

JOB DESCRIPTION

JOB DETAILS	
Job Title	Senior Simulation Technician
Reports to	Human Factors and Simulation Senior Fellow / Operational Lead
Band	Band 5
Department/Directorate	Simulation

JOB PURPOSE
<ul style="list-style-type: none"> The purpose of the post is to work alongside the core simulation team (CST) to provide support and assistance with the delivery of the Royal Devon University Healthcare NHS Foundation Trust (RDUH) Eastern simulation education and training programmes. This primarily encompasses the preparation, use and maintenance of all equipment, prior to, during and after delivery. The post holder will support the delivery of training to multi-professional teams in both a classroom, simulation suite and in-situ environments. The post holder will also support the delivery of simulation delivery to external services to the organisation, as directed by the Operational Lead.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> Actively contribute to the development of the service Actively identify and participate in own development requirements Actively contribute to the effective delivery of the service To work alongside the simulation team to set up, implement and the effective delivery of simulation practice. To act as a point of contact, for all technical aspects related to simulation equipment. The post holder will be responsible to set up, maintain and manage essential equipment and rooms to support the delivery of the simulation either in the main centre or insitu To support the development of existing faculty and new faculty. (i.e. through supporting the 'Train the Trainers' programme). Planning and co-ordinating own day-to-day work, considering the needs of the service. Work without close supervision and make independent decisions to solve day to day problems when working to short timescales To be actively involved with innovation and development within the sphere of simulation, and digital learning technologies. Support the effective monitoring of systems and processes, in relation to simulation activity. Including population of databases with regard to (not an exclusive list): collecting research data, session delivery outcomes, equipment logs, maintenance of equipment. Operates highly specialised computer systems which control an array of high-fidelity simulators, audio-visual equipment, standardised patient monitoring equipment, debriefing systems, associated medical devices and other information technology (IT). To provide appropriate fidelity of simulation delivery; via appropriate scene setting, costuming and moulage, as requested.

- To provide recommendations on highly specialised equipment with regard to procurement, supplies and materials.
- To compile and maintain a resource inventory of equipment and parts; liaising with HF & Sim Practitioner regarding updating and ordering new equipment and resources
- Liaise with IT, Medical Electronics, Estates departments and manufacturers to ensure all equipment is safety checked at required intervals
- Participate in off-site delivery / visits, as required.
- Supports the development of effective training materials, in suitable formats (using email, Word, PowerPoint etc).
- To perform other job-related duties as required.

KEY WORKING RELATIONSHIPS

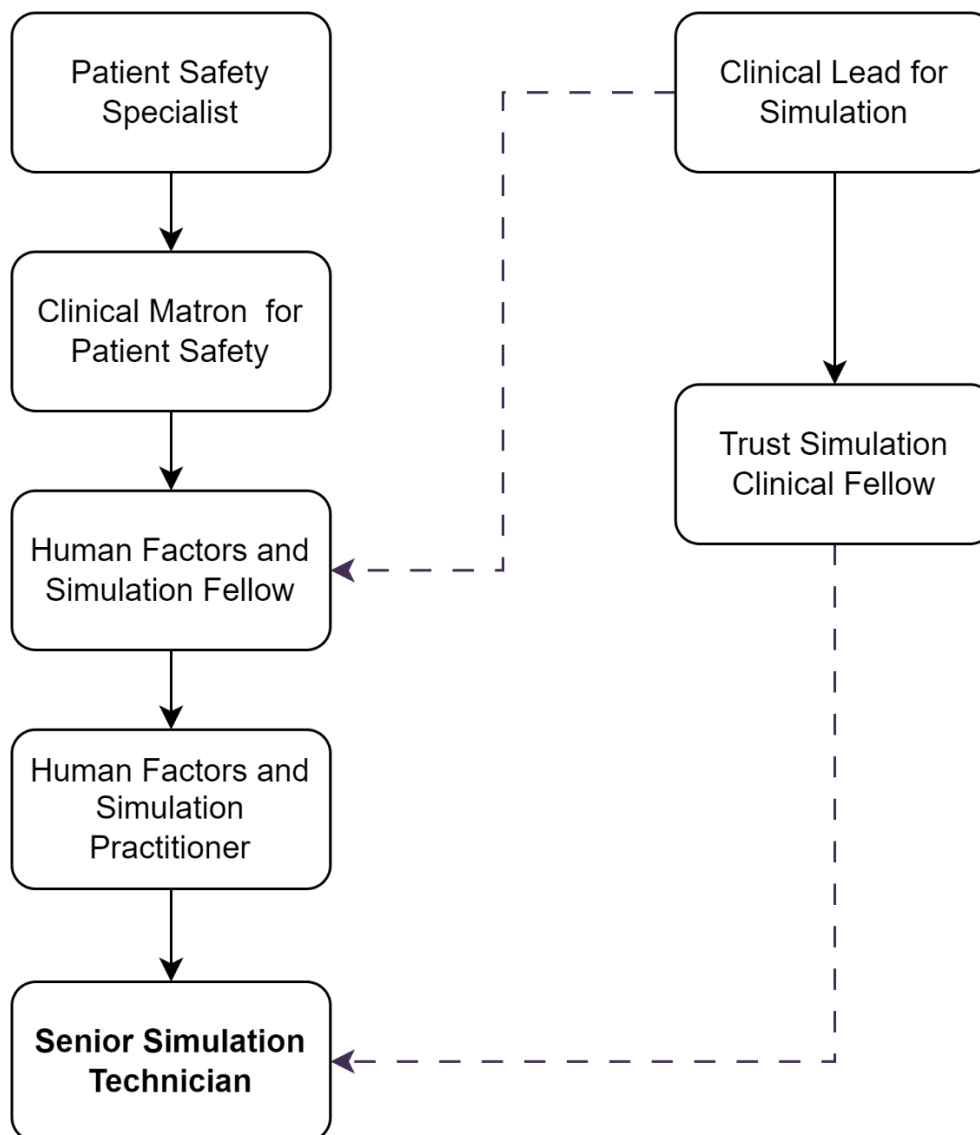
Areas of Responsibility:

- The post holder will be based in RILD, Exeter and will provide equipment and course support, as directed by the Human Factors & Simulation Practitioner. On a day to day basis this will encompass:
- Ensuring all equipment required is fit for purpose and ready for use when required.
- To actively try to resolve potential or actual problems with equipment.
- The post holder will be required to work autonomously as appropriate
- Delivery of simulation sessions, which may be 'external', 'internal' or 'in-situ ', so this should be taken into account when preparing for specific courses, as appropriate.
- To provide technical assistance, support and training to faculty, instructors and staff in the use of simulation equipment.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Clinical Lead for Simulation • Simulation Team • Local Simulation Faculty (LSF) from other areas of the trust • IT Services • Medical Electronics • Medical Education team 	<ul style="list-style-type: none"> • External Companies (i.e. Laerdal / Gaumard / LifeCast / SMOTs) • External NHS organisations

ORGANISATIONAL CHART



FREEDOM TO ACT

Work is managed rather than supervised and they work to clearly defined occupational policies. Deciding when it is necessary to refer to their manager

COMMUNICATION/RELATIONSHIP SKILLS

The post holder will be required to provide and receive complex technical and / or sensitive information; due to the highly technical nature of the equipment and potentially sensitive / emotional nature of the service delivered.

Furthermore, they will be required to provide advice, instruction or training to groups, within the scope of practice. To achieve these two primary requirements, they will need to be clear, persuasive, motivational, empathic and provide re-assurance.

To do this, they will need to regularly demonstrate core skills around negotiation, tact and understanding, whilst anticipating challenges / barriers from others. Where barriers exist, they will need to identify potential solutions in a limited timeframe.

The post holder will need to demonstrate excellent communications, (understanding highly complex technical information and processes) both internal and external to the organisation.
Maintain learner confidentiality and psychological safety.

Effective liaison with the wider simulation team and other key working relationships, to ensure accurate and contemporary records are maintained of all simulation activities and usage of the simulation resources.

The post holder will have to hold / retain a specific and developed skills set, which can only be acquired through specific training or equivalent relevant experience

ANALYTICAL/JUDGEMENTAL SKILLS

The post holder will be expected to provide sound expert judgement involving a range of facts or situations, which require analysis and / or comparison of a range of options. This will include the interpretations of clinical actions and the impact upon patient care and safety, to ensure effective practice. Also extends to non-clinical elements which may present with straight forward or highly technical resolutions.

This will be complicated by conflicting information and processes, across multiple teams.

PLANNING/ORGANISATIONAL SKILLS

The post holder will have to organise and coordinate (with the simulation team) equipment and consumables with regard to the routine delivery of a simulation session. The post holder is required to plan how to best meet the needs of the session in relation to equipment and consumables, based on the booking request, equipment available, experience and session template.

They will have to overcome uncommon complex technical IT software and hardware issues, at very short notice. Requiring rapid adjustments of any planned activity.

Faculty may elect to change the delivery plan based on the changing needs of the individuals present or late adjustment of learning objectives.

To support the simulation team with administration duties including simulation diary management, support the booking review process, general service organisation processes and / or support meetings through effective communication.

Take messages, ensuring they are actioned and/or received by the correct recipient

They will have to plan and organise an equipment maintenance schedule on a rotational basis.

Attend and actively contribute to team meetings

The post holder may be required to attend local and / or regional simulation meetings, on behalf of the operational or clinical lead.

PATIENT/CLIENT CARE

Indirect contact on occasion when in situ simulation is performed

POLICY/SERVICE DEVELOPMENT

The post holder will be expected to contribute to identifying service policy enhancement and innovation.

The post holder may also be asked to comment on other Trust policies / systems, which may impact beyond this service own area of activity.

FINANCIAL/PHYSICAL RESOURCES

They will be responsible for monitoring the use of highly complex service wide equipment. In order to achieve this, they will need to compile and maintain a resource inventory of equipment and consumable parts.

They will order equipment, supplies and stationery in an efficient and cost-effective manner, in line with the needs of the service; as authorised / directed by the Human Factors & Simulation Operational lead.

The use of high fidelity / complex equipment will require the post holder to hold advanced computer skills. The maintenance of such highly specialised equipment also requires the post holder to be accurate with the manipulation of fine tools / parts / equipment in confined areas of the manikins.

They will liaise with the operational and clinical leads regarding updating or ordering of replacement equipment and resources. Specifically, advising them on the purchase of new equipment, which is required to support the development and function of the service.

HUMAN RESOURCES

A major responsibility, for this role, is to provide ongoing training materials, sessions and development opportunities for the wider team and others. This may involve undertaking assessments to provide competency agreement of others.

None required but may be asked if they would like to support interview process for future posts within the department.

When an apprentice technician is added to the team they will be expected to supervise this role.

Undertake training as required to maintain competency/comply with trust policies.

Work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal.

Adhere to the Trust Access Policy, Key Performance Indicators, government targets and standard operational policies and procedures.

INFORMATION RESOURCES

A core requirement and daily activity for the post is to use specialised computer software. They will need to create spreadsheet / statistical resources to support the development and ongoing delivery of the service.

Maintains, repairs and updates all relevant simulation equipment & software, including: manikins, computers, monitors and other associated equipment, within. Troubleshooting equipment malfunctions and contacting manufacturers for advice, as required. This will include complex information exchange for detailing problems and solutions.

To provide technical support & resources for task trainers, multimedia equipment and peripherals including: beds, patient monitors, other associated consumables which may be required.

RESEARCH AND DEVELOPMENT

The service has been involved in external research activities; however, this is not a regular occurrence.

PHYSICAL SKILLS

There is constant use of advanced technical equipment, requiring the post holder to use varied and advanced IT skills, including keyboard; also applies to rapid changes in responding to either expected or unexpected practice to meet specified outcomes.

The post holder will require highly developed physical skills with regard to the intricate manipulation of equipment in confined areas, whilst maintaining sensitive technical equipment. This will require dexterity and fine motor skills due to this and either specialised training or experience is required to achieve the appropriate level of practice.

PHYSICAL EFFORT

The role requires the candidate to move heavy equipment but is overseen by manual handling processes. It does require a moderate level of physical effort.

There is an occasional requirement to exert moderate physical effort for several long periods during a shift; to move equipment around and in preparation for sessions.

MENTAL EFFORT

There is an occasional requirement for prolonged concentration when operating high fidelity manikins due to the adaptations required during delivery. Interruptions are frequent leading to unplanned changes in work.

EMOTIONAL EFFORT

Exposure to emotional / distressing circumstances will occur occasionally. This will require the post holder to be sensitive to the needs of participants. Either providing initial support / care and / or identifying this to the faculty lead.

WORKING CONDITIONS

The post holder will have prolonged exposure to VDU use; will have to apply their skills in cramped work areas during manikin maintenance / repairs.

OTHER RESPONSIBILITIES

- The post holder will be expected to carry out any other duties as required, commensurate with their pay band
- The post holder will be required to support the team during course delivery. This will include welcoming candidates and faculty, providing refreshments and lunch as agreed with the Human Factors & Simulation Practitioner.
- The post holder will understand the limitations of the role and how to access support

Trust-wide Responsibilities

- To take part in regular performance appraisal
- To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling
- To contribute to and work within a safe working environment
- 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.

DISCLOSURE AND BARRING SERVICE CHECKS

Required

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.

The RDUH is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.

PERSON SPECIFICATION

Job Title	Senior Simulation Technician
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
GCSE grade A-C/4-9 or equivalent in Mathematics, English and a science	E	
Degree or Professional Qualification or Demonstrable Experience	E	
Healthcare Qualification		D
Information Technology (IT) Qualification		D
Simulation / Teaching Qualification		D
KNOWLEDGE/SKILLS		
Mechanical skills to competently maintain and use equipment		D
Knowledge of standard audio-visual equipment: projectors, microphones, portable screens, media players, etc.		D
Excellent planning & organisational skills	E	
Ability to prioritise workload to respond to changing demand	E	
Ability to use high fidelity manikins		D
Ability to liaise and communicate with staff at all levels	E	
Excellent interpersonal & communication skills	E	
Ability to promote good working relationships	E	
Computer technology and troubleshooting	E	
Knowledge of IT and computer systems	E	
Comprehensive PC skills - databases, word-processing, email, Excel	E	
Understanding of hospital IT systems		D
Analytical skills & ability to problem solve	E	
Knowledge of Trust procedures		D
EXPERIENCE		
Experience with providing technical support in networking, computer hardware or software.	E	
Experience of working as a simulation technician		D
Previous clinical experience		D
Working in an NHS/clinical environment e.g. hospital, GP surgery, CCG		D
PERSONAL ATTRIBUTES		
Enthusiastic highly motivated & committed to delivering a service	E	
Understand good team-working and work as part of a team	E	
Able to plan and organise workload	E	
Able to prioritise own work load and meet deadlines	E	
Ability to work independently and un-supervised	E	
Can remain calm and professional in a busy environment	E	
Empathetic, but able to understand professional boundaries	E	
Smart appearance, adhering to the Uniform Policy	E	
Welcoming friendly and approachable manner	E	
Adaptable & flexible approach to work and working hours	E	
Commitment to continual development	E	
Adheres to relevant Trust values, policies & procedures	E	

Adheres to confidentiality & data protection requirements	E	
OTHER REQUIREMENTS		

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
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	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
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				
Other General Hazards/ Risks					
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	N				
Challenging behaviour	Y	X			