

**AGENDA FOR CHANGE
NHS JOB EVALUATION SCHEME
JOB DESCRIPTION**

1. JOB IDENTIFICATION

Job Title: Operational Logistics and Development Officer

Reports to: Integrated Equipment Manager

Department, Ward or Section: Integrated Equipment Service

CHP, Directorate or Corporate Department: Argyll & Bute CHP

Job Code: ARGLAREAADMICEQP07

No of Job Holders: 1

Effective date of this job description: 01/11/2024

2. JOB PURPOSE

1. The main purpose of this post is to plan and organise operational functionality for the Integrated Equipment Service (IES), taking into consideration multiple factors such as staffing shifts, fleet availability, ferry timetables and logistical and geographical difficulties of Argyll and Bute.
2. To ensure stock availability and promote the recycling of equipment by actively leading and educating staff on sustainability, whilst ensuring infection guidance is sufficiently followed. To offer cover for all areas of the service, including supervisory responsibility and undertaking staff appraisals.
3. This post will be the designated link with the TEC (Technology Enabled Care) service offering assistance and cover for the cleaning, programming and provision of TEC equipment including Telecare.
4. The post holder will have the freedom to act accordingly when in the best interests of the patient and the organisation.

3. DIMENSIONS

Budget:

Approx £600,000 p.a, subject to annual rise

Volume:

Value of goods managed by IES of over £3 million

Equipment:

All equipment that may be required to allow patients to remain at home. Inclusive of but not specific to -

Static/Fixed/Wheeled equipment	Electric/battery operated equipment	Technology based equipment
Commodes	Community beds	Telecare main control unit
Raised toilet seats / Frames	Pressure relieving mattresses and cushions	Falls detectors
Bath/shower boards	Mobile patient hoists/stand aids	Personal pendants
Shower chairs	Overhead hoists	Property exit sensors
Patient slings	Bath lifters	Bed/chair sensors
Transfer aids	Specialist seating	Keysafes
Mattresses/cushions	Paediatric seating/standers	Epilepsy sensors
Stools		Bespoke/specialist telecare equipment
Post surgical aids		Smoke/heat/flood detectors
Furniture raisers		Motion detectors
Grab rails of various sizes		Droplet hydration kits

Staffing:

The Post holder will have the supervisory responsibility for: 13 W.T.E.

Multi-Disciplinary Based:

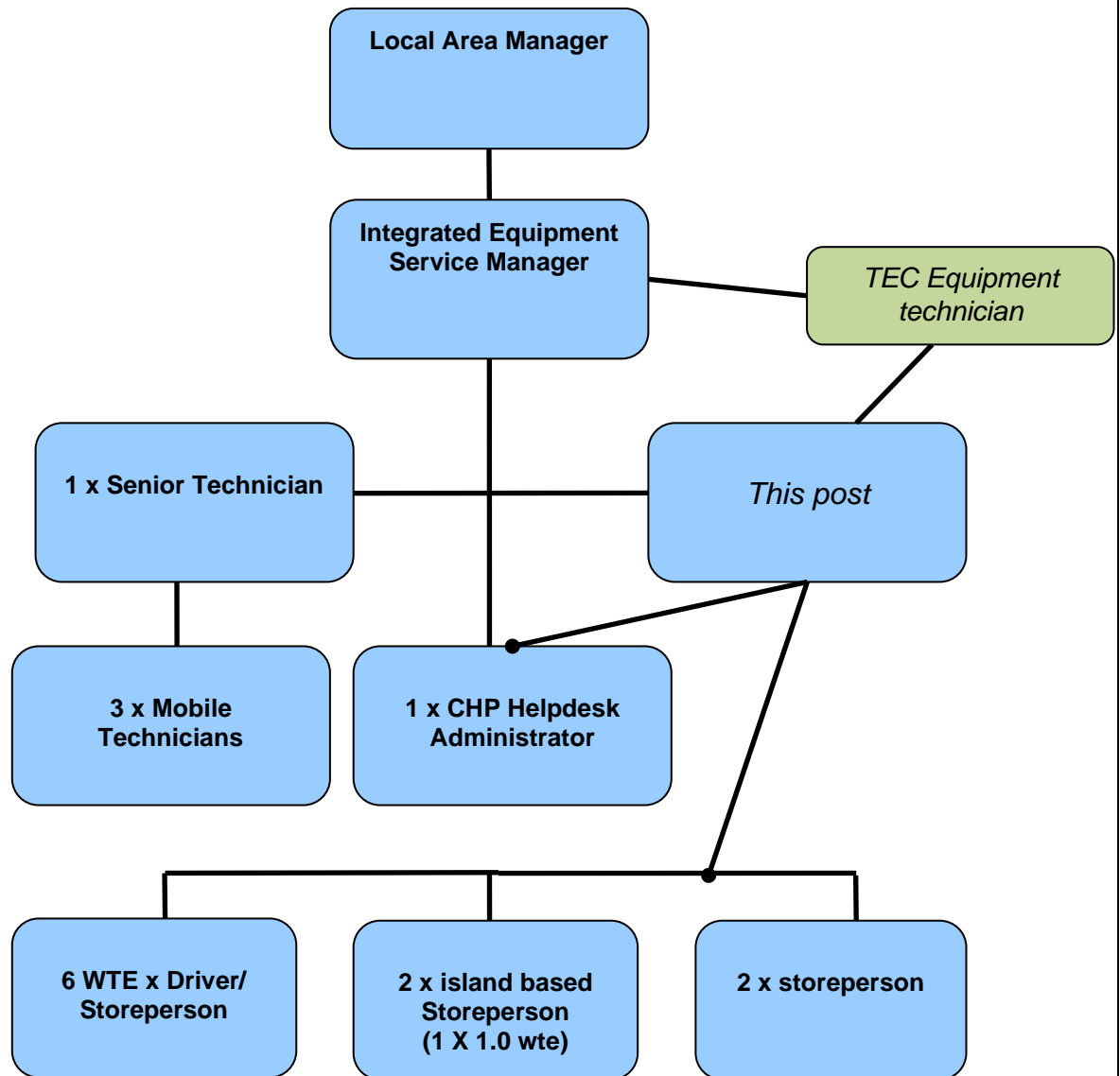
Community nursing teams with CHP
 Occupational Therapy teams with CHP
 Integrated Care Teams within CHP
 TEC staff within HSCP
 Surgeries and Health Centres
 Residential Care Homes

Geographic Area:

All the CHP Area (6909 km²).

The area also includes 14 inhabited islands and covers 9% of the total Scottish land mass

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT OR SECTION

The Integrated Equipment Service (IES) is a joint NHS and Local Authority funded Department, managed within the NHS and responsible for the issue of equipment to clients' in their own homes, care homes and other community settings to allow them to be safely maintained in the home environment.

6. MAIN TASKS, DUTIES AND RESPONSIBILITIES

1. Be responsible for stock management within main store based in Helensburgh and emergency stores located across the HSCP area.
2. Plan, supervise and organise store-based operations including stock locations and annual stock takes.
3. Be the main procurement officer for the IES, placing orders for 'core' 'specialist' and telecare stock, as well as cleaning supplies, ferry tickets, accommodation bookings etc.
4. To supervise, control and lead a team of staff in the processing of reusable medical devices through the physically segregated and validated stages of the decontamination processes.
5. To continuously manage the production processes and workload and to prevent delays in the turnaround of equipment recycling.
6. To ensure a high emphasis on equipment recycling and promote sustainability.
7. Build up working relationships with internal staff and external service providers.
8. Oversee IES fleet (7 vehicles) by arranging service/MOT and repairs and all other requirements as per NHS policies.
9. To assist with working out staff rota including emergency out of hours, and participate in OOH.
10. Become proficient on asset management systems used by HSCP, placing high emphasis on ensuring traceability of all equipment provided by IES.
11. Provide assistance to TEC team and the provision, maintenance and programming of Telecare equipment.
12. Develop strong working relationships with the technology enabled care team, becoming a link between IES and TEC.
13. To install equipment that may require to be fixed in place using a variety of fixings onto various backgrounds.
14. Complete frequent battery changes on telecare equipment, becoming familiar with battery types and sizes.

15. Provide clear leadership, direction and drive to all members of the Integrated Equipment Service.
16. Will also be responsible for managing the Integrated Equipment Technical team and managing all service requirements in the absence of the IES senior maintenance technician.
17. Will be responsible for ensuring continuity for the provision of telecare equipment in the absence of the TEC Equipment Technician.
18. Will be responsible for effective staff management of the Integrated Equipment Service in the absence of the Integrated Equipment Service Manager.
19. To respond to equipment queries from clinical staff, giving prompt and accurate replies.
20. To develop a strong understanding of equipment and its guidelines including but not specific to community beds, mattresses, m&h equipment, bathing equipment, telecare, specialist equipment such as bariatric and paediatrics
21. Will be responsible for ensuring compliance of all relevant policies and procedures relating to the Integrated Service Team within NHS and local authority.
22. Assist the planned preventative maintenance programme of works and the planned programme of tests for all LOLER/PAT/PUWER equipment held within the Integrated Equipment Service, allocating staff levels as required.
23. Conduct all maintenance tasks as trained and as per manufacturer's maintenance guidelines and as specified in the relevant LOLER/PAT/PUWER Regulations.
24. Provide guidance and training on current equipment held within the Integrated Equipment Service to both internal and external staff.
25. Recording details on the Asset Management System (ELMS) for internal and external audit reporting purposes.
26. Ensure all records are accurate and up to date.
27. To evaluate the work of all staff to ensure compliance with Health and Safety guidelines.
28. Provide supervision and training for less experienced colleagues.
29. To provide guidance and training to clinical staff on current and future equipment.
30. Provide guidance and training to patients and relatives on current equipment.
31. To ensure that all LOLER tests are carried out in accordance with the relevant Health and Safety guidelines.
32. To prepare validation records for internal and external audit and reporting purposes and where required for reporting to the Health and Safety Executive.
33. Must be able to complete written risk assessments for all procedures involving all staff and areas with the Integrated Equipment Service, these risk assessments will cover

infection control, asbestos awareness, electrical awareness, lone working as well as standard generic assessments.

34. Must be able to record on IT computerised systems stores maintenance records and send these back to the store via this IT system for accurate recording.

35. To put into practice new or revised policies and proposals for changes to work practices for both themselves and the other technical staff.

36. Responsible for the Integrated Equipment Service technical vans to ensure vehicles are secured at the end of each working day.

37. To be a key holder for the Integrated Equipment Store including security of the facilities.

7. EQUIPMENT AND MACHINERY USED

The post holder will be required to use the following:

- PC/laptop/tablet
- Printers
- Photocopying equipment
- Scanner
- VC Equipment
- Telephones/answer machine
- Mobile Telephones and other similar handheld devices
- Equipment lift
- Pallet trolley
- Cars
- Electric vehicle chargers
- Vans including Tail lift
- Department alarm systems
- PAT Testing equipment
- Hand Tools/ Power Tools
- LOLER Testing equipment
- Industrial Washing Machine/Drier
- Telecare devices

8. SYSTEMS

The post holder will be required to use the following:

- Software packages – Microsoft office software, Microsoft outlook (e-mail)
- ELMS - Asset Management System
- PECOS – NHS Highland and Argyll and Bute stock and procurement systems
- Eclipse, HSCP database.
- Internet – search, information and market analysis source.
- Van Records- Complete mileage fuel and service records
- Timesheets – Complete own monthly hours records either manually or via a computerised system, and approve staff timesheets
- Telecare digital management platforms
- Reporting portal of the Telecare Alarm Receiving Centre

9. ASSIGNMENT AND REVIEW OF WORK

1. Health and Safety compliance largely dictates the work of the post holder for the maintenance and testing of community equipment.
2. The post holder will respond to the needs of the local population, taking into account the strategic priorities of the NHS Board and CHP.
3. Team workload will be generated by Occupational Therapists and Community Nursing staff, GP's, Hospital based teams, TEC team and other community-based agencies assessing the health needs and associated IES equipment requirements of the clients
4. Other duties and responsibilities will be allocated to the post holder by the Integrated Equipment Manager as determined by the requirements of the organisation

10. DECISIONS AND JUDGEMENTS

1. The post holder will require to organise and co-ordinate their own workload and that of the store-based staff.
2. Be aware of financial restrictions and adhere to budgetary implications.
3. The post holder will be required to deploy resources and vehicles to meet the specific requirements of service users and clinical referrals to achieve such objectives within specific targets.

4. A high level of initiative is required as the post holder must make decisions within unfamiliar and challenging environments whilst ensuring service meets demand.
5. Must be able to operate within and have in depth knowledge of current Health and Safety regulations:
 - a) Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
 - b) Provision and Use of Work Equipment Regulations 1998(PUWER)
 - c) Electricity at Work Regulations 1989
6. The post holder is expected to make independent decisions, anticipate and resolve problems in the day to day running of the practice, without interference from seniors
7. The post holder will also have to identify any equipment that is required for an upgrade and plan order and deliver this within the CHP area.
8. The post holder must be able to monitor and deal with interruptions and reallocation of work without detriment to their work or that of others.

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

1. Meeting the needs and expectations of complex patients and representatives.
2. Ensuring compliance with Health & Safety legislation, NHS and local authority policies and procedures, maintaining up to date asset management records whilst achieving designated equipment delivery timescales.
3. Making decisions that have direct implications on hospital discharges
4. Motivating and leading staff to ensure patients receive the benefits of a modernised approach to care in the community.
5. Having to make immediate, difficult calls to the benefit of the service and patients, that can leave some recipients upset
6. Working with various organisations from Local Authorities, charities, care agencies.
7. Dealing with the large geographical area of the CHP area.
8. The Health and Safety Executive is constantly reviewing the standards in the provision of community equipment and as a result interpreting and planning for requirements and legislation is demanding and complex.
9. Meeting tight turnaround times when equipment requirements are greater than available resources.
10. Assuming responsibility that all community equipment complies with current regulations, this will ensure that all community equipment is safe for patient use.
11. Maintaining own knowledge and training in all community equipment.

12. Dealing with distressed/bereaved members of the public in their own home setting.
13. The post holder will be lone working.
14. The post holder will also be required to provide On-call support for Integrated Equipment Service, requiring decision making under pressure and a need to be able to deal with stressful situations.

12. COMMUNICATIONS AND RELATIONSHIPS

Develop and maintain good communications and working relationships with the following;

Internal:

1. Frequent communication with IES Management on a range of matters.
2. To present proposals to IES Management to determine current and future service requirements.
3. Communication with Local Authority/Health board to ensure the delivery of the service is in line with their policies and procedures.
4. Frequent communication with all clinical staff regarding equipment provision.
5. To provide and receive complex information and sensitive patient information as provided by clinical staff regarding the home environment.
6. Frequent and varied communication with all staff within the Integrated Equipment Service.

External:

1. Daily contact with representatives from local authority and the broader NHS Highland community.
2. Daily contact with patients, relatives and their carers to determine resolutions to issues.
3. Frequent and varied contact with equipment suppliers.
4. Become well versed in the arranging of ferry travel, accommodation bookings and organising training.

Working Relationships:

1. The post holder will be required to build working relationships with patients, carers, care agencies, clinical and non-clinical staff.
2. The post holder will also have to build working relationships with Local Authority departments, including Health and Safety, Contract and Procurement and Planning to ensure that the service is following all current legislation
3. The post holder will be required to build working relationships with suppliers and contractors.

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

Physical:

1. Keyboard skills
2. Prolonged periods of driving and visits away from base site
3. Loading and unloading of equipment
4. Testing equipment
5. Routinely using hand and power tools
6. Move larger items of equipment that can be bulky, heavy and awkward to carry.
7. Frequently, carry materials, with no mechanical aid due to access difficulties, weighing up to 20kilograms, multiple times daily over an extended area.
8. Deliver and collect equipment to/from patient residence across A&B

Mental:

1. High level organising, planning, decision making, problem solving and people management skills.
2. Dealing with complex service issues in a pressured environment
3. Copying data including numerics and inputting into new software and hardware
4. Transferring data across multiple systems and being able to differentiate between these
5. Responding quickly to tight deadlines set internally and externally
6. Analysing complex data
7. Remote management of staff
8. Interruptions from operational issues and balancing different tasks, based on priority
9. High level of concentration when testing equipment
10. The post holder will also require concentrated mental effort to methodically diagnose faults and once identified to repair the associated equipment to ensure that patient safety is not jeopardised.

Emotional:

1. Discussing sensitive issues with staff members and distressed clients, relatives and carers
2. In the home environment with stressed relatives where it is particularly challenging and requiring significant amount of empathy
3. Contact with terminally ill patients.

Working Conditions:

1. The post holder is required to function in various differing locations from the main warehouse, offices, to patient's homes, hospitals, care homes, health centres.

2. The post holder will be required to work in frequent unpleasant conditions. From hot, cold smoky, dusty environments, both internal and external.
3. Frequent contact with soiled equipment, blood, smoking environments, dirty dusty conditions, fumes, contact with equipment and patients that have infection control conditions.
4. Due to the geographic nature of the CHP the post holder will on a regular basis require to spend periods working away from home.
5. The post holder may also spend long period's lone working.

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

Criteria/attribute	Essential	Desirable
Qualifications	Educated to HND level or equivalent in any subject. To hold or work toward <i>ITIL4 foundation certificate</i> .	Any relevant healthcare/administrative qualification
Experience	Previous working in a supervisory/managerial role	Experience of working within healthcare or local authority
Skills/Knowledge	Good IT skills and the ability to manage own workload and work unsupervised is essential for this role.	Knowledge of healthcare equipment and terminology including technology related equipment. Basic 'fault-finding' and minor repairs of any electrical or mechanical equipment.
Personal qualities	Good communicator and an organised approach to work. Good problem solver and a composed attitude	Adaptable in a fast paced, stressful environment
Other	Full UK valid driving license	

15. JOB DESCRIPTION AGREEMENT

I agree that the above Job Description is an accurate reflection of my duties and responsibilities at the date of signing.

Job Holder's Signature:

Date:

Manager's Signature:

Date: