

# SENIOR DECONTAMINATION TECHNICIAN

## Candidate Pack



# Colleague Benefits

## General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

## Financial

- Access to various local and national discounts via various external websites
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

## Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

## Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men's Health forms and MOT
- Discounts with local gyms

# Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level - from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction — between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

## C.A.R.E. Meaning and Practice

**Compassion** - Demonstrate genuine kindness, empathy and humanity in every interaction.

Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

**Acknowledge** - Actively listen and be fully present.

Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

**Respect** - Treat everyone with dignity, honesty and fairness at all times.

Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

**Empower** - Enable people to be active participants in their care and work.

Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included.

Poppy's Promise is more than a framework - it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

### **In daily practice, you can:**

- Take a moment before entering a patient's space - centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions - consider how your approach made the patient or family feel

### **All staff within the Trust are expected to:**

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

## Job Summary

*\*\*This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.\*\**

- The role supports the Unit Manager to make sure the Endoscope Decontamination Service runs safely and smoothly for patient care.
- It involves helping to lead the team, organising daily work, and keeping the unit operating well when the Unit Manager is away.
- The post holder will help with cleaning and preparing endoscopes, checking equipment, and making sure all work follows the correct rules and standards.
- They will keep records up to date, report problems quickly, and make sure staff have the right training, equipment, and support.
- The role also includes working with clinical teams and other departments to solve issues, share information, and make sure endoscopes are ready when needed.

## Job Description

<b>Job title:</b>	<b>Senior Decontamination Technician</b>
<b>Grade:</b>	<b>Band 4</b>
<b>Site:</b>	<b>The Royal Shrewsbury Hospital &amp; The Princess Royal Hospital, Telford</b>
<b>Accountable to:</b>	<b>Matron</b>
<b>DBS required:</b>	<b>Standard DBS</b>

## Job Purpose

The post holder will support the Unit Manager in ensuring that the Endoscope Decontamination Service is delivered effectively to support patient care and clinical department needs. They will supervise the unit for the Unit Manager in their absence and oversee day-to-day operations to ensure smooth and efficient processes. This role requires flexibility to cover technician duties and provide guidance within the team as needed during the decontamination area's operating hours.

## Main Duties and Responsibilities

- Supervise the daily operations of the Endoscopy Decontamination Unit to ensure adherence to policies and procedures. Provide support to the Unit Manager, including overseeing the operation of the unit during their absence.
- Oversee the decontamination, processing, and delivery of endoscopes, ensuring compliance with HTM 2030 Guidelines, British Society of Gastroenterology, Medical Devices Agency, Trust Policies, and manufacturer guidelines.
- Assign tasks and oversee daily workload for staff within the unit, ensuring these are completed to the required standards. Report any incidents, faults, or delays to the Endoscopy Manager.
- Ensure staff rotas are organised, stock levels are monitored, and equipment is maintained. Ensure necessary consumables and equipment are readily available and adhere to COSHH (Control of Substances Hazardous to Health) guidelines.
- Monitor and document results from weekly water samples used in the decontamination process, implementing decontamination procedures if results fall below the required standard.
- Escalating any out of specification results to appropriate senior staff and following agreed procedures for labelling equipment to ensure all staff are aware of any restrictions.
- Ensure that water results are picked up and acted upon in a timely manner – escalating concerns immediately.
- Detect faults in endoscopes and associated equipment, report them to the appropriate parties for repair, and ensure safe procedures are followed. Manage the packaging and return of faulty equipment and arrange for loan equipment when necessary.
- Add any new equipment to Endoscopy reporting system and to all AERs and drying cabinets
- Create any new tags to enable appropriate staff to use equipment as authorised.
- Removal and return of any equipment no longer required in conjunction with ERGEA and Unit Managers.
- Assist and arrange for transportation of equipment between sites in conjunction with unit managers and in accordance to policy
- Maintain accurate records of decontamination equipment, repairs, staff training, policies, and service contracts. Carry out both internal and external audits to ensure compliance with decontamination protocols and relevant standards.
- Ensure adherence to Health and Safety regulations, ensuring staff wear the required personal protective equipment (PPE) and follow infection control

measures. Take immediate action if unsafe conditions or health risks are identified.

- Oversee the safe processing, packaging, and transportation of items for sterilisation and manage the safe disposal of waste. Maintain accurate traceability records for all decontaminated endoscopes and accessories.
- Participate in any required track and trace audits or emergency requests for follow up
- Coordinate and plan the decontamination and delivery of endoscopes to clinical areas, ensuring they are available for use in endoscopy procedures as required.
- Undertaking water sampling for weekly AER testing after training, and when required to do so.
- Escalate any requirements for estates dept work as delegated by Unit manager

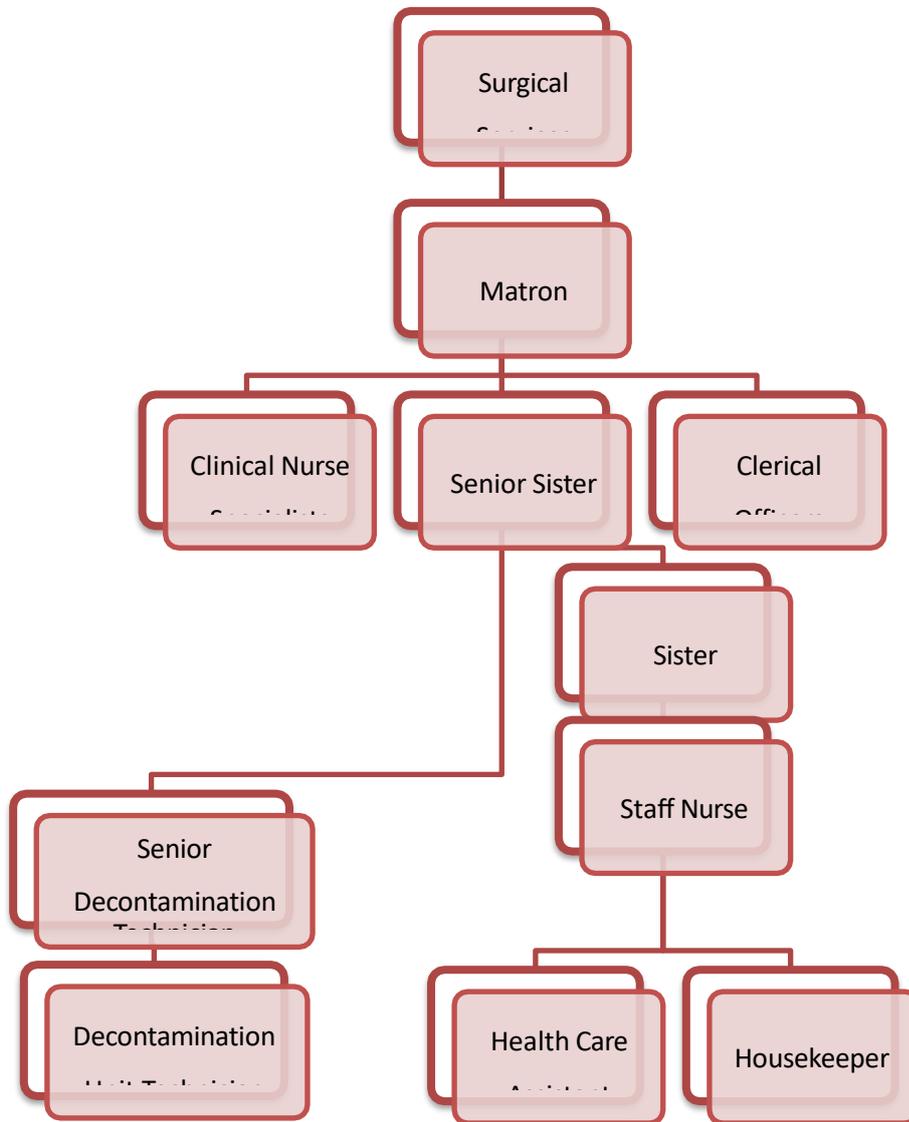
#### **Responsibility for staff:**

- Provide supervision, advice, and guidance to the staff within the Decontamination team, but also to the wider endoscopy team as required. Ensure that tasks are delegated appropriately and that the team performs to a high standard in line with quality expectations.
- Participate and lead in training staff in the decontamination process and equipment handling. Co-ordinate both external and on-the-job training and supervision for less experienced technicians, endoscopy nurses, and student nurses. Ensure all staff are trained and competent in the decontamination and handling of endoscopic equipment.
- Assist with appraisals for all decontamination technicians alongside the Unit Manager. Ensure that the well-being of staff is maintained, addressing any concerns promptly and fostering a safe, healthy work environment.
- Act as a role model to encourage good practice, teamwork, and personal development. Motivate the team to meet service objectives and ensure that all team members are working efficiently and in accordance with established policies and procedures.
- Ensure all decontamination staff undergo an induction programme in conjunction with the Practice Educators and that they are competent in ENDO 1 and complete annual competency records.
- Lead the daily Decontamination Huddle in conjunction with the Unit Manger reflecting on any issues or concerns from previous day and highlighting concerns for current day or week.
- Support with the recruitment process for Junior Decontamination Technicians.

## **Communication and Working Relationships**

- Liaise daily with clinical users (including Endoscopy service users, Infection Prevention and Control, Ergea and Estates) to resolve any decontamination issues affecting clinical procedures.
- Maintain close relationships with Trust Authorised Person to ensure seamless service delivery, escalating any concerns.
- Communicate effectively in both verbal and written formats with internal teams to discuss equipment failures, maintenance issues, and operational changes.
- Attend and contribute to regular meetings, offering feedback on process improvements and updates to policies and procedures. This will include contributing to the monthly Trust Decontamination Committee meeting in conjunction with the Unit Managers.
- Work with external stakeholders such as Notified Bodies, Independent Authorised Engineers (Decontamination), Equipment Engineers, Ergea, Steris, Lubron, Anderson Caledonian, Cannexis, Olympus, Fujinon and other hospitals to ensure that decontamination processes meet industry standards.
- Communicate with equipment manufacturers and suppliers to arrange training, maintenance, repairs, and loan equipment when needed.
- Inform clinical teams about any challenges in meeting decontamination timelines and assist the Endoscopy Manager in creating plans to ensure continuity of service.
- Communicate to the team any updates to decontamination practices or policies, ensuring everyone is aware of any changes or improvements.
- Ensure that all ongoing tasks and works are clearly documented for handover to relevant staff during absences or shift changes.
- Work closely with other decontamination areas within the Trust to address any capacity issues, making alternate arrangements as needed to maintain smooth operations.

## Organisational Chart



## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Minimum of 5 GCSE's or equivalent (including Maths and English). Completion of ENDO 1</li> </ul>	<ul style="list-style-type: none"> <li>• NVQ Level 3 in Office Administration/IT. ElfH Advanced Decon evidence</li> </ul>
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Strong understanding of decontamination processes, including HTM 2030, British Society of Gastroenterology, and Medical Devices Agency guidelines.</li> <li>• Knowledge of infection control, COSHH guidelines, and health and safety regulations</li> <li>• Familiarity with sterilisation, equipment maintenance, and traceability records.</li> <li>• Proven experience in supervising and training teams within a clinical or technical setting.</li> <li>• Ability to supervise staff, delegate tasks, and ensure high standards of work.</li> <li>• Skilled in resolving operational issues and</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of decontamination technologies or techniques.</li> <li>• Awareness of developments in infection control and health and safety regulations.</li> <li>• Familiarity with decontamination practices in other healthcare settings or specialties.</li> <li>• Experience in supervising or leading teams in a fast-paced clinical or technical environment.</li> <li>• Previous involvement in external audits or regulatory assessments.</li> <li>• Evidence of attendance at external study days/conferences that are specific to endoscopy decontamination.</li> </ul>

	<p>communicating effectively with internal and external stakeholders.</p> <ul style="list-style-type: none"> <li>• Experience in maintaining records, managing rotas, and coordinating workflows.</li> <li>• Experience of working at Band 3 level for 6 months or more.</li> </ul>	
<p><b>Skills</b></p>	<ul style="list-style-type: none"> <li>• Supervision, organisational, and problem-solving skills.</li> <li>• Effective communication, both written and verbal, with various stakeholders.</li> <li>• Proficient in documentation, audits, and ensuring compliance with protocols.</li> <li>• Ability to work flexibly, manage shift cover, and meet clinical decontamination timelines.</li> <li>• Experience in coordinating the maintenance and repair of specialised medical equipment.</li> <li>• Knowledge of health and safety standards and</li> </ul>	<ul style="list-style-type: none"> <li>• Problem-solving skills and ability to identify process efficiencies.</li> <li>• Good communication skills.</li> <li>• Leadership skills within endoscopy</li> <li>• Experience of participating in the recruitment process.</li> <li>• Understanding of health and safety protocols.</li> <li>• Experience in coordinating the maintenance and repair of medical equipment.</li> </ul>

	<p>infection control practices.</p> <ul style="list-style-type: none"> <li>• Willingness to engage in continuous professional development.</li> <li>• Experience of participation in achieving standards required by IHEEM audits</li> </ul>	
<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>• Strong attention to detail, integrity, and accountability.</li> <li>• Proactive and solution focused, with a commitment to team collaboration and high service standards.</li> </ul>	<ul style="list-style-type: none"> <li>• Willingness to take on additional responsibilities and grow professionally.</li> </ul>

## General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

## Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

## Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

## Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

## Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

## Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must

be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
  - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
  - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

## **NHS Sexual Safety Charter**

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

## **Social Responsibility**

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

## **Continuous Improvement**

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and

thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

## Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

