#### **NHS SCOTLAND JOB DESCRIPTION TEMPLATE**

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| JOB IDENTIFICATION |
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| Job Title: | Assistant Technical Officer (Band 3) |
| Responsible to (insert job title): | Section Manager, Medical Equipment Management |
| Department(s): | Medical Physics, Royal Hospital for Children |
| Directorate: | Diagnostics |
| Operating Division: | Acute |
| Job Reference: |  |
| No of Job Holders: | 1 |
| Last Update (insert date): | 28/09/2023 |

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| 2. JOB PURPOSE |
| The post holder is a member of a team of Technologists working within the Medical Equipment Services Group based at the Royal Hospital for Children (RHC), Queen Elizabeth University Hospital (QEUH) campus.The post holder is required to support the services provided by Medical Equipment Management, through the transportation of Medical equipment, goods and parts between workshops and clinical areas. Control of goods in/out procedures and stores systems and basic testing of low risk medical equipment. |

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| **3. DIMENSIONS** |
| Medical Equipment Management (MEM) is a branch of Medical Physics that provides a comprehensive range of management activities for medical equipment, defined as a health care product used for a patient in the diagnosis, treatment, prevention or alleviation of illness or injury. Correct and accurate operation of medical devices (see Equipment and Machinery) is essential for safe diagnosis and treatment of patients. Medical Equipment Management within QEUH is involved in the specification, selection, procurement, and maintenance and performance assurance of over 50,000 items of medical equipment. Staff are directly involved in clinical support services and provide training for doctors, nurses and other healthcare professionals. MEM staff also support research and development aimed at improving medical technologies and also making them easier and safer to use.The Medical Equipment Management Services provides a comprehensive medical equipment management, technical support and maintenance service to all clinical departments within the Royal Hospital for Children and QEUH.The department acts as a point of contact for all branches of clinical staff that use medical devices of any form to diagnose and treat patients.MEM staff are expected to be expert on the functioning and clinical use of medical equipment so that advice on the use and any queries or problems associated with the equipment is dealt with in the most efficient and effective manner for the user.The post holder is a member of a team of technical staff providing medical equipment management services to the RHC and QEUH. |

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| 4. ORGANISATIONAL POSITION  |
| **Peripatetic Advanced Specialist W&C**1 x Band 7Technical Manager,South Glasgow Team**Band 3 x 1** **Medical Team**Band 7 x 1 Band 6 x 4Band 5 x 3Band 4 x 1Band 3 x1**Surgical Team**Band 7 x 1Band 6 x 3 Band 5 x 2Band 4 x 1Band 3 x 1 **Victoria ACH** **Team**Band 7 x 1Band 6 x 1Band 4 x 1**Neuro Team**Band 7 x 1Band 6 x 2Band 5 x 2**RHC Team**Band 7 x 1Band 6 x 4Band 5 x 4Band 4 x 1Band 3 x 1 (this post)**Scotstar** **Team**Band 7 x 1Band 6 x 1 |

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| 5. ROLE OF DEPARTMENT |
| The Medical Equipment Management Services Group, part of the Department of Clinical Physics and Bioengineering, provides a medical equipment management and maintenance service across NHS Greater Glasgow and Clyde.Medical Equipment Management is involved in the specification, selection and procurement, maintenance and performance assurance of over 50,000 items of equipment. It provides a comprehensive range of management activities for medical equipment defined as a health care product used in the diagnosis, treatment, prevention or alleviation of illness or injury. Correct and accurate operation of medical devices [see Equipment and Machinery] is essential for safe diagnosis and treatment of patients.The department works and is accredited to an ISO Asset Management system for the provision of medical equipment repair, maintenance and equipment management services. |

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| 6. KEY RESULT AREAS |
| **Medical Equipment and Medical Device Library:**Performs basic visual and function tests of medical equipment defined as being in the low risk and non-complex range of medical equipment. To inspect and commission new medical equipment,defined as being in the low risk and non-complex range.Provide an equipment delivery and collection service to wards, clinics and other areas within the hospital.Clean and decontaminate Medical Equipment in accordance with current NHS GG&C procedures. Organise and arrange storage and disposal of decommisioned equipment.Ensure adequate stock of equipment is held by the Medical Device LibraryOrganise and maintain the library of working de-commissioned equipment. Safely package specialist medical equipment and arrange couriers for return to manufacturer for repair.**Equipment Parts and Stock Control:**Organise and maintain stock control of equipment parts.Develop, maintain and update the stock control database.Requisition supplies and services to maintain medical equipment within the sectionMonitor and review progress of all outstanding orders with suppliers and to inform the requester of any potential delay. To take action where unreasonable delays arise if supply chain problems persist. To report all unresolved difficulties to the Line Manager for further action within agreed timescales.Responsible for taking delivery and signing off orders and making sure all items are received or report missing items to supplies department or suppliers.**Quality Management System:**To take personal responsibility for asssigned work and to prioritise and progress work to the benefit of the sections performance.Update / complete job records on the Medical Equipment Database by accurate data entry, to provide control of the asset register for the directorates supported by the section.To work to and comply with the Quality Management System as laid down in the Core Procedures to ensure auditable quality assurance and control. |

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| 7a. EQUIPMENT AND MACHINERY |
| Mechanical and electronic workshop tools and machineryAnti static equipmentTest EquipmentComputer, Scanner, PrintersOverhead projectorsTelephoneLow-risk medical equipment, e.g. suction and oxygen therapy equipment, compressor nebulisers, thermometers |
| **7b. SYSTEMS** |
| * The post holder uses the equipment management database to maintain equipment servicing and inventory records and for the control of purchasing parts and consumables
* Use of electronic ordering system (PECOS)
* Use of Microsoft Office products to produce memos, letters, spreadsheets, etc.
* The ISO Asset Management System operated by the Department. Standards are maintained through the use of standard operating procedures, document control, management of training and competency, parts and supplies control and accurate record keeping
* Compliance of standards including:

The Health and Safety at Work Act 1974, and Electricity at Work Regulations 1989*.*International Standards e.g. IEC 60601-1 MEDICAL ELECTRICAL EQUIPMENT – General Requirements for Safety.Medical Device Alerts produced by HFS, MHRA, etc. |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| * Work is assigned and reviewed by the Section Manager.
* The post holder works independently with senior staff available for advice when required
* The post holder is required to follow standard policies and procedures in line with the Quality Management System and to ensure statutory regulations are followed.
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| **9. DECISIONS AND JUDGEMENTS** |
| * The post holder makes routine decisions on equipmentdefined as being in the LOW RISK range of medical equipment, including diagnosis of fault.
* Interpretation of information and judgements on data is made when extracting data from service /operator literature and comparing with measured results to determine whether equipment is safe to use in the required environment and on patients.
* Calls for service are taken unsupervised and entered on to equipment management database.
* Exercise judgement when deciding how to prioritise their allocated tasks.
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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Sustaining concentration whilst being frequently interrupted.
* Working under clinical pressures when dealing with medical staff
* Working to tight deadlines whilst maintaining high standards of work and assuring patient care
* Provide equipment at short notice in emergency situations, sometimes requiring locating equipment from other wards or departments prior to delivery.
* Assist technical officers when the department is under pressure by helping in their duties and keeping them informed of developments in the department, i.e. parts arriving from suppliers and equipment arriving back from repair.
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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| The post holder will:* Work closely with the Section Manager, Technical Manager and all technical staff in the Department on a daily basis in aiding the provision of medical equipment library services;
* May compile reports for Section Manager or Technical Manager.
* Take part in internal audit of the operational policies as per the Quality Management System - this averages at 2-4 audits (external) per year and 8-12 (internal) audits per year.
* Maintain relationships with external manufacturers, suppliers and agents to facilitate a supply chain for the repair and maintenance of medical equipment defined as being in the low risk range of patient applied medical equipment.
* Cooperate with and communicate basic technical information to a wide range of NHS colleagues including medical and nursing staff, allied healthcare professional, supplies, porters and store staff.
* Contact patients and families to arrange delivery, removal and maintenance of medical device library equipment
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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **PHYSICAL*** Manual dexterity and accuracy in the manipulation of fine tools / screwdrivers and materials is required.
* Basic proficiency in various engineering and electronic practices is required e.g. the safe use of drills and physically inspecting electronic equipment, etc.
* Some equipment can be heavy or awkward to lift or move, frequently resulting in periods of moderate physical effort. Occasionally heavy medical equipment, in excess of 100Kg, needs to be moved e.g. anaesthetic machines. Occasionally medical equipment must be worked on in cramped and awkward positions.
* Keyboard skills are also required of the post holder.
* Collection and delivery of medical equipment to and from clinical areas

**MENTAL SKILLS*** Periods of concentration are required during inspection procedures.

Several times during the day, staffs are subject to interruptions and telephone calls from colleagues, clinical staff, etc that require immediate attention and disrupt other work.**EMOTIONAL DEMANDS*** Staff may be exposed to distressed and critically ill patients when checking equipment in clinical areas.
* Dealing with occasional emotional circumstances involving clinical colleagues who are trying to manage clinical risks, while the post holder is subject to working under pressure of time, to resolve a technical issue

**ENVIRONMENTAL / WORKING CONDITIONS*** Staff must exercise extreme care whilst working with medical equipment due to the risk of electric shock.
* The working environment and equipment can often be contaminated with body fluids that must be decontaminated before proceeding. Special precautions must be taken in these circumstances.
* Staffs regularly work with hazardous chemicals and a full knowledge of COSSH is essential e.g. cleaning products during decontamination procedures.
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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| QualificationsAn S/NVQ level 3 (SCQF Level 6) or a recognised equivalent academic or vocational qualification or equivalent experience.Knowledge and Training* Good organisation and communication skills
* Excellent manual dexterity

Experience* Experience in the use of Microsoft Office packages
* Experience that shows a willingness to learn
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| **14. JOB DESCRIPTION AGREEMENT** |
| A separate job description will need to be signed off by each jobholder to whom the job description applies. Job Holder’s Signature: Head of Department Signature: | Date:Date: |