

# JOB DESCRIPTION

JOB DETAILS	
<b>Job Title</b>	Mobile Engineer
<b>Reports to</b>	Engineering Support Lead
<b>Band</b>	Band 3
<b>Department/Directorate</b>	Exeter Mobility Centre Wheelchair Service / Eastern Acute Therapies Cluster

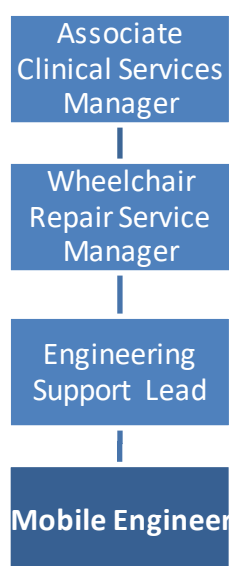
JOB PURPOSE
The main purpose of the role is to deliver, maintain and repair NHS wheelchairs for service users, upholding Trust values at all times

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> <li>• Driving van provided within the Devon area.</li> <li>• Daily vehicle maintenance checks and cleaning of the vehicle as required.</li> <li>• Visiting NHS wheelchair service users in their homes and carrying out repairs, deliveries, modifications, Planned Preventative Maintenance (PPM's) and collections.</li> <li>• Understanding and demonstrating the safe use of wheelchair equipment to service users with completion of indoor wheelchair driver assessments</li> <li>• Fault finding and reporting back to office for further repair or referrals.</li> <li>• Accurate completion and processing of paperwork.</li> <li>• Ensuring all parts are checked prior to leaving base.</li> <li>• Unused parts are returned to stock and any scrap parts removed from wheelchairs are discarded in the correct location (including discharged batteries).</li> <li>• Follow correct PPE regulations and compliance with infection controls and decontamination of equipment.</li> <li>• Complete reconditioning of wheelchair cushions when required</li> <li>• Participate in on call rota (on average 1 in 4). Includes possible weekend working whilst on call</li> <li>• To readily participate in any other projects, tasks and training as necessary readily suggesting improvements when identified</li> </ul>

KEY WORKING RELATIONSHIPS
<p>Areas of Responsibility: as above</p> <p>No. of Staff reporting to this role: 0</p> <p>The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.</p> <p>Of particular importance are working relationships with:</p>

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> <li>• Associate Clinical Services Manager</li> <li>• Wheelchair Repair Service Manager</li> <li>• Therapy and Rehabilitation Leads</li> <li>• Rehabilitation Engineers and Technicians</li> <li>• Wheelchair Therapists</li> <li>• Workshop Engineers</li> <li>• Admin Line Manager</li> <li>• Admin Team Leaders</li> <li>• Admin Teams</li> <li>• Stores Team Lead</li> <li>• Stores Administrators</li> <li>• Engineering Support Lead</li> <li>• Workshop Lead</li> </ul>	<ul style="list-style-type: none"> <li>• Service users</li> <li>• Carers</li> <li>• Referrers (e.g. Physiotherapists and Occupational Therapists)</li> <li>• Schools</li> <li>• Suppliers</li> </ul>

## ORGANISATIONAL CHART



## FREEDOM TO ACT

- Carry out jobs as scheduled by the team
- Follow standard operating procedures (SOPs) and manufacturer guidance
- Use own knowledge to fix faults
- Works autonomously
- Senior member of the team available for advice where required

## COMMUNICATION/RELATIONSHIP SKILLS

- Communicates with team members and suppliers in relation to prescriptions, problems, options, solutions and techniques. Able to offer advice and also ask for and accept it.
- On occasions, service users may exhibit challenging behaviour and have unrealistic expectations. This will require skills to de-escalate.

## ANALYTICAL/JUDGEMENTAL SKILLS

- Interprets technical material, relating to both powered and manual wheelchairs, to undertake repairs; interprets technical drawings supplied by Rehabilitation Engineers to complete modifications to equipment
- Problem solve and find solutions to repair faulty equipment and articulates process followed when more senior input required to complete repair

## PLANNING/ORGANISATIONAL SKILLS

- Follows schedule as set out by the team
- Complete relevant documentation within agreed timeframe

<b>PATIENT/CLIENT CARE</b>
<ul style="list-style-type: none"> <li>Fixes, sets up, delivers and maintains NHS prescribed wheelchairs and accessories in Service User's own homes.</li> <li>Indirect patient contact at the Exeter Mobility Centre</li> <li>Responsible for ensuring wheelchair equipment delivered to patients is safe and meets the prescription</li> <li>During regular on-call duties, will have direct patient / carer contact and be required to provide technical advice on equipment use</li> </ul>
<b>POLICY/SERVICE DEVELOPMENT</b>
<ul style="list-style-type: none"> <li>Follow agreed procedures and highlight areas for service improvement and make suggestions for how these can be achieved</li> </ul>
<b>FINANCIAL/PHYSICAL RESOURCES</b>
<ul style="list-style-type: none"> <li>Responsible for safe use of tools and equipment</li> <li>Responsible for safe set up, delivery, collection and repairs of NHS mobility equipment</li> <li>Responsible for testing the safety of bespoke equipment following repairs or as part of Planned Preventative Maintenance (PPMs)</li> </ul>
<b>HUMAN RESOURCES</b>
<ul style="list-style-type: none"> <li>To undertake training as required to maintain competency/comply with Trust policies</li> <li>Attend manufacturer training and familiarisation of new equipment, as required</li> </ul>
<b>INFORMATION RESOURCES</b>
<ul style="list-style-type: none"> <li>Updates equipment /stock records</li> <li>Updates Service User's equipment records</li> <li>Ensure accurate records are kept to evidence work undertaken, decisions made, stock used and conversations which take place</li> </ul>
<b>RESEARCH AND DEVELOPMENT</b>
<ul style="list-style-type: none"> <li>Participates in and supports completion of audits and surveys where relevant to own work</li> </ul>
<b>PHYSICAL SKILLS</b>
<ul style="list-style-type: none"> <li>Ability to undertake work practices which require excellent hand eye co-ordination when undertaking repairs or modifications to equipment</li> <li>Ability to utilise keyboard skills to input and review data accessing service IT system(s)</li> <li>Use of tools and electrical equipment to manipulate wheelchair equipment to carry out repairs and maintenance</li> </ul>
<b>PHYSICAL EFFORT</b>
<ul style="list-style-type: none"> <li>Daily driving</li> <li>Ability to lift heavy loads &lt;15kg.</li> <li>Able to stand for long periods of time, (up to approx. 7 hours per day), particularly when working on complex modifications.</li> <li>On a daily basis there is a requirement for frequent, short distanced and repetitive moderate effort to undertake manual handling tasks, including the manoeuvring, loading and unloading of heavy (&lt;15kg) or awkward objects, e.g. powered chairs and batteries.</li> <li>Daily physical exertion, lifting, pulling, pushing.</li> </ul>
<b>MENTAL EFFORT</b>
<ul style="list-style-type: none"> <li>Daily requirement to concentrate to problem solve and complete repairs to wheelchairs with constant attention to detail as works completed are required to fulfil prescription, be safe for the patient and meet all required standards.</li> <li>May be subject to regular interruptions from service users in their homes and will need to be able to remain focussed and concentrate to complete safe repairs</li> </ul>
<b>EMOTIONAL EFFORT</b>
<ul style="list-style-type: none"> <li>Regular (weekly) contact with terminally ill patients</li> </ul>
<b>WORKING CONDITIONS</b>
<ul style="list-style-type: none"> <li>Required to undertake frequent driving for long periods of time – role covers whole county of Devon</li> <li>Unpleasant sights and smells associated with contaminated wheelchairs;</li> <li>Occasional workshop environment working, which can be noisy due to use of tools and machinery and can have moderate exposure to a dusty environment;</li> </ul>

- Potential contact with body fluids from wheelchair equipment currently on issue to service users or equipment which has been returned back into the service in readiness for reconditioning. Potential contact with body fluids through reconditioning of wheelchair cushions returned back into service.
- Potential for extremes in temperature, tight working spaces (in patient's homes) and requirement to deal with aggressive behaviour

### **OTHER RESPONSIBILITIES**

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

### **DISCLOSURE AND BARRING SERVICE CHECKS**

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

### **GENERAL**

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

# PERSON SPECIFICATION

<b>Job Title</b>	Mobile Engineer
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Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING</b> Level 3 NVQ or A Level in relevant subject or equivalent experience GCSE standard or equivalent Basic numeracy, literacy and IT skills are required	E E E	
<b>KNOWLEDGE/SKILLS</b> Knowledge of procedures for testing, repair and maintenance of equipment. Linguistic skills: Able to communicate clearly in English and interpret technical manuals to problem solve. Computer skills: Ability to navigate IT systems with bespoke training.	E E E	
<b>EXPERIENCE</b> Experience of working in a mechanical, engineering or manufacturing environment Healthcare experience		D D
<b>PERSONAL ATTRIBUTES</b> Good interpersonal skills Good communication skills Ability to be empathetic Able to work as part of a team Able to work independently Able to work under pressure Be conscientious and flexible Have an eagerness to learn, participate in training and to develop self	E E E E E E E	
<b>OTHER REQUIREMENTS</b> Full driver's licence. Flexibility to work evenings and weekends as part of a rota Able to work with hand tools and industrial machinery	E E E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	N				
Contact with patients	Y				X
Exposure Prone Procedures	N				
Blood/body fluids	Y		X		
Laboratory specimens	N				
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	Y			X	
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y			X	
Animals	Y		X		
Cytotoxic drugs	N				
<b>Risks requiring Other Health Surveillance</b>					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	Y		X		
Hand held vibration tools (=>2.5 m/s2)	Y			X	
<b>Other General Hazards/ Risks</b>					
VDU use ( > 1 hour daily)	Y				X
Heavy manual handling (>10kg)	Y			X	
Driving	Y				X
Food handling	N				
Night working	N				
Electrical work	Y		X		
Physical Effort	Y				X
Mental Effort	Y				X
Emotional Effort	Y			X	
Working in isolation	Y			X	
Challenging behaviour	Y		X		