

JOB DESCRIPTION

Job Title:	Specialist Medical Devices Technician
Band/Pay:	Band 5
Department:	Medical Devices Support Services

Operations



Job overview

The post holder is responsible for the commissioning, maintenance & repair of a wide spectrum of highly complex diagnostic and therapeutic equipment throughout Devon, not restricted to healthcare technology.

The post holder will contribute with providing professional advice, oversight and guidance to the organisation on all aspects of Medical Devices Management. This includes influencing, inspiring and sustaining the commitment of key stakeholders to ensure compliance to policies, statutory legislation and national guidelines.

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The post holder will support specialist technicians within the (a) Critical Care and/or (b) Operating Theatre for medical device maintenance & support including advice to clinical users in the delivery of a high-quality service.

The post holder will contribute with providing professional advice, oversight and guidance to the organisation on all aspects of Medical Devices Management. This includes influencing, inspiring and sustaining the commitment of key stakeholders to ensure compliance to policies, statutory legislation and national guidelines.

The post holder will contribute towards initiating, writing, reviewing, developing and implementing related procedures, ensuring compliance with statutory legislation, and national guidelines.

The post holder will provide supervision, guidance and training to colleagues & junior staff in the use/repair of medical devices.

Responsible to support the trusts medical devices management system, facilitate routine maintenance & support of the system to ensure the MDSS delivers a high-quality service.

May be required to deputise in the absence of the Team Leader.

Being a role models and supporting others with the develop, management and maintain quality standards and the expectations from our customers with quality of service delivered within the MDSS.

Main duties of the job

- Act with professionalism and integrity - being a role model for those around you, ensuring that everyone has equal opportunity
- Demonstrates empathy and tact when communicating with patients, carers and staff
- Work within a self-managed team model of work to support others and contribute towards a sustainably and cost-effective medical devices management service. Able to demonstrate a positive approach to new challenges, encouraging others to do the same
- Contribute with solutions with medical devices support and medical electronics section management problems and is able to demonstrate a positive approach to new challenges, encouraging others to do the same
- To provide a medical devices technical support to meet the needs of the health, social and care sectors, both private and public funded
- Actively trains, coaches and influences staff, including inspiring and sustaining the commitment of colleagues to ensure compliance to statutory legislation and broad national guidelines
- To understand what our customers need and be adaptable and responsive
- Maintains clear and detail records of all work undertaken in the medical devices management system
- Be honest and learn from mistakes. Help to create a 'no blame' culture where people feel able to share and learn from experiences, together
- To contribute in supporting the leadership team in providing a high-quality robust medical device management and support service for patients, carers and staff to ensure compliance to relevant legislation and guidance
- Provides advice to the customers regarding medical devices technology

- Work as part of a team, demonstrating effective communication
- Work collaboratively with internal and external colleagues/stakeholders at all levels
- Provide guidance & tuition to junior members of the department and visiting students e.g. Apprentices, work experience students, etc in Medical Devices Maintenance & Management practices and protocols
- Be mindful of how your role impacts the wider organisation and the people we serve
- Develop and maintain positive working relationships with all colleagues, senior clinical managers/leads, staff, NHS England, other external stakeholders that promotes a culture of Engagement and Inclusion
- Actively listen to colleagues and customers alike, showing empathy when needed
- Enhances patient safety by ensuring that the medical devices are supported, maintained and repaired in line with procedures or manufactures guidance
- Provision of technical advice and support to clinical staff, management and external organisations with medical devices procurement; assist users in the selection, evaluation and trial of medical devices following Trust guidelines
- Undertaking commissioning tests on all new & loan equipment particularly in relation to critical care & high dependency devices
- Contribute with ensuring compliant to policy, procedures, statutory legislation, broad national guidelines, to meet the individual customer
- Works with autonomy and part of the self-management team model, is responsible for own actions
- Make decisions which are best for the service, seeking permission when working outside guidelines or boundary of procedures, policy, best practice, legislations or regulations
- Writes, reviews, develop and implement equipment support procedures, ensuring compliance with statutory legislation, and broad national guidelines.
- Helps to develop and foster a positive learning environment where feedback is welcomed and valued

About your new team and department

The Medical Devices Support Services provides a comprehensive management & technical support service for a broad spectrum of medical devices used throughout the health, care and social community. We are currently developing networks with scientific and laboratory services across Devon with our new Scientific, Laboratory Equipment Support section.

The Medical Devices Support Services sets a benchmark in technology support, repair and calibration. We will provide front line support, test and repair and advice across the medical, scientific and laboratory technology fields, providing it is economically viable. Our convenient, efficient equipment testing and repair service delivers value for money. We offer an on-site service at customers convenience; all work is carried out in-line with risk-based processes to meet manufacturers' specifications and test equipment is calibrated and traceable to national standards (UKAS).

The Medical Device Support Services continuously evolves to insure it provide expert advice and compliance framework to contribute towards a 'safe and well led'

organisation by demonstrating it manages medical devices to the growing number of statutory requirements and increasing wide ranging guidance from professional bodies.

Medical Electronics being the largest section in MDSS (providing repair, routine schedule service maintenance, troubleshooting, technical advice and commissioning & device disposal ('cradle to grave')). Medical Electronics implements and manages Medicines and Healthcare products Regulatory Agency (MHRA) Safety Notices and Manufacturer product recall/updates. Within this section there are three teams providing specialist support for; Critical Care areas (Intensive Care Unit, Coronary Care Unit & High Dependency) and Operating Theatre Support (all Operating Theatres and Recovery areas).

Medical Mechanical Support Section (patient beds, wheels chairs, gas products) Medical Devices Information Support Role embedded into various technicians extended roles. They are the first point of contact and provide additional support for the increasing number of devices. F2 is the Trust's medical devices management system which holds all information regarding the Trusts medical devices; Make, Model, Serial number, Date of commissioning, Purchase price, Order Number, Maintenance records, who maintains the device, Next service date, Estimated date for replacement.

Detailed job description and responsibilities

- As member of the MDSS to be a role model in terms of acceptable behaviour & moral standards
- As and when required to deputise for Team Leader
- Co-ordinate as appropriate the support team of technicians to facilitate the service support function for the portfolio of medical devices
- Develops and prepares presentations to effectively share and communicate information with both internally and externally with key stakeholders, including
- managers/leads, staff, other external bodies within the technical sector
- Work with Staff of the Trust to ensure compliance to statutory duty and board national guidelines
- Provide guidance and specialist support for the trusts medical devices management system within the MDSS, facilitate routine maintenance & support of the system
- Provide support to the Lead for Medical Devices Support Services and the Management Team in the production of performance and assurance reports senior management, committee's, professional groups and stakeholders
- Carry out appraisals of immediate subordinate staff
- Contribute to the recruitment processes within MDSS
- Provides advice and guidance to internal and external stakeholders throughout the organisation on all aspects of medical devices education and training. This involves using a degree of negotiating, influencing, and persuasive skills
- Develop and maintain positive working relationships with all colleagues, including senior clinical and non-clinical managers. This includes influencing, inspiring and sustaining the commitment of these key stakeholders to ensure compliance to statutory legislation and broad national guidelines

- Work within the allocated resources to meet SLA agreements in delivering medical devices management and support across the organisation ensuring resources are effectively deployed, managed and cost-effective
- The post holder is required to use a degree of empathy and understanding of individuals to ensure inclusion, understanding and appropriate methods of communication
- The post holder provides and receives complex, sensitive and contentious information; where agreement or co-operation is required
- Work with Managers and Staff of the Trust to ensure compliance to procedures, policies, statutory duty and guidelines
- Provide support to the Lead for Medical Devices Support Services and the Management Team in the production of performance and assurance reports for stakeholders
- Undertake repair (non-routine maintenance) of complex and delicate medical devices in particular medical devices used in the operating theatres and Critical Care Environment to ensure they function safely & to the manufacturer's specification
- Contribute in the provision of advice for the procurement of non-specialist new & replacement reusable medical devices. This will include co-ordinating activities that are delegated to another staff member
- Contribute to the efficient and effective running of the Schedule Service Maintenance Scheme (routine maintenance / planned preventative maintenance; PPM) and by organising own workload to ensure; (1) equipment is regularly checked for patient & User safety to current legislation & (2) it functions to manufacturers specifications
- Undertake Acceptance Testing, Commissioning and vetting of medical devices to National and European Standards for the Trust and organisations in the local healthcare community
- Arrange & facilitate the loans of medical devices ensuring the correct procedures are followed (Indemnity cover is adequate, PAQ's scrutinised) to minimise risk & optimise the opportunity provided by the trial process, user feedback forms, device evaluation documentation etc.
- Ensure the condemning and disposal of obsolete medical devices & those which are beyond economic repair is carried out in line with the current Trust policies & procedures
- Assist other members of the department in their duties to ensure smooth running of the medical devices support service thereby providing an optimal service to its Users/Customers
- Evaluate and prepare technical documentation to facilitate provision of above Acceptance Testing & onward performance testing. This would include interpretation of technical data & specifications with other previously recorded results collected by other individuals or organisations as well as personally generated test results
- Ensure all relevant Medicine and Healthcare Product Regulatory Agency (MHRA) guidance is acted on promptly and accordingly
- Practice appropriate workshop techniques so that the department is clean & tidy to ensure a safe working environment
- Order supplies of parts/accessories so as to maintain stock. Using either Personal Purchase Card issued by the Trust and/or requisitioning system such as 'Unit 4'

- Investigate and produce written reports with regard to equipment identified in an adverse incident and advise the Clinical Risk Manager, Clinical Governance representative and /or MHRA of the outcomes
- Design, develop and construct medical instrumentation as well as modifying existing devices to meet the specific and specialist needs of particular departments thereby providing for better patient care. All such bespoke work will be with the consent of & endorsement by the manufacturer/supplier and in-line with current UK and EU Legislation and the Medical Devices Directives
- Review, design, develop and construct reports as well as modifying existing reports to meet the specific and specialist needs to accurate reflection on performance, measures and all elements of contract management for medical devices from the medical devices management system
- When new areas of work are considered by the medical devices support services, be prepared to investigate fully the requirements necessary for the department to provide a high standard of service, this could entail a pilot project or feasibility study
- As member of the service contribute to the reviews of service policies, procedures & guidelines
- Promote a positive environment to other services of the benefits of the trusts medical devices management system and its services
- Support Medical Devices Trainer/Educator in their role
- Provide guidance to junior members of the service so that correct technical & administrative procedures are implemented for the efficient and safe operation of the department
- Attend training courses, specialist technical medical device courses and conferences to extend the knowledge and personal development of the post holder and thereby enable the department to provide a better service
- Responsible for repairing (non-routine maintenance) of complex & sophisticated medical devices both electronic and mechanical used in the diagnosis and therapy of patients. There are now in excess of 18,500 devices within the local health community with individual device asset values ranging from approximately £30 up to £100,000
- Provide support for the Trusts Medical Devices Management System and carry out routine data management tasks
- Contribute to the services routine schedule service scheme (planned preventative maintenance; PPM) in particular critical care and associated medical devices.
- Provision of expert technical advice and support to clinical staff, management and external organisations with medical devices procurement; assist users in the selection, evaluation and trial of medical devices following Trust guidelines. Undertaking commissioning tests on all new & loan equipment particularly in relation to critical care & high dependency devices
- Provide guidance & tuition to junior members of the department and visiting students e.g. Apprentices, work experience students, etc in Medical Devices Maintenance & Management practices and protocols
- Support the lead role with managing, updating and carrying out audits of the MDSS Quality Management System and working towards future recommended QMS standards
- Attend all appropriate meeting representing the section
- To undertake regular direct communication with the Head of Service, Senior Engineer, colleague Team Leader, Technicians and stakeholders

- Maintain networking connections with the external providers of the trusts medical devices management system, HIS Team and future providers of RFID technology
 - Communicating medical devices information/ advice to stakeholders
 - To ensure that stakeholders and staff are informed in the planning and delivery of routine maintenance visits and requested supporting information
 - Contribute to disseminating Trust policies, procedures and information as required but with particular regard to medical devices management, procurement, education and training
 - To positively represent the Trust in any communication with external agencies as required; to include attending external meetings and conferences and day-to-day written, electronic and telephone contacts, behaving in a knowledgeable and professional manner at all times
 - Interprets complex data information to inform decisions
 - Ensure accurate analysis of management information and its presentation to staff and colleagues
 - Interrogates the Datix clinical incident for trends involving medical devices as part of the RCA process
 - Contributes with recording evidence, data and results in the trusts medical devices management system regarding technical support activities
 - Provision of expert technical advice and support with Medical Device Digital Connectivity and security
 - The post holder is responsible for own professional actions
 - Interpreting manufactures guidance with supporting medical devices, understands and follows national guidelines and codes of practice
 - Exercise a degree of personal professional autonomy and make critical judgements to satisfy the expectations and demands of supporting medical devices within their competency levels
 - Works autonomously and makes decisions in line with procedures and code of practice, seeking permission when working near boundary areas of procedures, policies and codes of practice
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PERSON SPECIFICATION

Attributes	Essential	Desirable
Qualifications and training	<ul style="list-style-type: none"> • Professional knowledge acquired through HNC/HND or Equivalent in electronics or equivalent + specialist knowledge acquired through diploma, device training to specialist equivalent level • Working towards registration as a Clinical Technologists (RCT) or other professional registration scheme within technology • Evidence of CPD 	<ul style="list-style-type: none"> • QCF(NVQ) level 4/5 diploma qualification in management • Registered with IPEM Clinical Technologists (RCT)
Knowledge and experience	<ul style="list-style-type: none"> • Recent evidence working at a professional level to gain knowledge & experience with medical or laboratory devices fault finding, repair & maintenance • In depth knowledge of a wide spectrum of medical or laboratory equipment maintenance, management & technical support • Knowledge of a broad spectrum of electronic engineering principles and practical applications • Sound knowledge & very good understanding of mechanical engineering principles 	<ul style="list-style-type: none"> • Experience of medical device management system e.g. F2 by InfoHealth • Working knowledge of NHS Clinical Procedures, clinical practice, regulations, legislation and codes of practice, health and safety legislation and Trust policies procedures and standing financial instructions • Experience with implementing and supporting a RFID tracking system for portable devices • Experience with asset database management and specialist database report writing

	<ul style="list-style-type: none"> • Understanding of computer hardware, digital connectivity and digital cybersecurity impacting medical device technology • Demonstrable proficiency Microsoft Office • Skills, knowledge and significant experience in working with Designing, implementation and delivery of Medical/ laboratory Device procedures, device performance/calibration procedures and producing technical evaluation reports • Understanding of Patient Safety issues with the use of Medical Devices 	
<p>Specific Skills</p>	<ul style="list-style-type: none"> • Ability to work autonomously • Ability to maintain frequent and prolonged episodes of intense mental concentration • Manage complex problems • Manage numerous interruptions • Analyse complex information, interpret and/or present in a clear, comprehensive format for multi discipline large group audiences • Has an investigative mind, and is prepared to challenge • Work proactively with the ability to work on own initiative without reference to line manager • Solve problems and think independently. • Maintain confidentiality to the highest degree • Project management skills with the ability to use own initiative and work under pressure • Simultaneously multitask across a range of 	

	<p>projects</p> <ul style="list-style-type: none"> • Customer focussed and orientated • Good communication skills, written and verbal, with ability to demonstrate fluency, clarity and effectiveness at all levels • Attention to detail • Advanced Keyboard skills • A team player that has the ability to effectively interact with others and to achieve results • Personal credibility, with the ability to quickly gain the confidence of others • Regularly deals with and resolves customer, supplier and stakeholder queries • Manage unpredictable workloads with frequent interruptions which must be attended to immediately • Recognise and work to deadlines when under pressure, adapt to situations and to assimilate information quickly • Work efficiently within a multi-disciplinary team • Handle & convey sensitive information in an appropriate and discreet manner • Proactive, flexible, enthusiastic, confident and highly motivated individual who demonstrates a commitment to Trust objectives and the NHS as a whole 	
<p>Requirements due to work environment/conditions</p>	<ul style="list-style-type: none"> • Flexible to work weekends as part of an agreed NHS 7-day service • Holder of full valid driving licence 	

Physical skills	<ul style="list-style-type: none"> • Walking and standing for long periods of time • Push/Pull equipment, Trolleys and beds • Moving equipment in line with HSE manual handling weight guidelines • Normal colour recognition for working with electrical cables and other industry sectors 	
Physical effort	<ul style="list-style-type: none"> • Must be able to demonstrate mental/manual dexterity and sensory skills 	
Emotional effort	<ul style="list-style-type: none"> • Demonstrates empathy and understanding for individual's education and training needs 	
Mental effort	<ul style="list-style-type: none"> • Able to maintain prolonged periods of intense concentration. Demonstrates technical and non-technical skills 	