

## JOB DESCRIPTION

JOB DETAILS	
Job Title	Senior Clinical Technologist
Reports to	Chief Clinical Technologist
Band	Band 6
Department/Directorate	Medical Equipment Management / Facilities

### JOB PURPOSE

- To provide safe, effective and timely technical support for a wide range of medical devices across the Trust and community sites, including standard ward-based devices and specialised equipment used in Surgery/Medicine/Specialist Services and Renal services.
- Performs a range of routine and non-routine tasks within the MEM team carrying out routine diagnostic tests or equipment support activities and non-routine breakdown assessment and repair.
- Required to update electronic systems as required to document all activities.
- Supports Clinical staff advising correct use of equipment and ancillary parts providing user guides and avenues of information.
- Oversees technical team in area of specialism and plans and allocates team workload.
- Attending technical training as required to carry out functions safely and according to manufacturer's guidance.
- To participate in providing on call cover to medical devices and associated equipment as part of a rota when required.

### KEY RESULT AREAS / PRINCIPAL DUTIES AND RESPONSIBILITIES

- Prioritises work and responds effectively to changing circumstances including emergency repair / breakdown requests.
- Works flexibly, dealing with interruptions and responding to changing priorities.
- Competent to perform planned maintenance, diagnose complex equipment faults and perform corrective maintenance on highly complex medical devices and systems.
- Understands the specific hazards associated with medical devices for own area of work, e.g. infection control, dust, compressed gases and electricity.
- Evaluates and commission's new equipment.
- Able to follow and understand highly complex servicing manuals and service documentation.
- Ability to manage changes and development within specialist area, undertaking medical device servicing, calibration and repairs.
- Transportation of medical devices to support service or repair requirements.
- Packing and dispatching medical devices for repair, calibration or service to external agencies.
- Maintaining detailed records of medical device defects, work undertaken, materials used and other expenditure in accordance with the departmental quality management system.
- Undertaking cleaning and decontamination of medical devices as required.
- Maintaining a stock of spare parts and consumables as required.
- Ensuring that all current Health & Safety standards are adhered to.
- Assisting in the continuous development of a high quality and responsive maintenance service.
- Ensuring all work that is undertaken is of a high quality and is performed safely, promptly and in a cost-effective manner.
- Undertaking any other duties that may be required.
- Willing and able to learn new skills to enhance self and the service.
- Able to work under instruction in a prompt and accurate manner.
- The ability to receive and interpret technical information used to service or repair medical devices.
- Establish a portfolio of continuous professional development (CPD).

- Learning supported to work towards membership of the RCT (Register of Clinical Technologists) or ART (Association of Renal Technologists) to meet entry criteria if not already a member.
- Planning and organising own workload with team members, ensuring good resource management to achieve positive outcomes.

## KEY WORKING RELATIONSHIPS

Areas of Responsibility: Medical Equipment Management

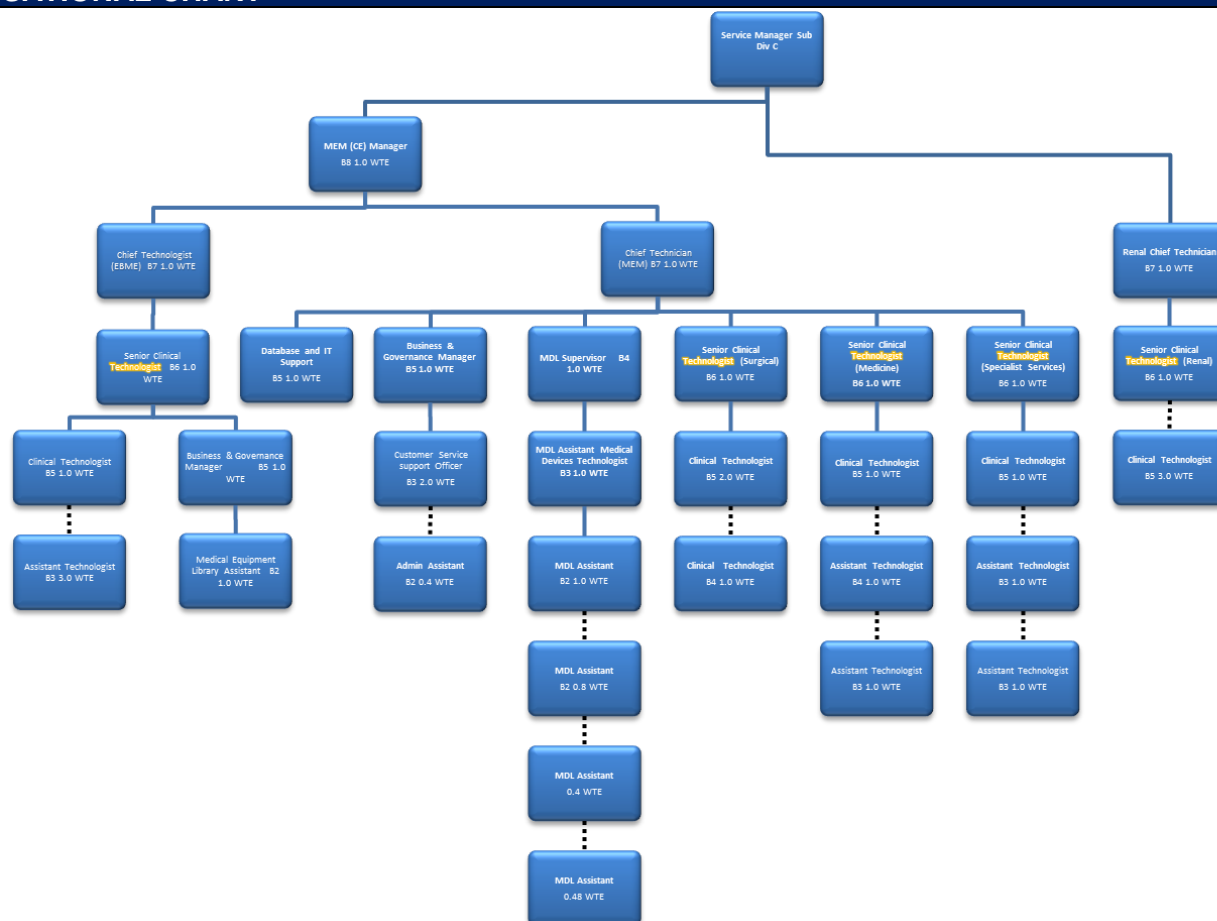
No. of Staff reporting to this role: see organisational chart below.

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 and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> <li>• Service Manager.</li> <li>• Clinical Engineering Manager.</li> <li>• Chief Renal Technologist.</li> <li>• Senior Clinical Technologists.</li> <li>• Clinical Technologists.</li> <li>• Medical Device Library (MDL) staff.</li> <li>• Medical Staff, inc. Consultants, Doctors, Nursing Staff, AHPs and OPDs.</li> <li>• Administration Teams.</li> </ul>	<ul style="list-style-type: none"> <li>• Service Users.</li> <li>• Equipment Manufacturers and Suppliers.</li> <li>• Patients and their families / relatives.</li> <li>• PCT, DPT and GP surgeries.</li> </ul>

## ORGANISATIONAL CHART



## **FREEDOM TO ACT**

- Freedom to plan across broad occupational policies and that of team members, acting as lead practitioner and specialist.
- Following set maintenance processes and documenting all tests carried out, working unsupervised across areas of responsibility.
- Adjusting and responding to urgent breakdowns within area of competency.
- Understand limits of own knowledge and competency and escalate concerns to Line Manager as necessary.

## **COMMUNICATION / RELATIONSHIP SKILLS**

- Communicating technical information to clinical users around status of medical equipment.
- Arranges service visits, taking into account test equipment availability and operational requirements.
- Ability to overcome barriers of communication to convey complex technical information, adapting communication styles and routes.
- Escalating any immediate or foreseeable complex medical equipment issues to clinical area senior staff, advising of avenues for resolution through negotiation.
- Communicating effectively and courteously with colleagues, staff, external organisations and members of the public both verbally and electronically as required.
- Working across varied clinical settings may involve dealing with challenging behaviour (in areas dealing with mental or behavioural issues) therefore requiring strong interpersonal communication skills, persuasion and a calm approach.
- Provides support and training for staff, trainees, students and medical staff.
- Arranging and leading technical team and departmental meetings and discussions.

## **ANALYTICAL / JUDGEMENTAL SKILLS**

- Carrying out routine servicing following guidance and technical manuals.
- Competent to perform planned maintenance, diagnose complex equipment faults and perform corrective maintenance on highly complex medical devices and systems.
- Carrying out root cause analysis where equipment issues are multi-faceted and involve system wide investigation in conjunction with clinical staff.
- Technical judgements required involving complex facts and situations which require analysis.
- Highlighting any repeated faults or trends to management and governance team for further investigation.

## **PLANNING / ORGANISATIONAL SKILLS**

- Working within senior technical team to achieve department target.
- Organizing servicing plans for specialist technical team, whilst liaising with users & suppliers  
Reacting and providing solutions to instances of unplanned equipment failures to provide temporary solutions.
- Maintaining an effective and efficient use of time management.
- Provides a clinical technical service, calibrating and maintaining diagnostic & therapeutic equipment and commissioning new equipment.
- Planning equipment audits, supporting evaluations through effective time management.

## **PATIENT / CLIENT CARE**

- Indirect, working in clinical areas where equipment is still attached to patients, adhering to local health and safety/infection control with reference to senior clinical staff.
- Provides a clinical technical service, calibrating and maintaining diagnostic & therapeutic equipment and devices for use in patient care.

## **POLICY / SERVICE DEVELOPMENT**

- Proposes changes to department policies & operating processes, holding specialist technical team meetings to improve & develop department wide procedures promoting safer and more efficient processes for the technical workforce, aligning to new technologies within medical equipment and aligning within core objectives, proposing changes to practices and processes and implementing the changes.
- Sits on senior departmental team panel to suggest and evaluate procedural changes and specialist equipment evaluations.

- Supports and attends clinical team meetings and advises in replacement planning and procurement requirements.

### **FINANCIAL / PHYSICAL RESOURCES**

- Responsible for own time and use of parts to resolve issues in carrying out planned and unplanned servicing.
- Consideration given to repair costs, highlighting where needed if beyond economical repair.
- Responsible for high value test equipment ensuring safe and correct use.
- Ensuring physical assets are kept in a safe and functional state during installation and full lifecycle of equipment, working with staff to highlight any areas of mis-use or unsafe conditions ensuring safe working practices at all times.

### **HUMAN RESOURCES**

- Day to day management of a small section of technical staff – supervising daily output and undertaking regular performance appraisals of team members.
- Supporting own and team staff training and continual process improvement.
- Supporting clinical teams in the training provision and safe use of medical equipment.

### **INFORMATION RESOURCES**

- Maintaining and processing of relevant information associated with the acceptance and commissioning of medical devices.
- Inputting servicing information into the computerised asset management system.

### **RESEARCH AND DEVELOPMENT**

- Establish a portfolio of continuous professional development (CPD).
- Regularly evaluates medical equipment and devices, is involved with clinical evaluations, trials and acceptance testing.

### **PHYSICAL SKILLS**

- Ability to utilise specialist hand tools (for electronics, medical gas flow and Renal fluid management) and physiological, electrical & gas flow specialist test equipment which requires excellent hand / eye co-ordination and configuration to employ.
- Ability to work in clinical locations, ensuring safe working practices for staff, patients and self – ensuring electrical safety and physical safety around equipment are maintained at all times.

### **PHYSICAL EFFORT**

- Frequent moving of heavy loads up to 25kg, requiring moderate effort moving equipment and supplies utilising trolleys as required.
- Occasional use of moving and handling equipment for installation and removal of medical equipment in patient environment.

### **MENTAL EFFORT**

- Frequent requirement to concentrate for long periods of time and follow set processes
- Frequent requirement to manage multiple interruptions and respond and adjust workplans to compensate.

### **EMOTIONAL EFFORT**

- Exposure to emotional circumstances is rare.
- Working in patient care areas where equipment is still attached to patients.

### **WORKING CONDITIONS**

- Working within technical workshop, adhering to department health and safety policy and national regulations.
- Working within clinical areas frequently, where incidental contact with patients may occur.
- Working within patients' homes rarely, as appropriate, where contact may occur.

- Working with equipment which may have been exposed to bodily fluids.
- Frequent use of VDU.

## **OTHER RESPONSIBILITIES**

Take part in and carrying out regular team members 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.

## **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.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

# PERSON SPECIFICATION

<b>Job Title</b>	Senior Clinical Technologist
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Requirements	Essential	Desirable
<p><b>QUALIFICATION / SPECIAL TRAINING</b>            Engineering/Science degree or demonstrable equivalent experience, and relevant specialist Medical Technologies training plus relevant UK Healthcare experience equivalent to post graduate diploma level.            Management qualifications, NHS specific or nationally recognised.            Member of the RCT/ART (Register of Clinical/Renal Technologists) or meets entry criteria.            Professionally registered (ie IET / IPEM)            Portfolio of product specific technical training courses and experiences.</p>	<p>E</p> <p>E</p> <p>E</p>	<p>D</p> <p>D</p>
<p><b>KNOWLEDGE / SKILLS</b>            Able to follow written &amp; verbal instructions.            Practical &amp; methodical approach to given tasks.            Excellent hand/eye co-ordination and manual dexterity.            Attention to detail.            Problem solving skills.            Ability to work both in a team and alone.            Understands the principles of wide range Medical Devices and Systems.            Able to perform and understand the importance of electrical safety testing.            Able to use technical manuals to aid problem solving and informed decision making.            Understanding of Health &amp; Safety issues.            IT skills including Excel, Word and PowerPoint.            Able to effectively communicate highly complex information in oral and written English.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>D</p>
<p><b>EXPERIENCE</b>            Practical experience in equipment servicing, workshop practices and techniques.            Experience of supporting Medical equipment in a UK healthcare environment.            Experienced in the use of Databases and asset management.            Experienced in the use of technical manuals and interpreting documentation.            Experience of managing projects, using standard tools and processes.            Experience of working to deadlines and within set expectations.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
<p><b>PERSONAL ATTRIBUTES</b>            Good interpersonal skills.            Understands limits of own knowledge.            Ability to communicate on all levels.            Ability to work effectively under pressure.            Ability to be flexible to support team and service.            Conscientious attitude.            Good standard of personal hygiene.            Able to lift and manoeuvre medical devices and test equipment up to 15kg.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	

<p><b>OTHER REQUIREMENTS</b></p> <p>Occasionally carry out work in restricted areas.</p> <p>Driving Licence and ability to travel between sites.</p> <p>Trained in safe use of medical gases, pipeline and cylinders.</p> <p>The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.</p> <p>Ability to travel to other locations as required.</p>	<p>E</p> <p>E</p> <p>E</p>	<p>D</p> <p>D</p>
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WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Laboratory specimens	Y	X			
Contact with patients	Y				X
Exposure Prone Procedures	N				
Blood/body fluids	Y	X			
<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		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)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
<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	Y	X			
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			