

Northumberland County Council
JOB DESCRIPTION

Post Title: JELS Technician		Director/Service/Sector: Community / Joint Equipment Loan Service		Office Use
Band: 4		Workplace: Cramlington		JE ref: 3999
Responsible to: Warehouse Supervisor		Date:	Job Family: Community	
Job Purpose:				
<ul style="list-style-type: none"> • To ensure rehabilitation equipment is received, decontaminated, maintained and issued effectively and efficiently. • When required, to collect, load/unload and transport goods to and from Client's homes, residential homes and hospitals. • To carry out the servicing and repair of electrical and mechanical equipment in accordance with manufacturers manuals, and, to ensure appropriate recording in accordance with PUWER & LOLER regulations. • To perform electrical safety testing to all electrical equipment in accordance with Portable Appliance Test (PAT) regulations and to maintain accurate records. • To follow the appropriate procedures for the dismantling, delivery and installation of bulky equipment. • To work in a safe manner with due regard to Health & Safety and Infection Control policies and guidance. • To undertake appropriate training to be able to continue with the servicing and maintenance of new and existing equipment. 				
Resources	Staff	Do not manage any staff or complete appraisals. They do train each other with the servicing and maintenance of electrical equipment and new starters follow a programme of training with the warehouse staff moving from the cleaning/servicing of noncomplex equipment to the complex products (e.g. pressure mattresses, profiling beds)		
	Finance	Do not have any direct budget responsibility but they do have a responsibility/accountability to the JELs budget. They do have a responsibility to identify equipment that can be recycled or beyond economical repair. This staff group are heavily involved with the annual stock take which takes a lot of precision is required to ensure the correct data is collected to support an accurate stock take		
	Physical	<p>Occasional moderate effort for several periods of time.</p> <p>Capable of frequent moving and handling of equipment in line with the Health and Safety Executive (HSE) manual handling at work guidance.</p> <p>Capable of frequently using small hand and powered tools.</p> <p>Capable of using step ladder.</p> <p>Capable of assembly, disassembly, and manoeuvring of equipment in tight spaces in Client's homes.</p> <p>Capable of continuous driving for periods of over one hour.</p> <p>Manual washing of some equipment using warm soapy water or alcohol wipes</p> <p>Regular lifting and moving of community equipment each piece in line with the Health and Safety Executive (HSE) manual handling at work guidance. Within the warehouse.</p> <p>Unpacking and repacking of equipment on a daily basis</p> <p>Driving a delivery van on a daily basis when on van rota.</p> <p>Regular lifting and moving of community equipment each piece in line with the Health and Safety Executive (HSE) manual handling at work guidance, when delivering or collecting from Clients homes, with regular deliveries to the second floor.</p> <p>Standing at work benches when manually cleaning, refurbishing, and maintaining equipment.</p> <p>Frequent periods of intense physical effort required such as taking beds upstairs and difficult home environments, different levels , obstacles etc.</p>		
	Clients	<p>Working with other Warehouse staff.</p> <p>Reporting to Warehouse Supervisor.</p> <p>Liaising with customer service staff.</p> <p>Meeting Clients and Carers when delivering/collecting equipment</p>		

Liaising with Care Trust Professionals with regard to equipment deliveries.
Liaising with Supplies Department.
Must be able to interact with clients and clients families during times of stress and anxiety

Duties and key result areas:

- Provide and receive routine information, liaising with a number of colleagues both internal and external to the department:
- Judgements involving facts or situations, some of requiring analysis Eg Diagnose faults with equipment and find solutions not only in the warehouse but in service users homes during call outs
- Re-routing Van deliveries/collections to Clients which would have minimal impact on the Client.
- Reviewing equipment and analysing economic viability.
- Interpret manuals for the assembly and operation of complex equipment
- Required to plan day to day workload including:
- Placing new stock into warehouse.
- Loading of vans in a timely manner.
- Support the management of the flow of the Warehouse and Deliveries
- Required to have highly developed physicals skills for the manipulation of equipment including:
- Driving of Luton bodied and Panel vans.
- Pedestrian electric forklift truck.
- Small hand and powered tools.
- Sanitize decontamination machine.
- PAT testing equipment.
- Various cleaning materials.
- Industrial washing machines.
- Driving vans for the collection/delivery of equipment to Clients at their residence or hospital.
- Fitting of equipment to Client's residence.
- Using client special prescriptions to assemble a range of equipment
- Adhere to all trust policies and guidelines – both statutory and mandatory
- Follow trust working practices – may be required to comment/implement policies and propose changes to practices and policies.
- To maintain appropriate stock levels of spare parts and consumable items for the repair of equipment.
- To maintain and repair health service property and equipment
- To use judgement to analysis the best value model if equipment is beyond economic repair.
- Support induction of new starters – pass on procedures and techniques to ensure safe working practices and protocols are maintained.
- Regularly responsible for providing training in own discipline
- Share knowledge and skills around new equipment and changes to processes
- Inputting of stock control date into manual and computer systems.
- Create and maintain service records for electrical /mechanical equipment
- Undertake audits as necessary of own work- regularly undertake equipment testing
- Guided by standard operating procedures
- Daily discussion with Supervisor to review emergency and urgent and standard work tasks.

- After training the cleaning, decontaminating, refurbishing and maintaining the community equipment, unless a complex problem arose and would then ask engineers from Manufacturer for advice.
- Completing normal warehousing duties eg receiving deliveries, checking paperwork, booking- in on computer, putting items away, picking items using printed pick list, loading up vans etc.
- Work within maintenance procedures / satisfy Loler/Power regulations and requirements

Mental Skills

- Be able to problem solve and risk assess when visiting clients' homes to ensure the equipment they deliver can not only fit in to the property, but it can also be positioned and fitted correctly to ensure client/carer safety when using.
- Diagnose faults with any equipment that is not functioning correctly and find a solution, this could be in the warehouse or the individuals home environment, also use judgement to analyse the best value for money model if equipment is beyond economic repair.
- Regarding the working practice of the warehouse, it is a team effort to organise storage/stock and positioning of equipment (clean and dirty) to support an efficient flow within the warehouse.
- Through staff engagement sessions post holders have provided the ideas/suggestions that have been taken forward to make their working practice more efficient and effective.
- When delivering the drivers need to be able to adjust their routes to get to their destination should there be road works, accidents, adverse weather etc.

Communication

- Delivering equipment to clients in their own homes therefore working daily with vulnerable individuals who are frail, elderly, children with a disability, clients who are suffering from long term conditions, clients who are struggling with recent diagnosis or nearing end of life.
- Sensitivity and tact are crucial to the role alongside good customer service, communication and interpersonal skills when working with clients/family members who are frightened or can be abrupt or difficult due to the situation they find themselves in.
- Part of our eyes and ears and are trained in safeguarding, risk assessments and how to feedback/report anything that does not feel, look or present right. As patients' identifiable information needs to be available to them to do their job, they are trained in information governance and the importance of confidentiality.

Patient/Client Care

- Responsibility to ensure they can get deliveries to the homes of those who need the equipment in a timely manner to keep the client and/or their carers safe.
- Responsibility to safely deliver the equipment following all the required regulations, which can be physically demanding especially if the property is compact, or staff need to transport equipment upstairs passed stair lifts etc.
- Staff need to fit the equipment that is delivered and ensure it is safe to use. At times it is their responsibility to liaise with the requisitioners to make them aware the equipment is insitu.
- Responsibility to the Joint equipment load budget by ensuring items are collected, return to stores, checked, safely disposed of if no longer economical to repair or cleaned, maintained, serviced and recycled.
- A high level of confidentiality is maintained as these staff are often delivering equipment to individuals who may know others who have equipment (family, neighbours, friends etc) and some clients may try to engage staff to discuss other clients.
- Staff regularly come into contact with individuals who are not accepting of their diagnosis resulting in them often being upset when equipment is delivered which can have a social and emotional/ mental impact on the client and staff

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:
Working patterns:
Working conditions:

Travel to work sites, area offices, meetings or other venues throughout the County and region and further afield on occasion.
May include weekends and evenings. Mainly office based but some travel required.
Mainly indoors. Occasional exposure to working outdoors.
Decontamination of rehabilitation equipment, possibly soiled with human waste, using decontamination washer machine.
Will be on the vans in all weathers and conditions
Working pattern can be unpredictable on a day-to-day basis e.g. Interruptions for emergencies
Drivers need to organize their next day delivery/collection routes – usually around 30+ addresses across Northumberland.
Frequent concentration for fault finding
Occasional Distressing circumstances
Will have contact with Clients who are distressed, bereaved, or angry
Regularly contact with Clients who have some form of disability
The state of some of the homes visited for delivery/collection may be distressing.

Northumberland County Council
PERSON SPECIFICATION

Post Title:	Director/Service/Sector:	Ref:
Essential	Desirable	Assess by
Qualifications and Knowledge		
<p>NVQ3 level of knowledge or equivalent knowledge and / or experience of electrical and mechanical equipment Knowledge of a range of procedures for electrical and mechanical equipment to NVQ3 level or equivalent level of knowledge and / or experience. Must have relevant valid/clean driving license Must be competent and confident in the use of power tools and operating electrical equipment Must have relevant certificate or equivalent experience in maintaining, servicing and be familiar with mechanical equipment Assessing risk, taking appropriate action and escalate where appropriate. Knowledge of COSHH guidelines Knowledge of PPE and Health & Safety guidelines</p>		
Experience		
<p>Warehousing experience · Mechanical / electrical knowledge and use of small hand and powered tools</p>	<p>Home deliveries · Good knowledge of towns and villages in Northumberland · Knowledge of rehabilitation equipment</p>	
Skills and competencies		
<p>Computer based stock control system. Use of IT and technology. Full driving license · Basic computer skills</p>	<p>PAT Testing</p>	
Physical, mental, emotional and environmental demands		
<p>Presentable and friendly demeanour</p> <p>Mental Demands</p> <ul style="list-style-type: none"> • Travel miles daily as the role covers the whole of the County therefore there are prolonged periods of concentration needed, especially in adverse weather conditions. 	<p>Experience with working with elderly Client group</p>	

<ul style="list-style-type: none"> • There are regular conflicting demands when emergency requests come in for equipment needed to support a hospital discharge in order for someone to return home to die, for example. • This requires their full route to be altered as they still need to ensure their set deliveries/collections are completed for that day. • Within the warehouse there are prolonged periods of concentration when equipment is being cleaned and serviced to ensure the items meet infection control requirements and are safe to reuse. • These are skills that staff are trained up to complete, they also need to know when items need to be decommissioned and safely disposed of. • There is a lot of pressure on the staff due to competing demands of emergency deliveries, picking up collections so stock levels can be at an acceptable level to keep the service running and deliveries to get the necessary equipment out to individuals to keep them safe in their own homes <p>Emotional Demands</p> <ul style="list-style-type: none"> • Meeting or talking with people who are dying or families who are grieving when they arrange or go to collect equipment from the property once the person has passed away. • Meet frail, vulnerable individuals every day as well as families with children with severe life limiting conditions. • Can also encounter clients, family members, neighbours or sometimes professionals face to face or over the telephone who can be abrupt or rude to this group of staff. 		
Motivation		
<p>The post holder is able to work independently however the supervisor is available for reference</p>		
Other		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits