



Wallowa County Health Care District

JOB TITLE: Surgical Services Support Technician

FLSA STATUS: Non-Exempt - Union

DEPARTMENT: Surgical Services

DATE: February, 2021

REPORTS TO: Surgical Services Director

APPROVED BY: Chief Nursing Officer

JOB SUMMARY:

Monitor PAR level of all surgical instruments and supplies. Responsible for decontamination, cleaning, processing, and sterilization of supplies, instruments, and equipment used and dispensed by the department following established infection control practices. Participates in departmental staff meetings and performance improvement activities. Cleans the surgery department by performing the following duties. The Surgical Services Support Tech person performs their duties within the framework of the Wallowa Memorial Hospital mission "To Provide Premier Health Care" and our values. They ensure that all duties are accomplished recognizing that they are the patient experience.

MISSION, VISION & VALUES:

The successful candidate(s) must share and demonstrate through job performance (and will be evaluated on) the ability, willingness and successful application of support for the Mission, Vision and Values of the District:

Mission: To provide premier Health Care

Vision: To be a recognized leader in mission focus, quality care, and fiscal strength

Values: Compassion, Respect, Integrity, Quality, Stewardship, and Family

ESSENTIAL DUTIES AND RESPONSIBILITIES:

includes the following and other duties may be assigned. Nothing in this job description should be inferred to condone an employee acting out of their scope of license. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to perform safely and effectively in a quickly changing environment.
- Maintains safe environment for patient, co-workers and self, per hospital policies and procedures.
- Maintains an awareness of conditions which may need maintenance attention and alerts maintenance personnel to needed adjustments or repairs to routine utilities of water, sewage, and lighting.
- Cleans and prepares rooms between procedures and after last case; restocks supplies, when necessary and organizes effectively for end-of-case clean up.
- Directs and assists in maintenance and handling of special equipment and instruments.
- Demonstrates thorough knowledge of location, care and of all surgical equipment.
- Follows written procedures for all sterilization; knows responsibilities and the necessity for chemical and biological monitoring.
- Consults with other staff members, when in question or unfamiliar with equipment or procedure.
- Regularly collaborates with other members of the team, in order to maintain equipment and supplies for surgical procedures.
- Establishes and maintains effective communication and good working relationship with coworkers and patients
- Insures proper operation of autoclave/sterilization units prior to use on a daily basis.
- Runs biological and chemical tests at beginning of the day shift. Records results in appropriate log.
- Inspects steam autoclave for visible signs of malfunction and reports to Surgical Services Manager.
- Sterilizes instruments, equipment and supplies using various types of autoclaves and sterilizers. Loads autoclaves in the prescribed manner and set controls to specified time and temperature according to material and requirements of items being sterilized. Completes appropriate documentation records prior to sterilization
- Assembles all instrument procedure trays, packs and kits according to the prescribed manner using content lists as a guide. Wraps packages and handles all items following procedure. Marks items with identifying data and



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distributes or stores in designated area. Notifies supervisor when unable to replace parts or when equipment is deficient in the work area.

- Performs other related duties as required such as examining sterilization/expiration dates; reporting inoperable equipment; making visual inventory inspections to maintain adequate stock and supply levels; tests effectiveness of autoclave function by assembling and placing culture spore tests following procedure; stores new and reprocessed equipment and supplies; cleans shelves and work areas.
- Actively participates in performance improvement and quality improvement activities.
- Complies with all organizational policies regarding ethical business practices.
- Communicates the mission, ethics and goals of the hospital, as well as the focus statement of the department.
- Actively participates in scheduling cases for department, as schedule allows.
- Utilizes initiative; strives to maintain steady level of productivity; self-motivated. Organizes and manages activities reflecting due consideration for the needs of the department and staff.
- Assists Nurse Manager with verifying availability of all supplies required for correct operation of the department. Obtains supplies for PAR levels.
- Completes specially assigned duties consistently and as schedule allows.
- Comply with Surgical Services policies and procedures.

PROFESSIONAL RESPONSIBILITIES:

- Adheres to dress code, appearance is neat and clean.
- Completes annual education requirements.
- Maintains regulatory requirements.
- Maintains patient confidentiality at all times.
- Reports to work on time and as scheduled, completes work within designated time.
- Wears identification while on duty.
- Attend staff meetings; reads monthly staff meeting minutes.
- Attends department in-services, as scheduled.

EDUCATION & EXPERIENCE:

- Ability to communicate effectively in English, both verbally and in writing
- Basic computer knowledge
- Current CPR
- High School Diploma or Equivalent.
- Must know cleaning and sanitizing procedures for a wide variety of application areas.
- Ability to select proper cleaning, deodorizing and disinfecting compounds for each use area.
- Maintain awareness of all safety requirements for using needed supplies and equipment.
- Able to meet the public and maintain friendly courteous relationships.
- Basic knowledge of personnel relations and, be able to work as a team member with not only Surgical Services Staff but other Departments as well.

CORE COMPETENCIES:

- Compassion – Welcomes, mentors and receives new team members.
- Respect – Manages conflict with respect and dignity for others. Attempts to address issues before escalating.
- Integrity – Owns professional development and seeks self-development. Uses good judgment in resolving job problems. Generates and evaluates alternative solutions and makes effective and timely decisions.
- Quality - Pays close attention to detail. Strives to achieve excellence in all things.
- Stewardship – Careful and responsible management of WCHCD resources. Finds productive work to keep busy during slack periods.



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- Family – Creates and participates in a team environment. Applies effective interpersonal and problem-solving skills when responding to coworkers, patients and visitors.

POSITION SPECIFIC COMPETENCIES:

- Customer Service — Knowledge of principles and processes for providing customer services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Service Orientation — Actively looking for ways to help people.
- Speaking — Talking to others to convey information effectively.
- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Time Management — Managing one's own time and the time of others.
- Fluency of Ideas — The ability to come up with a number of ideas about a topic (the number of ideas is important, not their quality, correctness, or creativity).
- Manual Dexterity — The ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects.
- Stamina — The ability to exert yourself physically over long periods of time without getting winded or out of breath.
- Time Sharing — The ability to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those that an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

POSITION TYPE & EXPECTED HOURS OF WORK

This is a full time position in a healthcare facility which is open 24 hours a day, 365 days a year. Rotating shifts as well as holiday and work during inclement weather will be required.

WCHCD CODE of CONDUCT & CONFIDENTIALITY STATEMENT:

As an employee of Wallowa County Health Care District (WCHCD) you must agree to abide by the following code of Conduct/Confidentiality Statement.



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I understand and agree that in the performance of my duties I must hold medical information in confidence. I understand that any violation of the confidentiality of medical information may result in punitive action. I will at all times protect the safety of our patient/residents understanding that they are our “customers” and the reason for our employment. I will avoid any and all personal conflicts of interest as it relates to my position at this facility. I agree to abide by the dress code for WCHCD. I will not use any of the assets of WCHCD for personal use. I will abide to all rules and regulations of the State of Oregon and the United States in relation to the operation of a medical facility. I will treat my co-workers at all times in a professional & courteous manner. I will strive to always work as a team player with my co-workers. I agree to report any perceived medical/facility operation noncompliance issues immediately to the CEO.

I have read and understand the above job description.

Employee Signature

Date