites within HSDU as and when required
- Communicate and record a comprehensive overview of faults with decontamination equipment to stakeholders e.g. Estates/External Engineers
- Ensure all documentation related to Internal Audits is completed in full and approved/signed off
- To take full responsibility of customer requests/demands

The post holder will, be a working member of the shift and will be required to actively work on the production floor where required to do so. This may include: processes involved in the decontamination of Medical Devices and incl. dispatch to end users.

Training Responsibilities/Human Resources

The post holder will:

- Carry out initial return to work interviews with staff on their return from sickness, complete relevant documentation in accordance with the Managing Attendance Policy. Identify to line managers any sickness triggers met for escalation.
- Allocate staff ensuring all areas are covered, implementing a weekly rota system and re-organising working practices when necessary to meet the service demands.
- Provide general supervision of HSDU Technicians this may incl. lateness, break allocations, departmental rotas, performance issues and any failure to comply with Departmental QMS.
- Responsible for training new and current staff on all aspects of the decontamination process incl. refresher training, competency training and all mandatory training in accordance with schedules/Matrix.
- Ensure own training and competency level is maintained and participate in additional training to further improve knowledge and skills where applicable which may incl. IDSc, National Decontamination Training programme, Healthcare Science Course and Medical Device Manufacturer training both initial and update training sessions where applicable.
- Participate in own PADR reviews and carryout PADR reviews with Technicians in order to enable staff to develop and provide them with opportunities to progress.
- To support and hold meetings where necessary with staff and stakeholders as requested by line Managers and provide either written or verbal feedback on outcomes.
- To liaise effectively both written and verbally for the purpose of staff hand-overs as required.

HEALTH, SAFETY AND SECURITY

The post holder will:

1. The post holder must attend annual health and safety training which include COSHH, manual handling, fire, infection control and health and safety updates.
2. The post holder must follow Departmental and Health board policies at all times.
3. Frequent physical effort is required when handling theatre instrument trays, pushing trolleys and putting away raw materials.
4. The post holder is responsible for the correct use of personal protective equipment (PPE) supplied for use within the department.
5. Ensure compliance of own and staffs dress code in line with QMS incl. restrictions in regards to makeup and jewellery.
6. There will be frequent exposure to sharps which may incl. needles, blades and instruments
7. There will be frequent exposure to fluids which may incl. blood and bodily fluids, faeces and vomit.
8. There will be frequent exposure to detergents and cleaning agents associated with the reprocessing of reusable medical devices.
9. Frequent exposure to physically challenging activities and tasks.
10. The post holder must ensure the Health Board and department's Health and Safety policies are implemented and adhered to at all times.
11. The post holder will be responsible for escalating and identified risks within the department to the relevant line Manager.
12. The post holder will be responsible for immediately reporting incidents incl. near miss incidents where applicable, via the Health Boards Datix reporting system.

INFORMATION PROCESSING

- The post holder will have basic computer literacy skills to enable them to scan and type data as part of the tracking and traceability requirement for reusable medical devices and is also a requirement of the department's quality management system that is in place for compliance with the Medical Devices Directive 93/42 EEC /Medical Device Regulations 2017/745..
- The post holder will be required to maintain full traceability of Medical Devices processed in accordance with QMS.
- The post holder will be required to communicate with stakeholders and pass relevant information on accurately to relevant staff members/line Managers this may incl. via telephone, face to face, departmental notices or email

EXTERNAL ACTIVITIES

- Responsible for communicating effectively and accurately with stakeholders both internal and externally

COMPETENCE

- Ensure own training and competency level is maintained and participate in additional training to further improve knowledge and skills where applicable which may incl. IDSc, National Decontamination Training programme, Healthcare Science Course and Medical

Device Manufacturer training both initial and update training sessions where applicable.

- Participate in own PADR reviews and carryout PADR reviews with Technicians in order to enable staff to develop and provide them with opportunities to progress.
- At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this they should immediately discuss this with their line Manager. The post holder has the responsibility to inform those managing their duties if they are not competent to perform a duty this includes decisions and or actions outside office hours incl. evenings, weekends and Bank Holidays

TEAM BRIEF

- The post holder is required to ensure communication of Health Board wide staff briefings, departmental Newsletters and communications are cascaded to all staff within HSDU in line with Organisational structure.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications	<p>Good level of general education with GCSE passes or equivalent</p> <p>IDSc Technical Certificate or equivalent level of knowledge and experience to Healthcare Science Level 4</p> <p>Supervision/Management qualification or equivalent experience</p>	<p>NHS National Decontamination Training Programme</p> <p>ECDL qualification</p>	<p>Application form and pre employment checks</p>
Knowledge & Experience	<p>Previous experience working within the HSDU service</p> <p>Knowledge and experience in Decontamination processes</p> <p>Detailed knowledge of Medical Devices incl. Design and function</p> <p>Knowledge of the Regulatory Standards relevant to Quality Management Systems ISO13485:2016 and Medical Devices Directive 93/42 EEC /Medical Device Regulations 2017/745.</p> <p>Knowledge and understanding of Health and Safety, PPE, COSHH procedures</p> <p>Previous Supervisor/Management experience</p>	<p>Previous NHS experience</p> <p>Ability to communicate effectively incl. providing direction, feedback and advice</p> <p>Understanding of the ISO13485:2016 Quality Management Standard</p> <p>Administrative experience</p> <p>Stock control experience</p> <p>Record keeping experience</p>	<p>Application form and interview</p>
Skills	<p>Ability to lead and motivate others</p> <p>Quality control Audit trained</p> <p>Experience in participating in both Internal & External Audits</p> <p>Ability to work on own initiative</p> <p>Experience in managing conflict within the workplace</p> <p>Ability to communicate</p>	<p>Problem solving in the workplace</p> <p>Interpret written instructions</p> <p>Awareness of infection control guidance</p> <p>Ability to respond calmly to unplanned events under pressure</p>	<p>Interview</p>

	<p>accurately and effectively with stakeholders</p> <p>Ability to train and provide feedback on team and individual performance incl. new starters</p> <p>Manage and drive continuous performance improvement at team and individual level</p>		
Values	<p>Shows empathy and compassion towards others – a natural disposition to put yourself in someone else’s shoes. Sees and treats others as individuals (patient, families, colleagues) and treats people with dignity and respect.</p> <p>Shows resilience, adaptability and flexible approach as situations arise and positivity when times are tough.</p> <p>Shows respect for others’ views and appreciate others’ inputs and encourage colleagues to display our values.</p> <p>Motivated to use initiative to recognise problems and seek solutions whilst understanding the importance of empowering and enabling others (patients, families, colleagues).</p> <p>Friendly and helpful disposition, awareness of how our own and others’ behaviours impact on people’s experiences and the organisation’s reputation.</p> <p>Willing to seek out learning, give and accept constructive feedback and committed to continuous improvement.</p>		<p>Application Form</p> <p>Interview</p> <p>References</p>
Personal Attributes/Other	Ability to work flexibly as part of a team	Professional appearance and approach	Application form and interview

	<p>Remain calm under pressure</p> <p>Good manual dexterity and excellent vision with or without the use of glasses</p> <p>Ability to work under pressure</p> <p>Ability to work in an environment where there is frequent exposure to Medical Devices contaminated with blood and bodily fluids</p> <p>Ability to work in an area with frequent moderate to intense physical activity</p>	<p>Interpersonal skills to ensure the production teams are provided with direction and are effectively managed</p> <p>Ability to organise and prioritise tasks</p> <p>Ability to concentrate for long periods of time</p> <p>Ability to speak Welsh</p>	
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GENERAL REQUIREMENTS

Include those relevant to the post requirements

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must

adhere to the organisation's Risk Management, Health and Safety and associate policies.

- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **General Data Protection Regulation (GDPR):** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Regulation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have * direct / indirect contact with* patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau *Standard / Enhance Disclosure Check as part of the HB/Trust's pre-employment check procedure. *Delete as appropriate.
If the post holder does not require a DBS Disclosure Check, delete as appropriate.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections.

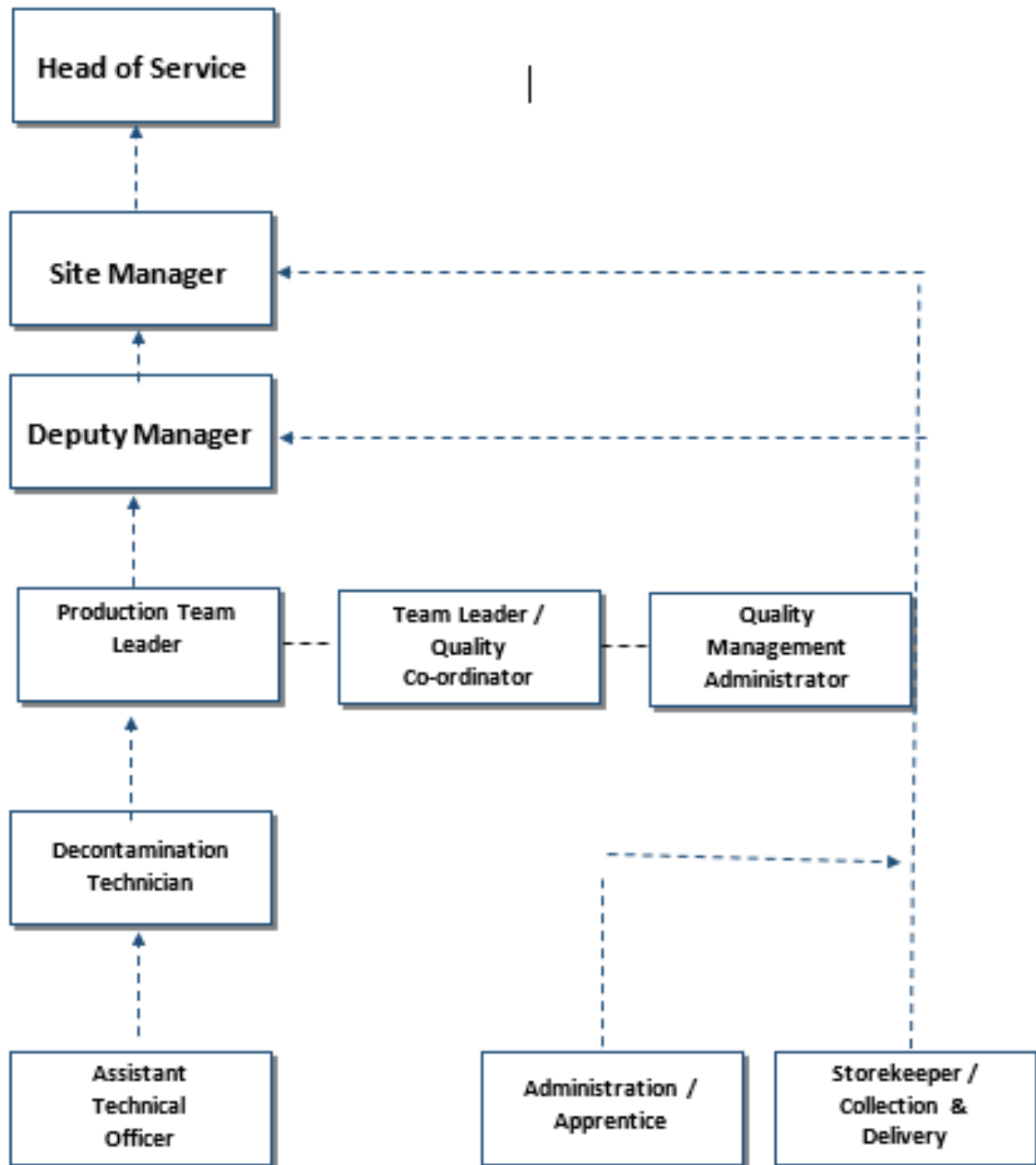
All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.

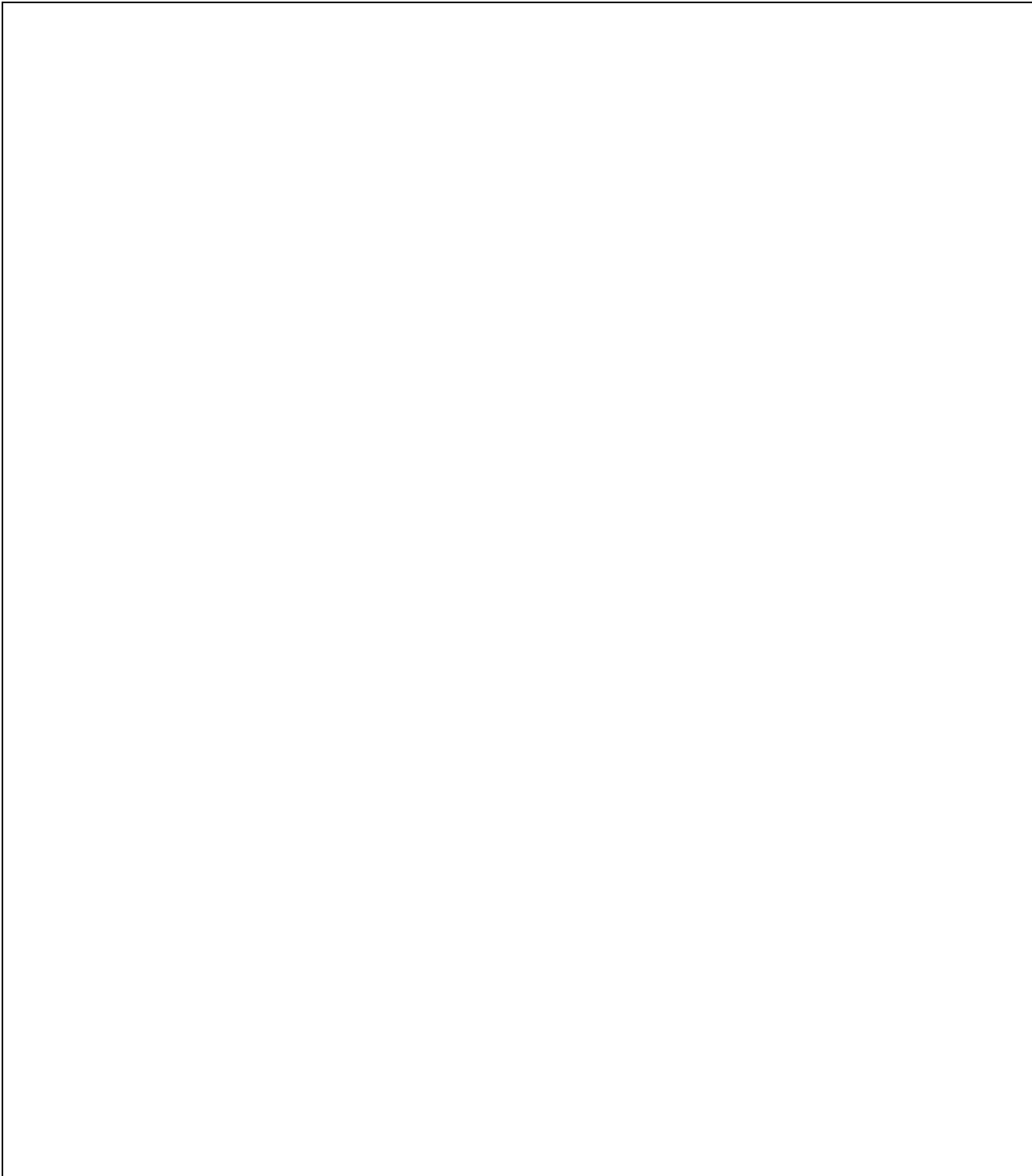
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.

Flexibility Statement: The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Job Title: Production Team Leader

Organisational Chart





RVC/2021/0213