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| Job Title: | Delivery and Repair Technician |
| Reports to (job title): | Delivery and Repair Supervisor |
| Line Manager to: |  |
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## Job purpose

You will be responsible for the repair and maintenance of manual and powered wheelchairs and associated equipment. You will work both independently and as part of a team to complete tasks within the department and in the most appropriate community setting to provide an effective and responsive wheelchair maintenance, delivery, collection, and repair service for Swindon Wheelchair Service. All activity must be fully compliant with all relevant national legislation and local Trust policy and procedure.

The role will involve travel within Swindon and the post holder will participate in an out of hours on call roster. Both Engineering, electrical, or mechanical knowledge is essential and previous wheelchair repair experience would be desirable. A full UK driving licence and BDBS check is required. The post holder will work alongside and be supported by other experienced Admin Staff, Clinicians, Rehabilitation Engineers and Suppliers within the Swindon Wheelchair Service, and be line managed by the Delivery and Repair Supervisor.

Base

Swindon

This post is responsible for

## Key responsibilities

1. Engineering

* To provide practical engineering and problem-solving skills in relation to the repair, maintenance and refurbishment of mobility equipment issued by the Service.
* To be familiar with the standard range of NHS Wheelchairs, both powered and manual and related parts and accessories.
* To set up, fit and adjust accessories and modified parts to manual and powered wheelchairs and associated equipment.
* To have the ability to produce basic wheelchair modifications; this could include various types of machine work and fabrication, under the direction of the Repair and Delivery Supervisor or Rehab Engineer.
* To complete thorough planned maintenance for manual and electric wheelchairs and associated equipment, as requested by the service.
* Provide a high standard of workmanship in the repair and maintenance of wheelchair equipment including mechanical and electrical aspects.
* As part of the delivery service, instruct/teach clients (who will have varying degrees of disability), family and carers on the operation and functions of their equipment, communicating in an appropriate and respectful manner.
* Ensure all workshop and community activity is carried out within national legislation, quality standards and trust policies.
* To carry out electrical safety testing of portable appliances associated with powered wheelchairs as part of planned preventative maintenance.

2. Administrative

* Ensure all paperwork is completed fully, accurately and stored appropriately within the client’s records.
* Ensure all documentation required for client handover is issued and explained clearly.
* Ensure all equipment issued to a client is logged and updated to the client records with data input where necessary in line with medical device regulations.
* Report, using various means, any incidents liable to cause damage or injury to clients, staff or trust equipment as appropriate.

3. Human resources/workforce

* To provide technical support to clinical staff and the Rehab Engineer when required.
* To be on call, if required, to provide an out of hours emergency repair service within specified hours. 3.3 To take responsibility for identifying any wheelchair specific specialised training requirements.

4. Finance and Resources

* To work efficiently with equipment, refurbishing items where appropriate, being mindful of the costs of spares and other equipment and tools.
* On a daily basis, carry out pre delivery inspection to ensure the equipment is in a clean and safe state and is fit for use.
* Report any stock/tools/equipment requirements to appropriate staff or line manager and maintain appropriate stock levels within the vans.
* Clean and maintain service mobility equipment and workshop equipment including Trust Vans, reporting any defects to line manager.
* Contribute towards identifying and maintaining levels of stock within the warehouse and vans, ensuring a practical, effective, and efficient storage system is used.
* To take responsibility with team leader to keep up to date on new wheelchair models and accessories being issued by the service.

5. Policy and Service Development

* Contribute ideas to development of the service within the organisation by advising line manager.
* Adhere to workplace policy and practice, which may impact beyond own area of work. This will
* include (but is not exhaustive):
* Infection Control
* Health & Safety including COSHH
* Risk management
* Personal Protective Equipment
* Loan working
* Smoking
* Information Governance
* Management of Medical Devices
* Moving and Handling
* To be involved in the development of the Service

6. Information/Data Responsibilities

* Ensure IT stock and client database systems and any relevant paperwork is updated regularly and
* accurately.
* Check and respond to email communications regularly.
* Ability to use a computer to perform diagnostics on powered wheelchairs.

7. Professional Responsibilities

* To work independently and in a professional manner as a member of the front-line staff.
* Report any client or equipment concerns without delay to a senior member of staff.
* Accountable for own actions.
* On a regular basis drive an appropriate vehicle containing equipment required to allow you to
* complete wheelchair repairs within the community.

8. Environmental

* There will be a frequent requirement for moderate to heavy physical effort whilst manoeuvring
* equipment.
* There will be frequent requirement to work in confined, awkward spaces and at heights involving
* manual handling, kneeling, bending, and squatting.
* There is an occasional requirement for prolonged concentration when the work is unpredictable.
* There will be occasional exposure to emotional or distressing circumstances within the clinic
* and/or community setting where a high level of sensitivity will be required.
* Working conditions are likely to provide frequent exposure to unpleasant conditions e.g. smells,
* noise, dust, body fluids, faeces, vomit and aggressive behaviour which may be face to face, in the
* community environment.
* There will be a regular requirement to work in adverse weather conditions, occasionally on the roadside

## 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.

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| **Care** | **Think** | **Do** |
| * Inspire * Understand * Communicate | * Challenge * Improve * Learn | * Accountability * Involve * 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 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 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.

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

* 5 GCSE’s grade A-C or equivalent including Maths and English.
* Evidence of engineering achievements and relevant experience
* Willingness to undertake further training
* Experience working in engineering, manufacturing, or fabrication
* Evidence of practical engineering and problem solving skills using a range of tools including use of hand, power and machine tools.
* Experience working within a team and able to work with people at all levels
* Experience providing technical support/training
* Basic IT skills
* Excellent sound mechanical skills
* Ability to adjust wheelchairs as required.
* The ability to work under pressure in an ever changing working day
* Ability to work as part of a team or individually
* Ability to drive and access to a car for business purposes
* Self-motivated
* Good time management
* Willing to work in other areas

Desirable

* City & Guilds qualified engineer or similar qualification
* Experience working with disabled people
* Experience of working from verbal or written instructions from a Rehab Engineer or engineering supervisor
* Knowledge of wheelchairs and wheelchair repairs and maintenance.
* Knowledge of an equipment management database
* Working knowledge of NHS manual and powered wheelchair range.
* Electrical skills

Other requirements: XXXXX

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| Employee signature |
| Manager signature |