



CAJE REF: RT4/2021/0070

## WELSH AMBULANCE SERVICE JOB DESCRIPTION

### JOB DETAILS:

<b>Job Title</b>	Area Technician
<b>Pay Band</b>	Band 5
<b>Hours of Work and Nature of Contract</b>	To be confirmed on recruitment
<b>Division/Directorate</b>	Operations
<b>Department</b>	Fleet
<b>Base</b>	To be confirmed on recruitment

### ORGANISATIONAL ARRANGEMENTS:

<b>Managerially Accountable to:</b>	Area Team Leader
<b>Reports to:</b>	Area Team Leader



### Job Summary/Job Purpose:

The post holder is primarily employed to provide emergency repairs and routine maintenance of the NHS Trust's fleet of over 700 emergency and non-emergency vehicles. The post holder is required to carry out efficiently, and to the required manufacturers and Trust standards, the servicing, repair and maintenance of a range of vehicles from ambulance and non- ambulance service vehicles to Light Commercial and Heavy Goods vehicles and cars from various vehicle manufacturers. This work is normally undertaken in the Trust Workshops, but may be carried out at Trust stations or roadside locations, as the need arises. In addition, the post holder undertakes maintenance and repair work on vehicles and various items of specialised equipment as per accreditation, carrying out welding (arc/ mig/ gas) and fabricating work and reproduce / fabricate, construct the part that is no longer available as required and where appropriate, seek advice on the specification of the part to be produced to

Area Technician (5)  
RT4/2021/0070

ensure that it is fit for purpose and meets Health and Safety requirements. Also includes general maintenance of workshop equipment, tools and awareness of Health and Safety.

The post holder is responsible to the Area Team Leader for day-to-day work allocation and supervision, (but be able to make own decisions in the absence of an Area Team Leader , make necessary arrangements and order parts when deputising for the Area Team Leader) and is accountable to senior Managers in the Fleet Department. Close liaison is required with Workshop colleagues, and also with staff from other departments and suppliers on occasions.

## **DUTIES/RESPONSIBILITIES:**

### **Communication**

The post holder will communicate with key stakeholders by means of written reports, telephone, email and face to face. Communication will be exchanged with the following stakeholders on a regular basis:

Internal: Duty Operational Managers, Locality Ambulance Officers, Operational Staff, Control Managers, daily bronze conference calls (365 days) attended by Regional Directors, Head of Production, Head of Resource, Head of Utilisation, on-call Duty Manager and other members of the Senior Management Team where post holder will update Senior Management with regard to vehicle availability and vehicle status. Also when deputising for the Area Team Leader , attending as bronze conference calls with dedicated team of Senior Managers. Attend Health and Safety Meetings, Infection Control meetings.

External: Warranty Companies and Contracted Garages. Advising Contracted Garages on the specialist aspects of vehicle warranty repairs that are undertaken on WAST's behalf e.g. blue lights, air suspension and tail lifts, which are not part of a normal garage's warranty work. Vehicle manufacturers, Bodybuilders, Parts Specialists, VOSA Stations, MOT Stations, Local Health Boards and members of the public.

Communicate with Operation Managers, Crews etc, contentious information where negotiation and persuasive skills are required e.g. to enable a crew to drive a vehicle that they are under the impression is not road worthy. A further example would be to stop a crew driving a vehicle that the mechanic advises is not road worthy.

Whilst undertaking maintenance and repairs on Trust owned vehicles in outside garages, abiding by the Policies & Procedures of both the Trust and the outside organisation, the post holder has a duty to maintain high levels of communications between both organisations.

Communicate with a varied audience when required to travel to Ambulance Stations, customer locations to undertake minor mechanical, electrical and body repairs and preventative maintenance on all vehicles on such stations

Update customers and departments on vehicle repair process and repair requirements.

Where applicable, engage outside contractors to undertake work and inspect workmanship and adherence to WAST process and procedures.

### **Knowledge, Training and Experience**

Area Technician (5)  
RT4/2021/0070

The post holder would be required to have specialist knowledge across a wide range of practices and procedures in relation to vehicle chassis and vehicle body manufacturers (inc engines, brakes, suspension, electrics, blue lights, sirens, eberspacher heaters, communications and control units).

Professional knowledge acquired through HNC level plus specialist knowledge or equivalent level of knowledge acquired through courses and experience which entail the following in-depth training

Evidence based experience of performing vehicle diagnostics servicing and repair to include Vehicle Defects, On - going Training - Vehicle Diagnostic Courses Vehicle Bodybuilder courses MOT testing and preparation, Ambulance equipment maintenance (stretchers and wheelchairs) and specialist 4x4 training

The post holder would be required to attend specialist training courses on e.g. specialist diagnostic equipment and on return to work, cascade the training in the use of that equipment to remaining colleagues in the workshops e.g snap-on, star, clip and eberspacher diagnostics, air suspension, electric step, carnation, genesis, telma.

The post holder is responsible to provide underpinning knowledge to apprentices within the department and provide peer to peer training following short courses where a train the trainer approach has been taken.

#### **Analytical and Judgemental Skills**

Using analytical and judgemental skills across a wide range of highly complex vehicle management systems i.e. interfacing between chassis manufacturers (Mercedes) complex electronics and bodybuilders complex electronics (carnation, genesis, eberspacher, air-conditioning, intercoms, satellite navigation, CCTV, internal/external cameras, run-locks, central locking, electronic stability programme, telma brake retarder, taillift, battery charging systems). All of the above systems are interconnected meaning that diagnosis of any of the above will conflict with each other thus requiring the post holder to utilise their ability, knowledge and experience gained to interpret accordingly to diagnose the conflicting information.

Analyse reported faults in Defect Book, diagnose and repair.

#### **Planning and Organisational Skills**

Receive programme of work allocated on a daily/ weekly basis from Area Team Leader and, working alone or as part of a team, carry out work schedule within the allotted time scale,

Carry out the prescribed work at performance rates which are in accordance with the appropriate standard job times as specified in the Institute of Chartered Mechanical Engineers (I.C.M.E) Manual which is used in the preparation of job times and pricing of vehicle repairs to customers.

Repairs to internal coachwork, such as equipment storage, cupboards, vehicle doors, fixings and trims, handles, runners, steps, specialised seating, hydraulic gas struts, saloon water leaks and high voltage strobe lights.

Complete all necessary documentation relating to each job carried out accurately in order to produce vehicle records of maintenance.

Complete documentation of all maintenance and inspection sheets for vehicle and

Area Technician (5)  
RT4/2021/0070

stretcher equipment to Trust standards.

Report and document all unplanned jobs undertaken including those as reported in the Defect Book and any other work found on inspection.

Documentation of parts used for stock control and audit purposes.

Carry out acceptance and sign off new vehicles on arrival.

Report and document all unplanned jobs undertaken including those as reported in the Defect Book and any other work found on inspection.

Arrange work under 3 year warranty to be carried out in-house on Mercedes, Renault, Ford Honda and Iveco vehicles up to authorised level for parts and labour under the warranty, completing warranty claims and dealing direct with Dealers on replacement parts, as necessary in the absence of Area Team Leader

Contact outside garages as necessary to ensure planned bookings of work to be carried out under warranty, and complete all related warranty claims in the absence of Area Team Leader

Discuss faults/repairs, where necessary, with manufacturers of ambulance equipment, such as body builders, air suspensions and heating systems, to achieve successful repair.

Ensure all necessary documentation and records are maintained or forwarded to the Fleet Office, and provide relevant information to Regional Fleet Manager as requested.

Observe statutory and other relevant requirements in particular those related to Health and Safety.

Receive into workshop all new vehicles, usually for the whole of the Trust, carry out vehicle check for damage/faults and notify Area Team Leader of satisfactory delivery of vehicle to enable a pre-delivery service/check to be added to programme of scheduled work.

Receive old leased vehicles into workshop and notify Area Team Leader for decommissioning work to be programmed into the planned schedule of work, arrange removal of Trust logo and artwork, and contact Lease Company for collection of vehicle.

Receive old Trust vehicles into workshop and notify Area Team Leader arrange Condition Report on vehicle and pass to Regional Fleet Manager for a decision on full decommission or upgrade for return to service, based on age, mileage, condition of vehicle and the work identified as being required

### **Physical Skills**

Precision Soldering Irons, Fine Screw drivers for use of electronic faults.

Use of endoscope for cylinder heads, cylinder bores, fault finding, to restrict the length of time the vehicle needs to be in workshop as this will find the issue quickly.

### **Patient Care**

WAST has a statutory duty to involve patients and the public in evaluating and planning services. All staff have a responsibility to listen to the views of patients and to continue to service improvements based on patient feedback.

### **Policy and Service Development Implementation**

Area Technician (5)  
RT4/2021/0070

The post holder follows Standard Operating Procedures (SOP's).

The post-holder must be aware of and adhere to relevant Workshop Policies, Procedures and Standing Order arrangements.

### **Responsibility for Financial and Physical Resources**

The post holder would be expected to make a decision taking into account Value for Money (VFM) on whether a warranty defect repair needed to be carried out by the manufacturer or whether it could be carried out in-house e.g. the logistical cost of the exercise outweighs the cost of in-house repair in the absence of Area Team Leader

The post holder at times will be responsible for security of premises, vehicles on premises and equipment on premises, together with all spare vehicle keys for their own region.

When required, order parts such as gearboxes, engines, filters etc. by using Standing Order numbers where Trust has such arrangements with suppliers, either direct for single items up to £2,000 or after obtaining approval from the Regional Fleet Manager for single items over £2,000.

When required, order parts through Fleet Office where no Standing Order arrangements are in place by completing appropriate order forms.

Check all deliveries and sign delivery notes, as appropriate, putting parts back into stock and crossing off items in the order books, or passing non-stock items ordered to the appropriate Vehicle Mechanic/Technician.

Maintain stocks of consumable items by ordering direct from suppliers, after completing weekly Consumable sheet and forwarding to Regional Fleet Manager for approval.

May be required to order supplies of oil using Trust Standing Order procedures from Region's supplier either in bulk for engine oil after carrying out weekly dip check of bulk oil tank level, or in 5 gallon cans for gearbox oil after checking stock levels.

### **Human Resources**

Participate in any training and development programmes as deemed appropriate.

Carry out team de-briefing sessions (cascade information) following management meetings and / or memo's to implement any necessary changes or amendments to working practices and procedures.

### **Information Resources**

The post holder is responsible for using diagnostic computers to download and create diagnostic reports on a daily basis when a vehicle is defective, serviced and repaired. All work completed by post holder is inputted and stored on a specialised computerised vehicle database within the department.

The use of computer based complex diagnostic equipment is used daily. The computer software is purchased from vehicle manufacturers and specialist training has to be undertaken for effective use by the post holder. Also the software can be manipulated by the post holder to change or adjust vehicle control unit information i.e. programming control unit settings such as ABS, automatic gearbox, central locking and diesel particulate filter.

The post holder uses the vehicle manufacturers online parts requisition system, using

Area Technician (5)  
RT4/2021/0070

schematic illustrations, to select and order the correct parts (this system is not available to other garages or the general public and is password controlled).In the absence of Area Team Leader

The post holder has access to discreet technical information from manufacturer experts such as Mercedes, Renault, Toyota etc.

Documentation of parts used for stock control and audit purposes.

Carry out acceptance and sign off new vehicles on arrival.

### **Research and Development**

Undertakes surveys within own work as and when required.

### **Trust Premises, Facilities, Vehicles and Equipment**

Notify Regional Fleet Manager of building maintenance and repair requirements.

Ensure safe and proper use of workshop premises, facilities and equipment, including personal protection equipment, and carry out risk assessments in all areas of work, as necessary.

Maintain high standards of cleanliness and security of workshop premises, facilities and equipment.

### **General**

Undertake any reasonable duties allocated by the Regional Fleet Manager.

Comply with all Trust Policies and Procedures, with particular reference to those involving Risk/Health and Safety, Dignity at Work, Equal Opportunities and IT Security.

## **PERSON SPECIFICATION**

<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>Qualifications and/or Knowledge</b>	<p>Professional knowledge acquired through HNC level or equivalent level of knowledge acquired through courses and experience</p> <p>NVQ Level 3 in Automotive Studies achieved through modern apprenticeship / time served qualified equivalent or equivalent qualifications that evidence similar level of professional knowledge.</p> <p>Sound knowledge of current Risk/Health and Safety requirements in the workshop.</p> <p>In-depth knowledge of service, maintenance and repair of a broad range of motor vehicles, including manufacturer's standards and requirements.</p> <p>Knowledge across a wide range of practices and procedures in relation to vehicle chassis and vehicle body manufacturers (including engines, brakes, suspension and electrics.</p> <p>Competent in modern IT systems.</p>	MOT tester qualification class 4 and 7	Application form and pre employment checks
<b>Experience</b>	<p>Evidence based experience of performing vehicle diagnostics servicing and repair to include Vehicle Defects, On - going Training - Vehicle Diagnostic Courses Vehicle Bodybuilder courses</p> <p>Auto-electrical diagnostics and repair processes.</p> <p>Ongoing training – vehicle diagnostic courses</p>	<p>Detailed knowledge of Fleet Workshop Policies, Procedures and Practices.</p> <p>Good knowledge of operational structures, processes and activities within the region.</p> <p>Knowledge of financial and</p>	Application form and interview

Area Technician (5)

RT4/2021/0070

		<p>administrative procedures, including stock control, standing order arrangements, ordering of supplies and payroll processes.</p> <p>Detailed knowledge of relevant vehicle specifications and specialist equipment.</p> <p>Welding and fabrication techniques and procedures.</p> <p>MOT tester.</p>	
<b>Aptitude and Abilities</b>	Satisfactory written and verbal communication skills, able to convey information and complete all necessary documentation accurately.	Ability to speak Welsh	Interview
<b>Values</b>	Able to demonstrate Trust values.		Application Form Interview References
<b>Other</b>	Full UK driving license with a maximum of 3 points/	C1 Category	Application form and interview

### **GENERAL REQUIREMENTS**

Include those relevant to the post requirements

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible,



and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.

- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB or Trust Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race;

**Formatted:** Indent: Left: 0.06 cm, Hanging: 1.19 cm, Bulleted + Level: 1 + Aligned at: 5 cm + Indent at: 5.64 cm, Tab stops: Not at 1.27 cm

religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.

- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have \* direct / indirect contact with\* patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau \*Standard / Enhance Disclosure Check as part of the HB/Trust's pre-employment check procedure. \*Delete as appropriate. If the post holder does not require a DBS Disclosure Check, delete as appropriate.
- 4.➤ **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.

**Formatted:** Indent: Left: 0.06 cm, Hanging: 1.25 cm, Bulleted + Level: 1 + Aligned at: 5 cm + Indent at: 5.64 cm, Tab stops: Not at 1.27 cm

**Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

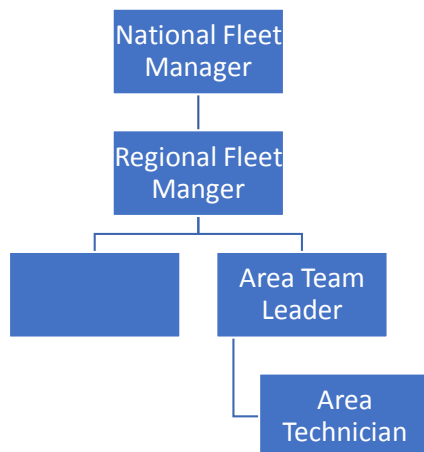
#### APPENDIX 1

Job Title: \_\_\_\_\_ Area Technician \_\_\_\_\_

### Organisational Chart

The Organisational Chart must highlight the post to which this job description applies showing relationship to positions on the same level and, if appropriate, two levels above and below.

Complete, add or delete as appropriate the text boxes below showing the organisational relationships.



## APPENDIX 2

**Job Title: Area Technician**

### **Supplementary Job Description Information**

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

#### **Physical Effort**

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included'**

	How often per day / week /	For how long?	Additional Comments
<b>Working in uncomfortable/unpleasant physical conditions-</b> Working under vehicles engine bays, sometimes bad weather	<b>5 times a day 5 days a week</b>	<b>15-100mins</b>	
<b>Working in physically cramped conditions-</b> Under vehicles; under dashboards; under bonnet; pedal boxes (foot well)	<b>5 times a day 5 days a week</b>	<b>15-100mins</b>	

Area Technician (5)  
RT4/2021/0070

<b>Lifting weights/equipment with mechanical aids-</b> Engine Hoist; gearbox hoist; vehicle ramps; jacks	<b>10 times a day 5 days a week</b>	<b>5 mins</b>	
<b>Lifting weights/equipment without mechanical aids -</b> Gearboxes; on and off trolley; Wheels	<b>10 times a day 5 days a week</b>	<b>5 mins a time</b>	
<b>Making repetitive movements-</b> Tightening of wheel nuts (tourquing with wrench) Use of hammer, spanners and screwdrivers	<b>5 times a day 5 days a week</b>	<b>15-100 mins</b>	
<b>Climbing or crawling-</b> Crawling under vehicle for repairs Climbing on vehicle for repairs	<b>5 times a day 5 days a week</b>	<b>5mins</b>	
<b>Standing/walking for substantial periods of time-</b> Standing over engines <b>to service Repair vehicles and external work</b>	<b>5 times a day 5 days a week</b>	<b>15-120 mins</b>	
<b>Standing/sitting with limited scope for movement for long periods-</b> When working under vehicle ramp and to reach above to make repair	<b>5 times a day 5 days a week</b>	<b>60mins</b>	
<b>Manual digging-</b> Snow, mud and gravel recovering vehicle	<b>Rare</b>	<b>30mins</b>	
<b>Kneeling,crouching, twisting, bending or stretching</b> To access components on vehicles. To crouch and climb under vehicle	<b>5 times a day 5 days a week</b>	<b>15-60 mins</b>	
<b>Controlled restraint? i.e. jobs requiring training/ certification in this-</b> Fall arrest system	<b>1 times per week</b>	<b>30 mins</b>	

<b>Pushing/pulling trolleys or similar-</b> Sack trucks; trolley jacks; stretchers	<b>5 times a day 5 days a week</b>	<b>30 mins</b>	
<b>Manipulating objects-</b> Aligning close detailed parts (bulbs; springs)	<b>5 times a day 5 days a week</b>	<b>30 mins</b>	
<b>Incidental cuts and scrapes can happen to skin and body parts when parts are difficult to access or are damaged, e.g., sharp edges</b>	<b>1 times per week</b>	<b>NA</b>	

### **Mental Effort**

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g. :

'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

<b>Examples of Typical effort(s)</b>	<b>How often per day / week / month?</b>	<b>For how long?</b>	<b>Additional Comments</b>
<b>Check documentation</b>	<b>2/3 times/day 5 days a week</b>	<b>20mins</b>	
<b>Carry out calculations</b>	<b>4/6 times a day 5 days a week</b>	<b>5 mins</b>	
<b>Analyse statistics</b>	<b>1 per day 5 days a week</b>	<b>15 mins</b>	
<b>Operate machinery/equipment</b>	<b>10-15 times a day 5 days a week</b>	<b>5mins</b>	

<b>Drive a vehicle</b>	<b>2-5 times a day 5 days a week</b>	<b>30-60 mins</b>	
<b>Attend meetings</b>	<b>1/month</b>	<b>1 hour</b>	
<b>Carry out non clinical fault finding</b>	<b>3 times a day 5 days a week</b>	<b>15 mins</b>	
<b>Prepare detailed reports</b>	<b>3 times a day 5 days a week</b>	<b>15 mins</b>	

### **Emotional Effort**

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

For example, 'processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff;

Area Technician (5)

RT4/2021/0070



communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Attend breakdowns where a patient is on-board	2 per month	30 mins	
Perform emergency vehicle repairs where staff are waiting to use the vehicle to respond to a 999 call once the repair is completed.	½ times a week	5-15 mins	

### Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable **(even with the strictest health and safety controls)**, such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Area Technician (5)  
RT4/2021/0070

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations -  
**\*Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
Inclement weather	8-10 per month	30mins	Roadside repairs, e.g. motorways
Excessive temperatures	3-5 per day	30 mins	Exhausts; engines; radiators when vehicle is still warm
Unpleasant smells/odours	5 per day	2-4 hours	Solvents; aerosol; exhaust gases; chemical fuels
Noxious fumes	5 per day	60mins	Thinners; brake cleaner; exhaust fumes
Excessive noise and/or vibration	5 - 8 per day	60 mins	Air tools; drills / sirens

Unpleasant substances/non-household waste	3-5 per day	30 mins	Used oil spillage; solvent; contaminated brake fluid; dirty undersides of vehicles
Infectious material/Foul linen	1 – 2 x per month	15 mins	Used linen left on vehicle attending breakdowns
Body fluids, faeces, vomit	1 – 2 x per month	15 mins	At breakdowns, and defected vehicles
Dust / dirt	15-20 x per day	15 mins	Brake lining; iron filings; engine; clutch dust; under vehicle bay
Contaminated equipment or work areas	4-5 x per day	15 mins	Oil/fluid leaks; stretcher contamination
Driving/being driven in normal situations (excluding driving to work)	Daily 4 – 5 x per day	30 mins	Vehicles of all descriptions in the Trust
Fleas or lice	1 x per year	5 mins	Bitten by fleas / exposed to lice
Exposure to dangerous chemicals/substances in containers	5 – 6 x daily	30 mins	Brake and clutch cleaner; aerosols, welding gas in bottle

Exposure to dangerous chemicals/substances not in containers	4 x per week	30 mins	Diesel particles; airborne brake and clutch cleaner