

Auxiliary Engineering Support

Job Description

(Engineers and Technicians)

1. General Information

JOB TITLE: Auxiliary Engineering Support
REPORTING TO AREA/SPECIALITY: Clinical Engineering and Medical Physics
RESPONSIBLE TO: Head of Clinical Engineering/MEMS

2. Job Summary

This role has been created in direct response to the current COVID-19 crisis, across the UK.

The role may be based at the field hospitals sites in London, Manchester or Birmingham, or any one of the Trusts in those areas, wherever Auxiliary Engineering Support is required.

Each role will vary but will include a range of the activities listed below.

Full training, supervision and Personal Protective Equipment will be provided.

The post-holder is responsible for supporting the delivery of medical equipment management services at the designated site. The role will include but not limited to:

- To ensure that equipment is readily available to clinical users; promptly delivering requested items to clinical areas, collecting items after use, cleaning and decontaminating equipment between return and issue.
- To provide technical support through carrying out equipment set up, planned preventative maintenance, repair, calibration, safety and acceptance testing on a range of medical equipment.
- To provide managerial and administrative support to the team including updating job and device records in the medical equipment management database, supporting procurement and contract service support and the associated record keeping, and administering the calibration of test equipment.
- To adopt and promote a clinical-focussed culture, understanding customer requirements and ensuring that communication is timely and effective.

The Post-holder will be supervised by a clinical engineer to carry out troubleshooting on equipment, liaise with clinical and technical staff to identify faults, sometimes working in clinical areas and/or directly with manufacturers.

This post includes a requirement to work “anti-social hours” overnight or at weekends.

3. Key Relationships

The post holder will be supervised by a clinical engineer but may have regular contact with a wide range of hospital staff, service managers and equipment managers based in clinical services. They may also be asked to work with equipment manufacturers and suppliers and will be expected to engage in or support technical and/or commercial debate suppliers as equipment arrives on site.

4. Duties and Responsibilities

4.1. Clinical Technical

- Work with clinical engineers on equipment, be familiar with or understand document and review maintenance processes and support Clinical Engineers in creating and maintain them.
1. Carry out scheduled maintenance to agreed plans:
 - Liaise with local management, clinical or medical staff or their representatives as appropriate, adhering to local policies and practices.
 - Carry out calibration, quality control and condition checks.
 - Check that equipment performs to manufacturer’s specification.
 - With supervision, use technical experience to identify potentially hazardous symptoms and faults and react appropriately to associated risk.
 2. Carry out problem solving, corrective maintenance and acceptance across a range of medical equipment as allocated:
 - Communicate with clinical staff to gain a clear understanding of the nature of problems with equipment. Assess the seriousness and implications of the problem and respond appropriately.
 - Undertake fault-finding. Apply suitable fault-finding techniques to diagnose problems. Report fault conditions to the clinical engineers. Exercise judgement to determine the causes of faults in devices with multiple complex and inter-related systems (eg electronic, computer and mechanical systems, increasingly network connected), which may be due to use error, equipment failure or environmental issues (eg. temperature, RF interference).
 - Where possible and with supervision, rectify equipment faults. Undertake repairs on mechanisms to component level where appropriate.
 - Keep relevant scientific and technical records of work performed. In particular ensure inventory records are updated in an accurate, methodical manner with work being logged as it progresses until completion.

4.2. Managerial

- Take part in the provision of a 'Helpdesk service' in co-operation with others in the Clinical Engineering department and wider technical support functions.
- Read and interpret terms and conditions of service contracts, monitor delivery of suppliers, make recommendations to clinical engineers as necessary.
- Provide technical advice to clinical engineers as appropriate and within limits of own knowledge. Recognise circumstances where escalation to the Head of Clinical Engineering is necessary.
- Monitor stocks of appropriate components and spares, and advice on reordering where necessary to keep an adequate stock.
- Ensure workshop facilities are kept clear and in good order and that all equipment is maintained to acceptable standards.
- Participate in regular meetings with the MEMS managers and fellow staff.

4.3. Professional

- Prioritise and manage own work in accordance with Section policies and service demands.
- Carry out all activities according to requirements of the department quality system, procedures, agreed practices and standing instructions.
- Act at all times to prioritise patient safety and overall productivity of the designated site, within the limits of own technical expertise and role. Be flexible in the range of deployed tasks, accepting that these are driven mainly by needs of the service, rather than individual preference or previous skills base.
- Behave courteously and professionally at all times and be able to act as a competent, experienced and mature role model.
- Be prepared to learn and understand the detail of external guidance affecting medical equipment practice in hospitals from regulatory bodies and the policy implementations of these.
- Be prepared to learn and understand the engineering department's practice and procedure implementation of medical equipment policy and act to assure compliance with these by colleagues, as auxiliary engineering support be expected to take a lead from specialist staff, regardless of direct supervision or line management arrangements.
- Understand the need for successful and efficient interactions with colleagues from a wide range of professional backgrounds and levels of seniority.
- Be prepared to learn, understand and follow the Field Hospital or Trust's incident reporting procedure; particularly being able to recognise and react to incidents involving medical equipment.
- Carry out all duties in accordance with the requirements of the Health and Safety at Work Act, relevant Statutory Regulations, Approved Codes of Conduct and Local Rules.

- Be prepared to perform other appropriate duties, which may be required from time to time by the Head of Section.

4.4. Hours of Work

1. Work “anti-social hours” overnight or at weekends as routine to cover a minimum agreed requirement in hours or as necessary to deliver service demand.
2. Participate in a rota to provide mealtime cover.

The following statement forms part of all NHS job descriptions: -

The post holder is required to follow the NHS policies and procedures which are regularly updated including:

Confidentiality / Data Protection / Freedom of Information

Post holders must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act of 1998. Post holders must not, without prior permission, disclose any information regarding patients or staff. If any member of staff has communicated any such information to an unauthorised person, those staff will be liable to disciplinary action up to and including dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

Following the Freedom of Information Act (FOI) 2005, post holders must apply the NHS FOI procedure if they receive a written request for information.

Information Governance

All staff must comply with information governance requirements. These includes statutory responsibilities (such as compliance with the Data Protection Act), following national guidance (such as the NHS Confidentiality Code of Practice) and compliance with local policies and procedures (such as the NHS's Confidentiality policy). Staff are responsible for any personal information (belonging to staff or patients) that they access and must ensure it is stored, processed and forwarded in a secure and appropriate manner.

Equal Opportunities

Post holders must at all times fulfil their responsibilities with regard to the NHS's Equal Opportunities Policy and equality laws.

Health and Safety

All post holders have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the NHS's health and safety policies and

procedures are complied with to maintain a safe working environment for patients, visitors and employees.

Infection Control

All post holders have a personal obligation to act to reduce healthcare-associated infections (HCAIs). They must attend mandatory training in Infection Control and be compliant with all measures required by the NHS to reduce HCAIs. **All post holders must comply with the NHS infection screening and immunisation policies** as well as be familiar with the NHS Infection Control Policies, including those that apply to their duties, such as Hand Decontamination Policy, Personal Protective Equipment Policy, safe procedures for using aseptic techniques and safe disposal of sharps.

Risk Management

All post holders have a responsibility to report risks such as clinical and non-clinical accidents or incidents promptly. They are expected to be familiar with the NHS's use of risk assessments to predict and control risk, as well as the incident reporting system for learning from mistakes and near misses in order to improve services. Post holders must also attend training identified by their manager, or stated by the NHS to be mandatory.

Flexible Working

As an organisation we are committed to developing our services in ways that best suit the needs of our patients. This means that some staff groups will increasingly be asked to work a more flexible shift pattern so that we can offer services in the evenings or at weekends.

Safeguarding children and vulnerable adults

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

Sustainability

It is the responsibility of all staff to minimise the NHS's environmental impact by recycling wherever possible, switching off lights, computers monitors and equipment when not in use, minimising water usage and reporting faults promptly.

Smoking Policy

The NHS is committed to providing a healthy and safe environment for staff, patients and visitors. Staff are therefore not permitted to smoke on NHS property or in NHS vehicles

Review of this Job Description

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder.

Initials and date of Preparation

BA, 27th March 2020

PERSON SPECIFICATION

Auxiliary Engineering Support

	ESSENTIAL	DESIRABLE
Qualifications/ Education	<p>Relevant Engineering degree or equivalent level of knowledge.</p> <p>Diploma or equivalent in Engineering Technology, signifying completion of training to basic level.</p>	<p>Relevant MSc or higher degree or equivalent level of knowledge.</p> <p>Incorporated or Chartered-level Engineer or Technician or equivalent Professional membership of a relevant professional body</p>
Previous experience	<p>Experience on the maintenance and repair of electro-mechanical devices including preventative maintenance, servicing, inspection, repair, calibration, quality control, safety, acceptance testing and procurement.</p>	<p>Practical experience in engineering workshop practices and techniques</p> <p>Experience in applying workshop technology to patient-critical equipment and techniques in healthcare.</p>
Skills/Knowledge/ Ability	<p>Specialised knowledge of a range of electronics, electro-mechanical systems, computing and medical device support.</p> <p>Good knowledge of electronic workshop practice and computer systems.</p> <p>Good negotiation and interpersonal skills</p> <p>Able to communicate complex information across professional boundaries and in reports.</p> <p>Able to negotiate with non-technical staff.</p> <p>Able to prioritise and manage own work.</p> <p>Able to exercise own initiative when dealing with issues within own specialist area of competence.</p>	<p>Knowledge of information security and/or networking</p>

	<p>Working knowledge of relevant legislation, national standards, professional and other guidelines. [eg ISO 9001 2000, BSI standards , RIDDOR, Health and Safety, COSHH]</p> <p>Understanding of hazards posed by, and precautions needed with: electricity; workshop hazards; moving heavy and sensitive items of equipment.</p> <p>Able to use Excel, Word etc to set up documents and spreadsheets and extract information, use equipment management databases.</p> <p>Able to concentrate frequently when subject to unpredictable working patterns.</p>	
Physical Requirements	<p>Able to use fine tools for equipment adjustment/ assembly.</p> <p>Able to lift medium weights.</p> <p>Able to distinguish colour coded components.</p>	
Additional Information	<p>Able to deal with occasional distressing circumstances when working in clinical areas.</p>	<p>Understanding of patient and staff risks arising from equipment failure.</p>

Adapted by Basit Abdul in COVID19 response