

The Newcastle upon Tyne Hospitals NHS Foundation Trust

Job Description

1 Job Details

Job Title	EME Services Officer
Pay Band	8a
Directorate	Estates
Department	Electronics & Medical Engineering Department
Hospital Site	Trustwide

Essential Requirements

- Masters level qualification or degree qualification in Electronics or Medical Engineering related subject plus Masters level knowledge and experience in a similar position.
- Extensive experience in a Medical Engineering related field, some of which would have been in a managerial or supervisory position.
- Possess a comprehensive knowledge of all relevant standards, regulations and codes of practice relating to the management of medical devices and associated technologies.
- Ability to lead a team of highly skilled technicians and be able to resolve difficult situations involving the maintenance of a wide range of medical equipment.
- Communication skills to effectively handle staff, suppliers and customers under all conditions of urgency.
- Good management & leadership skills.
- Excellent interpersonal skills, in person and by telephone.
- Ability to communicate effectively and professionally with staff, suppliers and customers.
- Proven analytical skills.
- Report writing.
- Fully conversant with all commonly used software packages.

Desirable Requirements


- Masters level qualification
- Project management experience/qualification
- Membership of professional organisation.
- Professional Registration (eg. Incorporated/Chartered Engineer, Registered Clinical Technologist)
- Experience of an ISO9001 environment.
- Teaching and presentation skills.
- Current driving licence.

2 Job Purpose

- The EME Services Officer is responsible for determining the most appropriate engineering solutions in order to meet specific procurement, maintenance and safety requirements in relation to medical device management and the strategic objectives of the Trust.
- To provide a cost effective service and to ensure that staff and patients have at their disposal reliable equipment that is clinically suitable, safe and diagnostically accurate.
- To provide specialist advice on the procurement, safe use and disposal of a broad spectrum of medical electronic devices, some of which are highly specialised, complex and technologically advanced, and therefore requiring an in depth knowledge of current medical engineering principles and their applications.
- To promote external business generation, current income in excess of £100k.
- Continuously provide advice and guidance to facilitate the professional development of a team of highly skilled technicians through regular individual performance reviews, identifying appropriate training needs and monitoring individual's progress.

3 Dimensions

- Line manages a multidisciplinary team of up to 18 technicians responsible for the maintenance of over 20,000 items of Medical, IT and Audio Visual equipment with an asset value of over £70m.
- Responsible for the effective control of departmental budget of £1.25m and maintenance contracts valued at approximately £2.5m.



4 Organisational Arrangements

Reports to:

Head of EME.

Staff Responsible for:

All technician grades/Admin staff/students/apprentices.

5 Knowledge Training and Experience

- See Essential Qualifications

6 Skills

Communication and Relationships

- Liaise with staff from all Directorates/Departments in the Trust including Medical staff, Supplies Department, Risk Management and with equipment manufacturers to provide guidance on complicated technical issues, initiatives and developments.
- Technical lead on highly sensitive investigations and reporting of adverse, critical incidents involving medical devices to the Medicines and Healthcare Products Regulatory Agency (MHRA). These reports frequently include highly sensitive information.
- To develop and maintain good relationships with medical device companies in

pursuit of effective and efficient medical device management. Discuss problems and possible resolutions and negotiate with suppliers and staff regarding service requirements, loan equipment and user training.

- Ability to give technically detailed reports, involving the clarification of complex issues, both written and verbal. Must have presentation skills developed through experience and/or formal training.
- An ability to communicate effectively and professionally with staff, suppliers and customers under all conditions of urgency.

Analytical and Judgemental

- Ability to analyse and evaluate new complex medical devices, involving the interpretation of frequently complex technical specifications, clinical standards and commercial issues.
- Assess impact and appropriate action required in response to Device Alerts issued by the NPSA, MHRA, manufacturers and other Department of Health agencies.
- Ensure appropriate budgetary controls assessments are in operation to continually provide a cost effective service.
- Make sound judgement for best practice with regard to the maintenance and servicing requirements of all medical devices used throughout the Trust.

Planning and Organisational

- Ongoing evaluation of the service across own area to ensure that efficient and effective methods of maintaining the medical devices within the Trust are in place and that medical devices are in a safe and reliable condition.
- Organise workload and set out responsibilities for all technicians to ensure comprehensive planned maintenance programmes are implemented and maintained.
- Develop technicians with specialist areas of responsibility ensuring that all specialities have a high standard technical support.
- Plan all individual personal development programmes for technicians and organise training at appropriate stages of development.
- Plan and review equipment audits to ensure that all medical equipment is included in a comprehensive system of continuous monitoring to facilitate essential modifications and updates.
- Plan and co-ordinate the commissioning of new installations of major medical equipment.

Physical Dexterity

- Occasionally use fine tools when necessary.
- Have standard keyboard skills.

7 Key Result Areas

Patient / Client Care

- Provides a specialist clinical technical service and is accountable for the safety and serviceability of all medical devices used for the diagnostic and therapeutic treatment of patients.
- Support risk assessment process and audit their effectiveness to achieve a reduction in adverse incidents reported to the MHRA.
- Provides technical advice on new equipment purchases prior to purchase, attends Supplies and Services Procurement Committee.

- Provide advice to medical staff in the correct use of medical equipment.

Policy and Service Development

- Proposes changes to existing Trust policies and advise on the implementation of new policies and developments where necessary to ensure equipment is used in a safe and efficient manner. Changes will impact on other professions.
- Participate in user group meetings to give advice regarding the implementation of medical equipment policies.
- Continuously develop the Electronics and Medical Engineering Department by innovating new ideas for the most efficient and effective running of the department.
- Evaluate new equipment and promote equipment standardisation within the Trust.

Financial and Physical Resources

- Delegated budget holder for the department with responsibility for the maintenance and repair of physical assets, total value in excess of £70m.
- Responsible for approving maintenance contracts, annual budget £2.5m.
- Authorised signatory for the purchase of all repair and service parts, annual budget £1.25m.

Human Resources

Management

- Line manager of personnel including allocation of workload to appropriate staff groups.
- Responsible for all staff appraisals and continuous personal development plans.
- Manage all grievance and disciplinary matters.
- Conduct return-to-work interviews following sickness absence, and report advice to Head of EME.
- Responsible for staff selection and recruitment in areas of responsibility

Education

- Ensuring appropriate training needs are satisfied as identified in staff PDPs.
- Teaching new members of staff all aspects their role.

Leadership

- Provide support and guidance to all members of staff.

Information Resources

- Responsible for the operation of an accurate computer based medical equipment information system.
- Accountable for the accurate recording of data entry for medical equipment onto the Trusts Asset Register.
- Update the Trust's purchase ledger system with all newly acquired medical devices.
- Responsible for compiling data from existing records to produce technical/audit reports.
- Required to create databases, spreadsheets and PowerPoint presentations.

Research and Development

- Regularly take part in technical evaluation of medical equipment.
- Foster an environment where development/change is evidence based and undertake audit to ensure that it is effective.
- Work collaboratively with the Medical Devices Group to develop and undertake medical device audits and assessments in order to continually improve the

efficiency of equipment maintenance and the appropriate utilisation of medical devices.

- Required to contribute to the design and develop the Estates information computer system FSI Concept Evolution) to meet the on-going requirements of the department.

8 Freedom To Act

- As lead specialist, will be guided by Statutory Regulations, Department of Health guidelines, Trust and Department operational policies, manages the Electronics & Medical Engineering Departments on a day-to day basis, reporting to the Head of EME, performance will be reviewed on a regular basis and guidance given as required.
- Working within Trust governance policies and procedures, responsible for all aspects of expenditure related to the repair and servicing requirements for medical equipment within Trust.
- Decides on the best course of action to take in respect to medical device maintenance and management and gives specialist advice to senior clinical staff regarding the appropriate action to take in the event of an incident.

9 Effort and Environment

Physical

- Occasionally assist other technicians when working on major items of equipment/installations.
- Occasional moderate effort when lifting and handling of equipment (<15Kg) is required.

Mental

- Frequent concentration needed for data analysis and report writing. Required to give detailed and sometimes complex information without prior knowledge.
- Coping with continuous interruptions on a daily basis to meet the demands of the service.
- May be required to represent the Trust in investigations involving statutory agencies or legal action following medical device incidents.

Emotional

- Handle all staff disciplinary and grievance matters, occasionally conveying unwelcome news.
- Dealing with complaints to service.

Working Conditions

- Exposure to electrical hazards, harmful chemicals, solvents, nitric oxide, calibration and compressed gases.

Signed:
(Post holder)

Date:

Signed:
(Directorate Manager or equivalent)

Date:



The Newcastle upon Tyne Hospitals NHS Foundation Trust

Person Specification

JOB TITLE: EME Services Officer

BAND: 8a

DIRECTORATE: Estates

<u>REQUIREMENT</u>	<u>ESSENTIAL</u> Requirements necessary for safe and effective performance of the job	<u>DESIRABLE</u> Where available, elements that contribute to improved/immediate performance in the job	<u>ASSESSMENT</u>
Qualifications & Education	<ul style="list-style-type: none"> Masters level qualification or degree qualification in Electronics or Medical Engineering plus Masters level knowledge and experience in a similar position. 	<ul style="list-style-type: none"> Managerial qualification. Membership of professional organisation. Current driving licence. 	
Knowledge & Experience	<ul style="list-style-type: none"> Extensive experience in a Medical Engineering related field, some of which would have been in a managerial or supervisory position. Possess a comprehensive knowledge of all relevant standards, regulations and codes of practice relating to the management of medical devices and associated technologies. 	<ul style="list-style-type: none"> Experience of an ISO9001 environment. 	
Skills & Abilities	<ul style="list-style-type: none"> Communication skills to effectively handle staff, suppliers and customers under all conditions of urgency Ability to lead a team of highly skilled technicians and be able to resolve difficult situations involving the maintenance of a wide range of medical equipment. Good management & leadership skills. Excellent interpersonal skills, in person and by telephone. Ability to communicate effectively and professionally with staff, suppliers and customers. Proven analytical skills. Report writing. Fully conversant with all commonly used software packages. 	<ul style="list-style-type: none"> Teaching and presentation skills. 	
Values / Behavioural / Attitudes	<ul style="list-style-type: none"> Ability to work on own initiative with the minimum of supervision. Possess a logical and analytical approach to problem solving. Able to motivate a team. Calm under pressure. Self-motivated. Positive to change. Respectful of colleagues. 		
Core Behaviours	<ul style="list-style-type: none"> Alignment to Trust Values and Core Behaviours 		

CANDIDATE:

REFERENCE NO:

SIGNED BY:

DATE:

DESIGNATION: