

# JOB DESCRIPTION

JOB DETAILS	
<b>Job Title</b>	Estates Liaison Craftsperson (Mechanical)
<b>Reports to</b>	Mechanical Supervisor
<b>Band</b>	3
<b>Department/Directorate</b>	Estates and Facilities Department

JOB PURPOSE
Working within Trust properties and closely with clinical staff and matrons, the purpose of the role is to maintain and undertake repairs to the building and estates infrastructure of the Trust to a high quality of workmanship. The job holder will be required to proactively assess the conditions of the environment, estimating materials requirements of jobs including maintenance and new works, also to undertake mechanical related planned maintenance tasks as required for this role.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> <li>To undertake repairs and uphold the condition of the Patient Environment as requested by the Ward Matron, Service managers and line management, also proactively assess the condition of the environment and react and report accordingly.</li> <li>To maintain the image and professionalism of the Estates Department through good customers service practice.</li> <li>Engage with the ward senior clinical staff on a regular basis to ensure their Patient Environment needs are met.</li> <li>To maintain and repair all building service related works as required.</li> <li>When working with a maintenance assistant or apprentice, be responsible for the guidance and supervision of his/her work.</li> <li>To carry out remedial and planned preventative maintenance as directed by the mechanical team leader and with minimum supervision, to include, but not limited to, thermostatic mixer valve testing and adjustment, legionella temperature checks, grill cleaning, ward general repairs, blockages, sanitary ware including cisterns, cleaning of desk fans, portable appliance testing as required</li> <li>Be proficient to undertake fault finding on mechanical equipment including sanitary ware and remedying solutions, works will also include an element of dexterity in stripping out and reassembling of mechanical component parts using general hand tools, specialist and power tools associated with the trade.</li> <li>To develop relevant skills to assist and undertake minor repair works of other allied trades such as electrical and building as required.</li> <li>Be required to estimate the material requirements of the job including maintenance and repair works.</li> <li>Proven track record of high-quality workmanship in all areas specified above</li> <li>To assist and engage with external contractors when required.</li> <li>To carry out any other duties in line with the grade as requested by the supervisor.</li> <li>The post holder will be expected to adhere to the Trust Uniform Policy and all times.</li> <li>The post holder may be required to be part of the Estates on-call team</li> </ul>

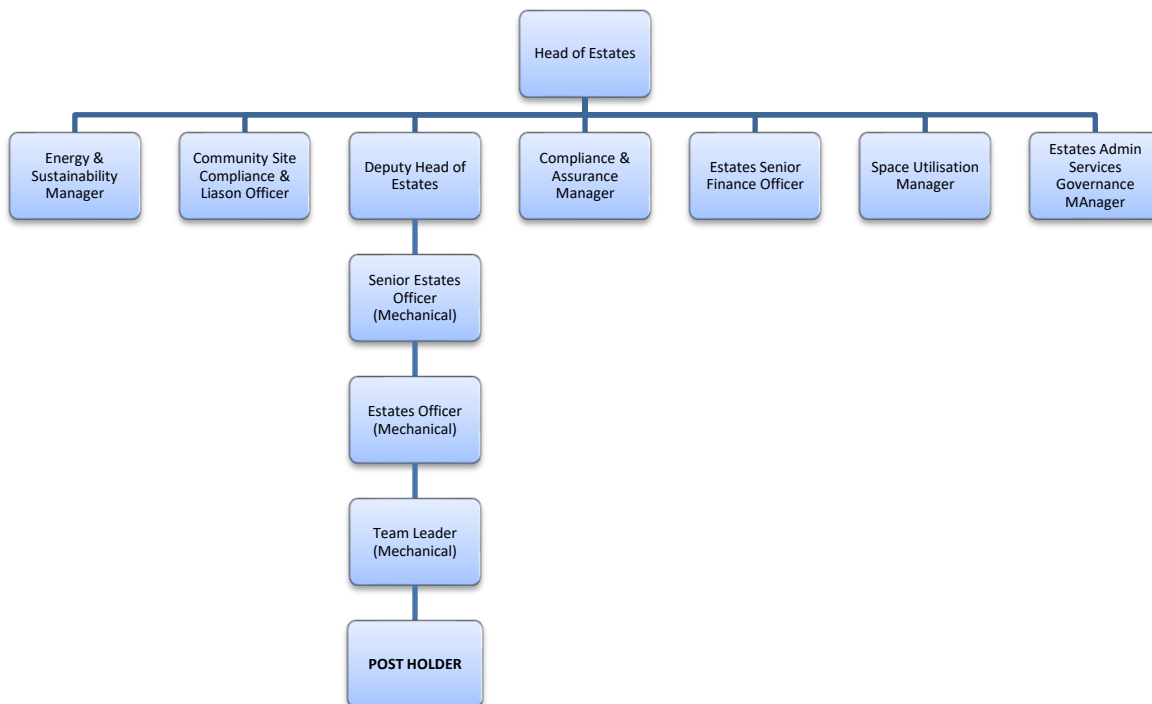
- You should be flexible, adaptable, and proactive, there may also be a requirement to undertake out of hours working when required.
- Be proficient and accurate in the use of hand-held devices using CAFM systems and Trust mobiles, there will also be a requirement to regularly log onto Trust PCs/Laptops for online training purposes and annual Personal Development Reviews (PDRs).
- To remain professionally up to date with all statutory and legal requirements.
- To understand and adhere to the Trust's Health and Safety Policy and Fire Procedures.
- To undertake any training required in order to maintain competency including mandatory training such as fire, manual handling, legionella and other competency packages required for the role.
- To contribute to and work within a safe working environment.
- To take part in regular online performance appraisals
- To comply with all Trust policies

## KEY WORKING RELATIONSHIPS

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> <li>• Senior Ward Clinicians</li> <li>• Work Colleagues</li> <li>• Ward Clinicians</li> <li>• Ward Housekeepers</li> <li>• Patient Representative Groups</li> <li>• Estates &amp; Facilities staff</li> <li>• Comms Teams</li> <li>• Finance</li> <li>• Staff Representatives and Hospital Staff</li> </ul>	<ul style="list-style-type: none"> <li>• Contractors</li> <li>• PLACE Representatives</li> <li>• Patient Representatives</li> <li>• Government Agencies</li> </ul>

## ORGANISATIONAL CHART



## FREEDOM TO ACT

1. Works autonomously within delegated levels of authority.
2. Maintain high professional standards and explore opportunities to develop practice.
3. Interpret trade related instruction, manuals and procedures related to estates work
4. Use good judgemental skills to analyse simplex situations and formulate appropriate solutions/responses.
5. Be responsible for organising assigned workload and able to prioritise as required to meet the needs of the Trust.
6. Ensure that all risk control measures are in followed with estates risks identified and resolved within capability or escalated to supervisor/manager

## COMMUNICATION/RELATIONSHIP SKILLS

1. Establish and maintain good working relationships with other team members within the wider organisation and have the ability to share and advise on simplex technical issues associated with the trade and the ability to escalated if beyond capability.
2. Establish and maintain good day to day working relationships with clinicians in the Trust. Able to advise Trust staff and have the ability to share and advise on simplex technical issues associated with the trade and the ability to escalated if beyond capability.

3. The post holder will have contact with many other service users while duties are carried out within the hospital and day centre environments
4. Promote a good team approach and encourage staff innovation and integration,
5. Work with Nursing and Infection Control staff in the prevention and control of Healthcare Associated Infections through the maintenance of the mechanical systems in accordance with the Health Act 2006 (The Hygiene Code).
6. Establish mechanisms for communications with both internal and external stakeholders for implementing effective communication.

#### **ANALYTICAL/JUDGEMENTAL SKILLS**

1. Undertakes problem solving on a wide range of services equipment within own competency levels.
2. Makes recommendations and to solve problems and maintain continuity of Engineering services in all Trust properties.
3. Interprets manufacturer's technical data, drawings and specifications appropriate to the respective trade.
4. Carries out own dynamic risk assessments / method statements in respect of personal safety and the safety of work colleagues.
5. Makes judgements when providing advice and guidance to apprentices

#### **PLANNING/ORGANISATIONAL SKILLS**

1. Manages own allocated workload on a day to day basis.
2. Maintaining responsibility for ensuring own work meets required standards.
3. Contributes to the setting of team objectives as part of the business planning process.

#### **PATIENT/CLIENT CARE**

1. May have incidental contact with patients e.g. when asked to give directions or when working in patient areas.

#### **POLICY/SERVICE DEVELOPMENT**

1. Follow Trust policies in own role, may be required to comment on maintenance policies and procedures.

#### **FINANCIAL/PHYSICAL RESOURCES**

1. Ensures that work is undertaken at all times in accordance with Health and Safety requirements, maintaining a safe environment for self, colleagues, patients, staff, contractors and visitors to the Trust.
2. Responsible for ensuring all equipment (e.g. power tools, workshop machinery) is used safely and effectively by self and others, following manufacturer's instructions, immediately reporting any defects in accordance with local procedures

3. Personal duty of care to complete time sheets, mileage forms, expense claim sheets etc, accurately and in a timely manner, providing receipts as required.

#### **HUMAN RESOURCES**

1. Assist work colleagues with the day-to-day supervision of engineering apprentices providing guidance as required.
2. Assist estates staff with day to day supervision and guidance to appointed contract workers.
3. Assists in the training and development of engineering apprentices.
4. Participates in the induction of new starters.

#### **INFORMATION RESOURCES**

1. Undertakes administrative tasks in relation to own work e.g. photocopying, taking telephone calls and messages etc.
2. Proficient in the basic use of IT software applications i.e. Microsoft Office, online training packages, have awareness of CAFM maintenance systems
3. Use of Trust mobile smart phone for work related communications, emails, telephone calls. Ability to use work related phone apps for annual leave, work rostering, payslips, work tickets etc

#### **RESEARCH AND DEVELOPMENT**

1. To be able to assist in any work-based trials, assessments, valuations, measurements as required by the role
2. Have the ability to accurately note and record basic data

#### **PHYSICAL SKILLS**

1. Assist the engineering craft staff whilst investigating faults and doing general maintenance work as required on a wide range and equipment
2. Carries out maintenance activities both above and below ground, at heights and in confined spaces. Works outdoors and indoors in office and clinical environments. Moves heavy materials, equipment and manhole covers. Works on occasions with materials contaminated with process effluents and sewage.
3. May be required to undertake other skilled/semi-skilled work and to assist with tasks outside of core skills but within established competence, to meet service need
4. To be dexterous in the use of hand and power tools relevant to the post

#### **PHYSICAL EFFORT**

1. Use of hand and power tools relevant to the role
2. Lifting of equipment and materials
3. Ability to use ladder access equipment
4. The role will require frequent elements physical effort such as walking, lifting, pulling, pushing, manoeuvring, use of mechanical aids.

## **MENTAL EFFORT**

1. To be able to concentrate for periods of time – on fault finding, operating equipment/tools safely and completion of records and checklists

## **EMOTIONAL EFFORT**

1. Incidental contact with patients
2. Occasional dealing with difficult situations/circumstances

## **WORKING CONDITIONS**

1. Range of working environments could include working at height, confined spaces, hot or cold, busy public areas or wards. Full familiarisation and training provided

## **OTHER RESPONSIBILITIES**

- The post holder is 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.
- The post holder is expected to comply with Trust Infection Control Policies and conduct him/her at all times in such a manner as to minimise the risk of healthcare associated infection.
- The 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.

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**

1. 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.

Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E's track record of excellence in research, teaching and links to the university with NDHT's innovation and adaptability.

# PERSON SPECIFICATION

<b>Job Title</b>	Estates Liaison Craftsperson
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Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING</b> Apprentice-trained and/or relevant evidenced knowledge and experience NVQ2 or equivalent evidenced knowledge and experience Legionella (Competent)	E E	D
<b>KNOWLEDGE/SKILLS</b> Ability to maintain and repair a variety of building services Ability to carry out a wide and varied range of building service tasks Knowledge of Customer Services Practices Proficiency in a safe practice with regards to Legionella and Water Safety	E E E E	
<b>EXPERIENCE</b> Good experience of working in Building Services Experienced of working in a customer services role	E E	
<b>PERSONAL ATTRIBUTES</b> Be able to work as part of a team Good interpersonal skills	E E	
<b>OTHER REQUIREMENTS</b> Ability to travel between sites Undertake out of hours work when required	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	N				
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)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
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)	N				
Hand held vibration tools (=>2.5 m/s2)	Y	X			
<b>Other General Hazards/ Risks</b>					
VDU use ( > 1 hour daily)	N				
Heavy manual handling (>10kg)	Y		X		
Driving	Y			X	
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y	X			
Mental Effort	N				
Emotional Effort	N				
Working in isolation	Y	X			
Challenging behaviour	N				