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| Job Title:              | Senior Delivery and Repair Technician |
| Reports to (job title): | Delivery and Repair Team Lead         |
| Line Manager to:        |                                       |

## Job purpose

To work as a member of the Wheelchair Repair, Maintenance and Stock Control area of the Service, visiting patients in Swindon or Wiltshire, and occasionally surrounding areas to deliver, collect, repair and maintenance check wheelchairs on loan from the Service. To use technical skills mainly lone working as well as along side Occupation Therapist/Physiotherapist or Rehab Engineer. To help control stock levels and adjust them using the electronic system as well as reordering stock and parts for patients if required. To participate in an emergency on call rota and duty technician role. The Technician will also be required to prep chairs before handover in the workshop including fitting bespoke items and programming the powerchairs to the request of the Clinical Staff.

## Knowledge, Training, Experience and Skills Required

- Professional electronics/ mechanics knowledge through training/ diploma or equivalent.
- NVQ Level 2 or equivalent
- Proven interest in the role of NHS provision of wheelchairs and associated equipment
- Understanding of Health and Safety in the Workplace
- A proven track record in the maintenance or service repair industry
- Good, logical engineering bias with excellent problem-solving skills, both directly with patients or in the workshop
- Ability to review and identify/ diagnosed faults with wheelchairs and correct these autonomously in most cases
- Proven knowledge of tools and their application e.g., spanners, screwdrivers, Allen keys etc
- The ability to work under pressure, with frequent interruptions, and be flexible in an ever-changing environment
- Willing to work in other areas on Wiltshire Heath and Care when required to do so
- Ability to work unsupervised as well as in a team if required .

- Excellent communication skills , both verbal and written, to impart and share technical knowledge to colleagues, patients and suppliers
- Regular interactions with Service Manager, including task planning and target setting
- Good computer skills including Microsoft and F2 for stock management and ordering of parts
- Good knowledge of electrical programming of power chair modules, eg Wizard, & LiNX
- Experience of working in a public environment , and the risks associated with this when lone working.
- Experience working and communicating with people with disabilities
- Full clean driving licence with safe and competent driving ability
- Physical skills of dexterity, co-ordination , manual handling skills and spending time kneeling and in crouched positions.

## Main Responsibilities and Duties

- Planned maintenance, replacement and/or repair of powered and manual wheelchairs and any other associated equipment, both within the workshop and in individual patients homes.
- Commission of powered and manual wheelchairs and any other associated equipment
- Delivery, set up and handover of powered and manual wheelchairs and any other associated equipment, both independently and or with clinical colleagues in clinic or patients own homes.
- Delivery, set up and adjust any accessories and modified parts on powered and manual wheelchairs and any other associated equipment
- Work alongside clinical colleagues to problem solve issues relating to patient reported problems with their wheelchairs and associated equipment
- Advise/teach patients/carers/guardians on use of powered and manual wheelchairs and any other associated equipment, ensuring at all times that communication is professional and courteous, taking into account patients' needs and problems
- Collection of powered and manual wheelchairs and any other associated equipment when no longer required by patient
- Participation in emergency on call rota for the service
- Participation in Duty Technician rota including assisting in the workshop and with admin and clinical staff if necessary.
- Safe driving and care for work van(s) including keeping them clean, well-stocked and carrying out daily pre-operation checks.
- Ensure safe working within people's homes, places of work, schools, hospitals, clinic, the workshop etc, by risk assessing area of work
- Work positively with colleagues to maintain effective relationships

- Planning, prioritising and organising workload listed by clinical and admin staff
- To carry out Planned Preventative Maintenance on powered wheelchairs To carry out bespoke modifications under the direction of the Rehab Engineer/Wheelchair Therapists
- To provide technical support to the Rehab Engineer/Wheelchair Therapists as required
- Following training assist Wheelchair Therapist with hoisting of patients as required to maintain safe manual handling techniques.
- Assist a practitioner during assessment, prescription, treatment and management of patients, within set timescales and across a variety of locations, to enable the patient to reach their treatment goals
- Ensure informed consent from patients, and/or relatives/carers if required/appropriate, for all interventions
- Use knowledge and relevant resources to provide high standards of infection prevention control and decontamination, which comply with departmental protocols and standard operating procedures
- To help with cating of returned chairs, autonomously deciding as to whether they are scrapped, go to charity or returned to manufacturer for cleaning/decontamination
- To assess returned equipment and identifying any non-reusable parts including cushions, seating etc and disposing on said equipment
- To assist with large deliveries and help place new chairs into stock as well as stock items when required
- Testing of batteries using a capacity tester and logging of batteries fitted and replaced
- Use computer diagnostic testing of faulty components on powered wheelchairs including damaged power modules, controllers etc and rectify issues using knowledge base.
- Programme powered wheelchairs using various systems knowledge such as Wizard 6, LiNX, Diagnostic Testing Tool etc
- Carry out work instructions on work sheets and client paperwork, liasing with colleagues as necessary
- Timely and accurate completion of paperwork including job sheets, Planned Preventative Maintenance sheets, milage sheets etc
- Advise admin staff of issues which may require an assessment/review by clinical staff
- Ordering of parts for clients as required, including sourcing part numbers and prices
- Updating stock control levels using Stock system, and ordering of stock once it reaches the reorder point
- Attend regular departmental meetings
- Contribute to the equipment evaluation process as required
- To understand the use of and fitting of pressure relieving and postural supports including cushions, backrests, laterals etc
- To continuously learn and develop good practice in relevant areas in order to perform role including learning about new and existing chairs, cushions and stock items,

- To be compliant with training requirements on ESR
- To participate in learning activities as identified at annual appraisal
- To record evidence of learning and reflective practice in a portfolio format for use at annual appraisal, seeking assistance from appropriate sources such as other qualified practitioners and supervisors as required.
- The post holder will receive formal supervision

## Patient Care

Lone working interactions with patients within their own homes , plus in clinics, ensuring patient safety and comfort for all devices maintained and set up for the patient's wheelchair and it's associated equipment.

Advice and educating patients in the safe use of their wheelchair and associated equipment.

## Working Conditions/Effort

- Working from service vehicle in various locations involving kneeling, bending and lifting
- Working in patients own homes, which may be cluttered and be exposed to dirt and bodily fluids.
- A varying workload requiring differing repair skills on a daily basis in various locations
- Manual handling of equipment including wheelchairs, spare parts etc
- Adopt safe working practice for infection prevention control procedures due to potential contact with bodily fluids including cleaning down all tools after use
- This role requires contact with all sections of the community, including some with language or learning difficulties, drink dependency related problems or behaviour issues
- Liaison with clinical team regarding patient requirements
- Reporting any and all incidents liable to cause damage or injury to self , colleagues ,patients, their family or visitors, via Datix System
- Daily care of work van(s)
- Ability to concentrate on maintenance and fault finding of equipment with frequent interruptions

## Other Factors

- Requires high level of dexterity and co-ordination for fitting harnesses, belts and adjusting footplates.

- To be able to instruct others (such as health and social care professionals or carers) in the use of accessories and cushions.
- To supply and fit safely, accurately and appropriately a range of equipment to clients in the clinic and/or community setting.

## Flexibility

This job may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This role profile is intended to outline the majority of responsibilities the technician will need to perform. The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager. The technician will need to be flexible with on call weekends including bank holidays.

## 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                                                                                                          |
|----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Inspire</li> <li>• Understand</li> <li>• Communicate</li> </ul> | <ul style="list-style-type: none"> <li>• Challenge</li> <li>• Improve</li> <li>• Learn</li> </ul> | <ul style="list-style-type: none"> <li>• Accountability</li> <li>• Involve</li> <li>• Resilience</li> </ul> |

## 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 Management: NHS Code of Practice , NHS Constitution and HSCIC 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 within 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.

# Job Description

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

### Essential

- NVQ Level 2 (or equivalent) in a relevant engineering, mechanical or technical discipline.
- Experience in maintenance, repair or service engineering.
- Strong fault-finding and problem-solving skills with the ability to work independently.
- Good understanding of health and safety and safe use of tools and equipment.
- Excellent communication and customer service skills.
- Good IT skills, including Microsoft Office and stock management systems.
- Ability to work under pressure, manage a varied workload and adapt to changing priorities.
- Experience working with the public, including lone working.
- Full UK driving licence and willingness to travel across the service area.
- Physically able to undertake manual handling and workshop-based activities.

### Desirable

- Experience repairing and maintaining manual and powered wheelchairs.
- Knowledge of wheelchair diagnostics and programming systems such as Wizard and LiNX.
- Understanding of NHS wheelchair services and rehabilitation equipment.
- Experience working with people with disabilities and multidisciplinary healthcare teams.
- Experience of stock control and ordering parts.
- Commitment to continuous learning and professional development.

Employee signature

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Manager signature

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