**JOB DESCRIPTION**

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| **1. JOB IDENTIFICATION** |
| **Job title:** ProfessionalAdvisor, ATEC24  **Responsible to:** ATEC24 Service Manager  **Department:** Assistive Technology Enabled Care 24 (ATEC24)  **Operating Division:** Edinburgh Health and Social Care Partnership  **Job reference:** 167193    **No. of job holders:**  1  **Last update:** February 2021 |

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| **2. JOB PURPOSE** |
| To provide a specialist advisory, educational and supportive role to Nursing and Allied Health Professionals (AHP) in the safe and effective use of specialist equipment. ATEC24 is a partnership organisation, providing community equipment to people who require assistance with activities of daily living (ADL), across the city of Edinburgh, East and Midlothian. The post holder will support the ATEC24 management team to ensure the provision of a high quality, cost-effective community equipment service. |

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| **3. DIMENSIONS** |
| ATEC24 supplies equipment to people with an assessed need who reside in Edinburgh, Midlothian and East Lothian.  AHP and support staff who prescribe equipment are in excess of 1000. The service on average delivers 2000 items per week.  The post holder will provide clinical support to ATEC24 staff; a total of 60 business support and technical officers.  ATEC24 provides support and advice to people, relatives, and carers both formal and informal within the community setting.  Staffing Responsibility:  Provision of specialist advice and education to hospital and community based nursing, physiotherapy, occupational therapy (AHPs) and their support staff across Edinburgh, East Lothian and Midlothian who prescribe equipment.  Financial Responsibilities:  The service equipment budget is over £4 million. The post holder has a lead role in maximizing efficiency and effectiveness, by streamlining processes and reviewing service requests. The post holder will have an advisory only role in the cost-effectiveness of supplies. They will not have any financial authorisation responsibility. |

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| **4. ORGANISATIONAL CHART**  See Appendix 1  The Professional Advisor reports to ATEC24 Manager (CEC Grade 8 or above) for day-to-day operational line management. The post is funded by NHS Lothian and the post holder is therefore also professionally accountable to the appropriate Clinical Manager for profession within Edinburgh’s Health and Social Care Partnership. |
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| **5. ROLE OF DEPARTMENT** |
| Assistive Technology Enabled Care (ATEC) 24 is a 24/7 service which is responsible for the safe and efficient provision, development and management of assistive technology enabled care services for Edinburgh Health & Social Care Partnership (EHSCP) and partner authorities of East and Midlothian Councils.  The equipment function of ATEC24 is a partnership between NHS Lothian, City of Edinburgh Council, East Lothian and Midlothian Councils. The aim of the service is to provide equipment that allows adults and children, with disabilities and or illness who require assistance with activities of daily living to remain safely at home.  Equipment is issued on a loan basis and ATEC24 delivers and collects items from client homes, educational and care establishments across Edinburgh, East Lothian and Midlothian. Equipment is provided on the prescription of Allied Health Professionals (AHP) across all partner organisations.  Equipment provision enables people to regain and maintain their independence and plays an important role in the prevention of admission to hospital or care and facilitates early and supported hospital discharge. The internal functions to support effective and safe equipment delivery include procurement, cleaning, recycling, repair, service, maintenance, stock management and journey planning. |

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| **6. KEY RESULT AREAS** |
| **Clinical Advice**   1. Provide advice and guidance on the clinical application of specialist equipment to Health & Social Care professionals across all partner organisations, including comprehensive risk assessment, to support the safe and effective use of equipment in care planning. 2. To advise on the selection and purchasing of equipment used in the community and provide specialist advice and support to all healthcare professionals, social work staff, families, carers and both formal and informal carers across all partner organisations. 3. Undertake joint visits with other professionals to provide clinical expertise regarding specialist equipment provision. 4. Develop an extensive knowledge of specialist equipment to implement safe practice for a wide variety of service users both in age and physical ability. To provide support and guidance to ATEC24 staff on the equipment use and priority for provision. 5. Screen, authorise and prioritise equipment requests for delivery to prevent hospital admission and/or delayed discharge of citizens. 6. Screen specialist funding requests for non-catalogue equipment items and ensure efficient systems of recycling are being applied ensuring best use of resources. 7. To actively represent ATEC24 management when necessary at service, management and procurement meetings and provide feedback. 8. Assist in front line complaint resolutions.   **Training**   1. Identify any gaps in equipment training for patients and staff, highlight new training needs for anyone considering ordering and/or using equipment and review of training programmes as necessary. 2. Develop, design and plan online and classroom based equipment training and awareness programmes for all staff groups to ensure appropriateness in use of contracted equipment. 3. Lead and facilitate equipment awareness programmes on a regular basis to staff across ATEC24 and the partnership. Update training correspondence and online systems, ensuring content is regularly updated in accordance with Health and Safety Regulations. 4. To build links with all stakeholders in equipment provision and develop strong networks at all levels. Comment on proposals for change and contribute to the development of local and national policies and protocols which have an impact on service delivery.   **Policy and strategy**   1. Support and actively participate in local Health & Social Care Equipment reference and monitoring groups, and national equipment forums (NAEP) with a view to supporting both ATEC24 and clinical staff with continuous service requirements & developments. 2. Participate in and coordinate equipment trials to assist in the contract evaluation panels, to ensure a clinical approach to the management of core stock. To critically appraise new equipment and its effectiveness in line with Government Policy and research publications as necessary to implement at a local level. 3. Contribute to the monitoring, evaluation and writing of procedures and processes for equipment provision, with reference to legislation and guidance. 4. Ensure that national guidelines for Health and Safety and infection control issues regarding equipment are implemented and information shared across the partnership when necessary. 5. Analyse equipment activity from information management system to establish trends, usage and inform future procurement of equipment. Produce reports and disseminate information to partners and management. |

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| **7a. EQUIPMENT AND MACHINERY** |
| Use computers and telephones on a daily basis.  Extensive knowledge of all ATEC24 core stock equipment, including specialist assistive devices of differing categories; including mobility, seating, toileting, moving & handling, bathing, pressure care, paediatrics and bariatrics. |

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| **7b SYSTEMS** |
| Responsible for the creation and maintenance of accurate and up to date records complying with the patient confidentiality and in accordance with all statutory policies and procedures.  Assisting to maintain accurate financial records and produce reports.  Authorise the clinical need for specialist equipment requests (non-financial).  Excellent knowledge of software packages, including Word, Teams, Excel and PowerPoint. Ability to access intranet and internet and online training systems. Ability to communicate via email. Move to systems  Ability to access and utilise the ATEC24 stock management system, Equipment Loan Management System (ELMS) to retrieve client information, review equipment stock levels, authorise and prioritise equipment requests and analyse data to produce reports on equipment use. |

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| **8. ASSIGNMENT AND REVIEW OF WORK** |
| The post holder will be expected to work independently and within the ATEC24 team.  The Post holder will be accountable to the ATEC24 Service Manager with professional supervision from an appropriate professional manager within Edinburgh Health & Social Care Partnership.  Responsible for receiving referrals for equipment from a wide range of agencies including patients and carers.  The post holder will be expected to prioritise workload on a daily basis as well as anticipate and resolve problems both day to day and of a complex nature.  The post holder will contribute to the development of specific areas of work certain aspects of this will be self-generated, for example review, analyse and evaluate equipment in use.  Receive annual appraisal and agreed professional development plan with the ATEC24 and appropriate Clinical Manager for profession. |

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| **9. DECISIONS AND JUDGEMENTS** |
| To participate in complex patient discharge plans where specialist equipment is required with regards to availability of suitable equipment.  To make independent decisions regarding the efficiency and effectiveness of service delivery.  Decisions regarding assessing and interpreting patients’ conditions and responding appropriately with regard to risk management issues    Following and promoting national guidelines for health and safety and infection control regarding equipment, reporting back to management any areas of concern.  Clinical decision making in relation to authorisation and prioritisation of high cost equipment requests, guidance on individual risk assessments for equipment needs and prioritise equipment deliveries.  Making complex, informed decisions regarding all aspects of equipment provision. This may involve questioning qualified, registered staff on their clinical judgment for example, selection of appropriate mattresses for use in the community. |

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| **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| Excellent interpersonal skills are required to resolve challenging and highly complex problems relating to equipment provision.  Pro-active work in identifying and responding to risk management issues.  To consistently negotiate and balance the different priorities and demands from a wide range of professionals.  Screening and authorising multiple urgent requests for specialist equipment sent in by Health and Social Care referrers. This is done regularly throughout the day. Determining which requests should be prioritised or declined and then processed for delivery. If carried out effectively, this can improve client comfort and safety, preventing failed discharge from hospital or admission to hospital. |
| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| Strong communication skills are required for the role as the post holder will be responsible for liaising with multiple agencies on a daily basis. This will include citizens, carers, referrers from several disciplines, equipment suppliers/contractors, ATEC24 operational and administrative colleagues. It is a busy, fast-paced environment which requires the ability to work flexibly and communicate clearly, under pressure.  **Internal**  The post holder will participate at appropriate/review meetings and feedback information to ATEC24 management.  Regular team meetings to discuss clinical, professional and policies and procedures, which affect the day to day running of the service.  All Health Care Professionals dealing with referrals for equipment and advice.  Regular meetings with NHS Lothian staff and managers to discuss equipment issues and service development.  Communication is on the telephone, face to face and in written correspondence, email, and may be about any aspect of service delivery, often around complex and sensitive issues.  **External**  Professional staff based in the community and hospitals to give advice and guidance on equipment.  Regular contact with service engineers who maintain and service equipment.  Patients and carers both informal and formal who require advice.  Care agency staff who require advice and guidance  Equipment suppliers and their representatives.  Contractors working on behalf of ATEC24.  Voluntary groups/organisations.  National Association of Equipment Providers (NAEP) |

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| **12. PHYSICAL, MENTAL EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical Skills and Effort**  Manual handling of equipment and materials within the office, warehouse and training environments  IT/keyboard skills; Ergonomics at computer and desk; lengthy periods sitting at a desk.  The post holder is responsible for the compilation and transportation of equipment relevant to the post e.g. training materials and documentation, small equipment/aids.  **Mental Effort**  Dealing with complaints from professional staff and patients and carers.  Required to act expediently and appropriately when responding to crisis situations, on a frequent basis.  Requirement for continually updating knowledge in equipment advances and technology.  Concentration required on detailed information with frequent interruptions.  Working with both predictable and unpredictable workload.  Concentration required when participating in meetings, analysing information and producing reports  **Emotional**  Responding to telephone calls from distressed and/or recently bereaved relatives and carers.  Frequently receiving sensitive information regarding service users.  Having to meet the demands for equipment at short notice to prevent hospital admission or facilitate hospital discharge.  Communicating with distressed / anxious / worried service users and carers.  Supporting colleagues in Health and Social Care with complex situations.  Dealing with vulnerable people.  Working within different organisations, which may at times have competing priorities and agendas.  **Environmental**  Office environment.  Potential for exposure to body fluid exposure. Eg when used equipment is returned/investigated.  Potential exposure to aggression  Requirement to travel occasionally |

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| **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| Registered General Nurse, Occupational Therapist or Physiotherapist, registered with NMC or HCPC as appropriate.  Significant knowledge and experience of working in a community setting and with a sound understanding of the management of long term conditions.  Specialist knowledge of equipment, tissue viability and complexities of care in a community setting, and an extensive experience in working in this environment.  Evidence of leadership and team working.  Evidence of working across boundaries to develop new ways of service delivery.  A sound knowledge of current policies affecting the health of the population, particularly issues relating to the discharge process.  A sound knowledge of Health and Social Care environment, operational issues and hospital systems.  Excellent communication skills both written, verbal, and interpersonal skills.  Excellent organisational and time management skills |

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| **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:  Head of Dept. signature: | Date:  Date: |

Appendix 1 – ATEC24 LEadership structure

Senior Manager Equipment, ATEC24 & Associated Services

Service Manager

ATEC24, CEC

Senior Manager

ATEC24, CEC

Chief Nurse

NHS - needs to change if OT or PT

Clinical Nurse Manager

NHS – needs to change if OT or PT

Professional Advisor (NHS)

Specialist OT Advisor