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| Job Title: | Wheelchair Technician |
| Reports to (job title): | Clinical Assistant Technician |
| Line Manager to: |  |

# Job purpose

To work as a member of the wheelchair repair, maintenance and reconditioning area of the service, visiting clients in Wiltshire to repair, adapt, deliver collect and recondition the wheelchairs on loan from the service. The Assistant will use technical skills and work under the supervision of a registered Occupational Therapist/Physiotherapist or Rehab Engineer. This post holder works as part of the Wheelchair Service team providing a service for the people of Wiltshire.

# Key responsibilities

* To fit adaptations and accessories as requested in a variety of locations including, clinic, home or workshop.
* To recondition powered and manual wheelchairs, carrying out regular servicing as required.
* To contribute to the team’s role of providing assessment and provision of wheelchairs and associated equipment to clients (seen in outpatient clinics or in the community) under the guidance of a practitioner.
* Commission new manual and powered wheelchairs and associated equipment.
* Deliver and collect manual and powered wheelchairs and associated equipment.
* Set up and handover manual and powered wheelchairs and associated equipment
* Set up, fit and adjust accessories and modified parts to manual and powered wheelchairs and associated equipment.
* To maintain and repair manual and powered wheelchairs and associated equipment at client’s home address, base or other designated address.
* To deliver and handover loan manual and powered wheelchairs and associated equipment where repair at base is required.
* PAT test mains powered equipment.
* To clean and decontaminate relinquished manual and powered wheelchairs and associated equipment.
* To make bespoke modification under the direction of a Rehabilitation Engineer.
* To ensure the safe driving and stocking of the allocated service vehicle, checking daily that it is in a clean roadworthy condition and reporting defects immediately.
* Assists a practitioner during assessment, prescription, treatment and management of clients, within set timescales and across a variety of locations, to enable the client to reach their treatment goals.
* Monitors returned equipment, identifying any non-reusable cushions/seating (disposed of by agreement with Clinical lead) and dismantling accessories for RE inspection.
* Planning, prioritising and organising workload as directed by the clinical or admin staff.
* To comply with work instructions on work sheets.
* To comply with client paperwork accurately.
* To complete daily work sheets.
* To advise admin staff if issues which may require an assessment by clinical staff.
* To understand the use and fitting of pressure relieving and postural support cushions.
* Requires high level of dexterity and co-ordination for fitting harnesses, belts and adjusting footplates.
* To supply and fit safely, accurately and appropriately a range of equipment to clients in the clinic and/or community setting.
* To be able to instruct others (such as health and social care professionals or carers) in the use of accessories and cushions.
* Advise/Teach clients on use of manual and powered wheelchairs.
* Provide technical support to Rehabilitation Engineers or Wheelchair Therapists if required.
* Maintain effective relationships.
* To be able to instruct others on use of accessories and cushions.

## Key relationships

**Internal:**

* Team Leads
* Therapists
* Admin Staff

**External:**

* Hospital Staff
* Adult Social Care Social workers
* Reablement
* Care agencies.
* Voluntary Organisations

# Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don’t translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there’s only three, but because they are unique to who we are. We care, we think, and we do.

## Care Think Do

* Inspire • Challenge • Accountability
* Understand • Improve • Involve.
* Communicate • Learn • Resilience.

# Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company’s employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation.

This and all other information must be held in line with NHS national standards including the  [Records](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_CoP_V7.pdf)

[Management: NHS Code of Practice](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_CoP_V7.pdf) , [NHS Constitution](http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx) and [HSCIC Code of Practice on Confidential Information](https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/code-of-practice-on-confidential-information) and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

# Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

* Completion of annual information governance training
* Reading applicable policies and procedures
* Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements.
* Ensuring the security and confidentiality of all records and personal information assets
* Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
* Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
* Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
* Adherence to the clear desk/screen policy
* Only using approved equipment for conducting business

# Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

# Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder’s responsibility to ensure they are both familiar with and adhere to these requirements.

# Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

# Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

# Medicines Management Responsibility

## Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance with the company’s medicines policies to ensure the safe, legal and appropriate use of medicines.

## Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company’s medicines policy where appropriate training has been given and competencies have been achieved.

# Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

# General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

# Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy, and it is the responsibility of each employee to contribute to its success.

# Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

# Personal Specification

## Experience

* To have proven evidence of knowledge of tools e.g. spanners, screwdrivers and ability to use safely.
* To have some experience working in health or social care
* To have a knowledge of delivery of care in the community
* To have knowledge of Wheelchair services
* To have proven track record in maintenance or a service repair industry

## Skills

* To have effective verbal and written communication skills
* To have basic IT skills e.g. WORD, internet, e-mail
* To be able to deal with distressing situations with empathy and professionalism.
* To be able to work as an effective team member.
* To be able to use initiative.

## Other

* Has a realistic knowledge of personal strengths and areas for development
* Can demonstrate flexibility of approach.
* Clearance from Disclosure and Barring Service
* Current valid UK driving license with availability of car to use for work.
* Ability to work under pressure.
* Demonstrate recent development of one's own knowledge and practice.
* A knowledge of local health, social care, leisure and voluntary resources

• Working knowledge of relevant equipment used to support independence.

## Employee signature

## Manager signature