

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: Simulation Technician Support Assistant

Responsible to (insert job title): Clinical Simulation Programme Manager

Department(s): Various

Directorate: Medical Education Directorate

Operating Division:

Job Reference: 026909

No of Job Holders: 3

Last Update (insert date):[NB: please do not use an auto-update function]

2. JOB PURPOSE

To provide a comprehensive technical and administrative services in the context of simulation education for educators and clinicians contributing to the day to day running of simulation programmes across NHS Lothian.

Responsible for day to day coordination of a simulation centre.

3. DIMENSIONS

NHS Lothian serves a population of more than 800,000 and provides patient services from acute site including, Royal Edinburgh Hospital, Royal Hospital for Sick Children, Royal Infirmary of Edinburgh, , St John's Hospital, Western General Hospital

NHS Lothian is an educational partner to the SE Scotland Postgraduate Deanery and the UG medical and nursing school of Edinburgh University, Napier University and Queen Margaret.

Specifically, NHS Lothian is host to:

Doctors in Training posts:

* 151 FY1s (4 monthly changeover).

* 143 FY2s (4 monthly changeover).

* 730 (approximately STR, SpR, CT, GPST, LAT etc (differing changeovers, 4 6 and 12 monthly).

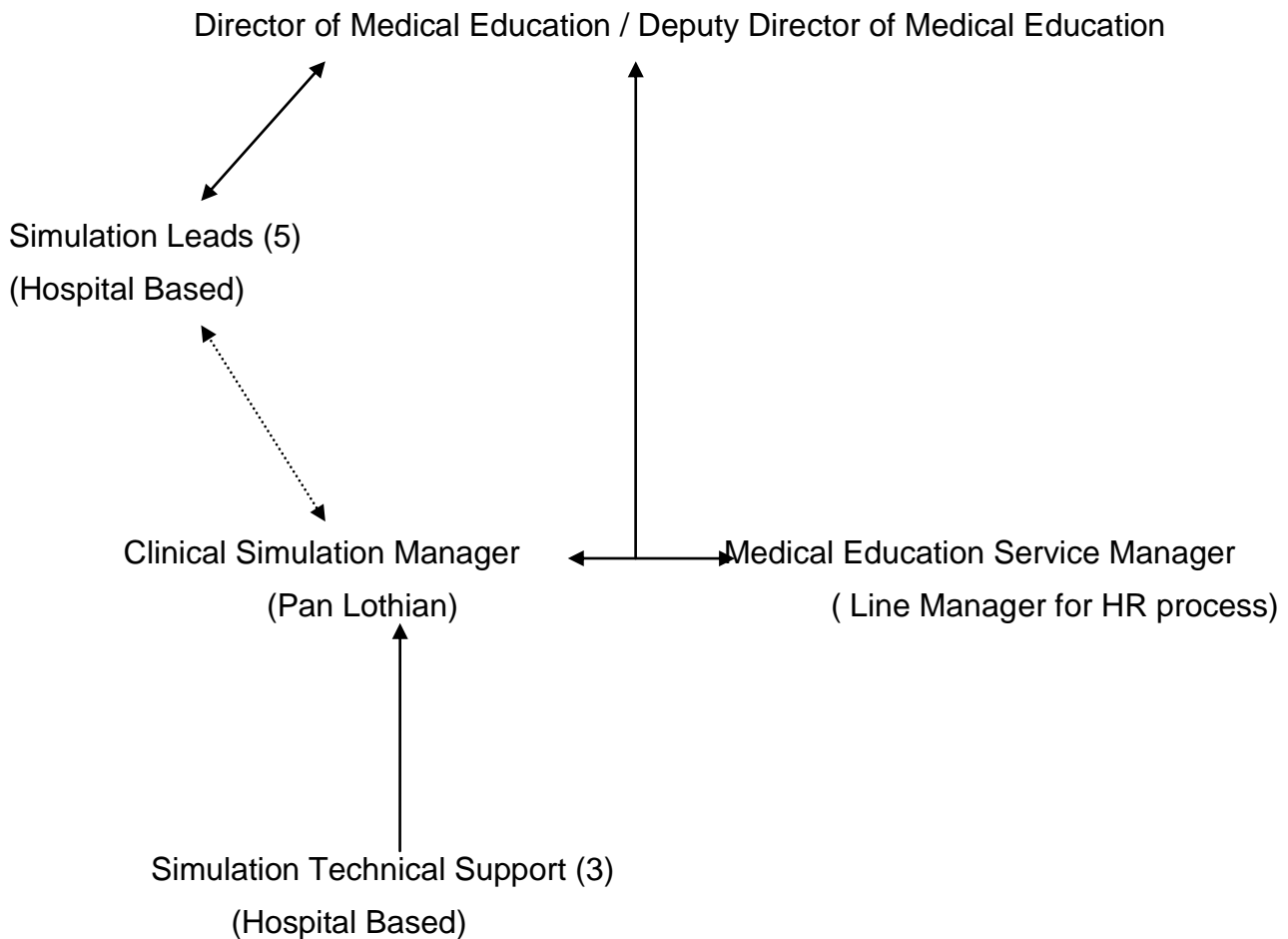
Consultant and non-training grade Medical Staff

850 Consultants and approx. 250 SAS Drs on permanent staff contracts.

These dimensions of this role are to support the delivery of simulation programmes across NHS Lothian. Overseeing the day to day activity of an allocated simulation centre and providing cover for colleagues on other Lothian sites during absences and for delivery of larger simulation courses as directed by the Clinical Simulation Programme Manager.

The postholder is employed within NHS Lothian and there may be a requirement to work flexibly across Lothian to meet service demands.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

The Medical Education Directorate [MED] is led by the Director of Medical Education and is managed by the Medical Education Services Manager and a team of administrative staff (see organisational chart attached). The site based coordination and direction of medical education is led by the Associate Directors on each of our acute adult, paediatric and mental health sites in Lothian. The Directorate's main focus is to ensure delivery of high quality medical education and training from undergraduate through to postgraduate and on-going mandatory CPD for career grade staff.

Undergraduate

The Undergraduate curriculum is the first stage of medical education, providing a foundation for future learning and practice. The MED focuses on enhancing the UG experience in Lothian through the use of innovative teaching and learning strategies in collaboration with the University of Edinburgh as an educational partner

Postgraduate

Postgraduate training is delivered within managed competency assessed training programmes based on clear curricula. Two-year foundation programmes lead doctors through a programme of training and education dealing with areas as diverse as team working and patient safety. Foundation Programmes are followed by Speciality and General Practice Training Programmes leading to a Certificate of Completion of Training (CCT) and entry to the Specialist or GP Register of the GMC.

All medical practitioners are required to evidence aspects of continuing medical education.

The MED also coordinates closely with the wider healthcare education infrastructure in Lothian promoting a team based approach to healthcare training and delivery. The focus of the simulation strategy in Lothian is on enhancement of individual skills but also developing and enhancing the team based performance and testing of systems.

6. KEY RESULT AREAS

1. To provide a comprehensive technical and administrative services in the context of simulation education for educators and clinicians contributing to the day to day running of simulation programmes across NHS Lothian. This is including, where appropriate providing administrative support in the co-ordination of simulation programmes across the Health Board, responsible for managing email, telephone calls, face to face and electronic communications from education, clinical and non-clinical staff and external agencies, responding where appropriate; prioritising and redirecting or escalating as required to the line manager to ensure efficiency and effectiveness of service delivery.
2. To provide technical support for all simulation based activities and provide advice, troubleshoot, maintain and provide basic repair to the fleet of patient simulators and provide maintenance of clinical and audiovisual equipment as necessary.
3. To set up, deliver, and pack down simulation programmes in Lothian. This includes the requirement to regularly act within scenarios as patients, family members or staff members – donning moulage (make up), clothing, or clinical props and prosthetics as required.
4. Responsible for day to day management of a simulation centre. Including, first moment of contact for booking and use of the simulation centre, dealing with local complaints and grievances, health and safety of the environment, monitoring and maintaining stock levels and cleanliness for service delivery at all times.
5. Responsible for arranging meetings and simulation programme events, on behalf of the clinical educator, Clinical Simulation Programme Manager, local Simulation Lead, and other members of the multi-disciplinary team.
6. General administrative duties including filing, photocopying, stationery ordering, booking meetings and rooms and distribution of mail.
7. Data input to and/or extraction from databases or spreadsheets, reporting and producing correspondence.
8. Organise and attend formal meetings as required and take minutes, including specifying decisions made and any action points for approval by the senior member of the group. Responsible for taking forward allocated action points and to follow-up on any others to ensure parties are aware of and working towards completion timescales.
9. Responsible for training and maintaining training records for all educational staff who are required to use simulation equipment unsupervised. To ensure these staff are competent with new technology (silicone props, moulage, software updates, new manikin technology).

10. Assist in the orientation of all staff including junior doctors and medical students and promote team working in the context of simulation programme delivery.
11. Contribute to development and implementation of local simulation centre technical and operational policies and systems to enable smooth running of the department.
12. Maintain confidentiality of all sensitive and recorded information as per the Data Protection legislation and NHS Lothian policies.
13. Responsible for monitoring, ordering and maintaining clinical consumables, and simulation equipment; processing invoices as required.
14. Working flexibly over multiple sites across Lothian when the service requires cover in times of larger events, increased activity or to cover annual leave or sickness.
15. Acquire and maintain Medical Terminology to support development in role.
16. To support NHS Lothian's values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes.

7a. EQUIPMENT AND MACHINERY

The following are examples of equipment which will be used when undertaking the role.

Office Equipment

Computer (desktop or laptop), Printer (black/white or colour), Laminator, Photocopier and Telephone.

Audio Visual Aids

Smart Boards, Scotia Medical Observation Training System (SMOTS). Turing Point Electronic Voting System, Projectors, microphones, speakers.

Video Conferencing System

Tandberg 2500 System, Cisco C40, Cisco C20 mobile units Desktop PC, Visualiser, DVD Player, Data Projectors, Smartboard, Electric Screen and Microscope.

Note: New equipment may be introduced as the organisation and technology develops, however training will be provided.

7b. SYSTEMS

Equipment

Laerdal Sim man.
 Laerdal Sim mom.
 Laerdal Sim baby.
 Moulage kit systems.
 Mask Ed Silicone Props.
 Part task trainers.
 TUBS Tutorial System.
 Defibrillator/resuscitation cart.
 Hospital beds and trolleys.
 SMOTS audiovisual equipment.

Systems

Datix.

8. ASSIGNMENT AND REVIEW OF WORK

The post holder will be managed by the Clinical Simulation Programme Manager but will operate independently to manage the day to day requirements and workload of their allocated simulation centre. Managerial support will be available by telephone if required and in person through regular monthly team meetings, including regular 1:1 meetings.

The post holder will attend and contribute to departmental meetings where appropriate and the ongoing quality improvement and safety agenda for NHS Lothian.

Strategic direction will come from the Clinical Simulation Programme Manager (CSPM), including oversight of professional development, to review operational management, service needs, workload issues and personal development, including their eKSF.

Annual objectives will be agreed with the CSPM and performance against these will be reviewed on a regular basis at 1:1 meetings.

The work of the post holder will be self-directed within agreed annual objectives, reflecting the Corporate Objectives.

9. DECISIONS AND JUDGEMENTS

The post-holder is expected to exercise judgement when dealing with enquiries determining what can be dealt with within own remit and when the matter should be escalated to the Clinical Simulation Programme Manager.

The post-holder will make decisions regarding prioritising, allocation and re-allocation of team workload and resources to ensure provision of an efficient secretariat and administrative service.

All decisions and judgements will be made within the parameters of defined simulation education procedures and protocols and in compliance with current legislative timescales, e.g. GDPR matters.

The post-holder will be expected to support staff in resolving issues at a local level only escalate matters when required.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Managing own time effectively and prioritising workload to meet competing demands from service users, clinicians and team to ensure provision of a well-co-ordinated, efficient and professional service at all times.

Maintaining levels of concentration required to undertake defined workload whilst responding to interruptions from centre users and enquiries.

Dealing with distressed simulation service users, educational faculty, and staff.

Delivering and responding to distressing and emotive scenarios (including exploring issues related death and dying, and de-escalating aggressive and agitated patients) and in the simulated environment.

11. COMMUNICATIONS AND RELATIONSHIPS

Clinical Simulation Programme Manager

Personal Development Planning, Objective Setting, to obtain highly specialised advice and to discuss any changes in the service provision.

Fellow Simulation Technician Team

Assistance, workflow support and technical issues.

Clinical Service Managers, Consultants and other hospital staff

Provide a quality service within agreed deadlines agreed by CSPM. Where necessary, communicate with other relevant departments that will include Estates, Supplies, Human Resources, Fire, Infection Control, Pharmacy, Health and Safety and Risk Management regarding issues in the delivery of simulation programmes (be it simulation centre or in situ environment) and personal development.

Patients

Communicate the purpose and processes of simulation education and required equipment (including the use of recording equipment, actors and manikins whilst delivering simulation in the clinical environment. Communicating information with empathy and reassurance and overcoming barriers to understanding. Receive information concerning patient history, sensitive issues, some patients with special needs, accommodates patients views and preferences with regard to cultural differences.

Trainee/Faculty Development

Supervision/mentoring in the context of technical driving of equipment. Assisting with the education and training to enable them to carry out these tasks in a professional manner.

External Communications;

Where relevant, liaising with external companies around procuring and maintaining relevant simulation equipment. Participating in external professional meetings/conferences related to the profession.

NHS Lothian

To support NHS Lothian's values of quality, teamwork, care and compassion, dignity and respect, and openness, honest and responsibility through the application of appropriate behaviours and attitudes

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical Demands/Effort:

Simulation suite operation workflows require prolonged exposure to VDUs.

Dexterity hands and eye-co-ordination. Working with specialist equipment and software systems and computer screens where speed, dexterity and accuracy are required to manipulate professional equipment.

Long periods of sitting operating simulation equipment on a daily basis.

Long periods of standing/moving to maintain, move, and manipulate heavy simulation trainers.

Mental Effort

Balancing and prioritising changing demands.

Retention and knowledge of information.

Concentration in obtaining high quality simulation scenario outputs in a darkened environment on a daily basis.

Prioritising own workload in order to meet deadlines.

Emotional Effort

Dealing with stressed and anxious students/participants on a regular basis.

Occasionally deals with patients with learning disabilities, poor vision, hard of hearing, sometimes confused when delivering simulation in the clinical environment or working with actors.

Exposure to highly realistic clinical events and themes which can be distressing.

Environmental Demands:

Due to the nature of the work, the post holder will be working in an enclosed, darkened environment on a regular basis.

Exposure to verbal aggression from patients and clients in the simulated environment.

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Educated to SCQF level 7 e.g. NVQ/SVQ Level 3 or equivalent in technical subjects or equivalent in IT/media industry with AV video recording experience.

Experience/training on high fidelity manikin operation.

Good interpersonal skills, listening and communication skills.

Evidence of team working skills with the ability to work using own initiative.

Problem solving, time management and organisational skills.

Thorough knowledge of PC computers and Microsoft Office.

Organisational, oral and written communication skills.

Good working knowledge of computer software packages.

Medical terminology.

14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each job holder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date: