

# Job Description

Job Title:	Clinical Technologist
Band:	5
Base:	You may be required to work in other designated locations of the Trust as well as your primary base. In particular, flexibility is required across the three main hospital sites (Leicester Royal Infirmary, Leicester General Hospital and Glenfield Hospital). If your initial location is one of these sites excess travel reimbursement would not apply for a permanent or temporary change of base.
Reports to:	Lead Clinical Technologists
Accountable to:	Lead Scientist / Head of Clinical Engineering

Find out more about working with us:

<https://www.leicestershospitals.nhs.uk/aboutus/work-for-us/>

<b>Job Summary</b>	<p>Clinical Engineering is primarily concerned with providing repair, calibration, and maintenance to a wide range of diagnostic and therapeutic medical equipment across Leicester University Hospitals. It is the responsibility of Clinical Engineering to ensure equipment operates effectively and safely with a minimum of downtime. Clinical equipment covered incorporates electrical, electronic, mechanical, computer software and medical gas systems.</p> <p>The post holder will carry out scheduled preventative maintenance, servicing, repair, calibration and safety testing and acceptance testing on a wide range of simple and complex medical equipment and devices, with minimal day-to day direction by the line manager. The post holder is required to work to high standards of safety and accountability, maintain accurate and detailed technical records and operate within an accredited Quality System.</p>
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## KEY WORKING RELATIONSHIPS

The post holder will be expected to develop close working relationships with other members of the clinical engineering department across all three sites, in addition to the medical equipment Library staff and Critical Care technicians.

Much of the work to be undertaken will be within the clinical area, hence as the first point of contact between clinical areas and the clinical engineering department the post holder will also be expected to build effective relationships with clinical colleagues, with main emphasis in dealing with first line medical equipment related problems such as maintenance, equipment availability and user training.

Liaison with outside suppliers and manufacturers also occurs frequently.

The department of Medical Physics at UHL also encourages cross divisional working, and occasional opportunity to work in areas such as Nuclear Medicine, Radiation Protection and Clinical Measurements may be required.

## KEY RESULT AREAS

### **Service Delivery & Development**

Clinical Engineering at UHL currently work under to an accredited QMS system, and performance of tasks are monitored through monthly generated KPI's, which are used to identify areas of continual improvement. The post holder will be required to work to the QMS procedures and carefully monitor the KPI's related to the work they perform.

### **Patient/Customer Service**

Ensure that customers receive a high quality, prompt and efficient service at all times and are kept up to date as to the progress of their equipment repairs and enquiries

### **Governance**

Ensure familiarity with the relevant Healthcare Standards in relation to medical equipment management and assist with departmental compliance, informing senior staff members and/or line manager of concerns where standards are potentially not being met.

Participate in section audits (internal/external) and embrace opportunities for improvement.

Due to the nature of this role and the difficulties of achieving guaranteed access to medical equipment during normal working hours, occasional working during unsociable hours maybe required. Time off in lieu will be given for hours worked beyond the standard working week, in accordance with Trust Conditions

The post holder shall:

1. Be a specialist engineer for a range of medical equipment.
2. Effectively manage the work they are assigned, including the management of more junior staff assigned to the same/similar task, ensuring service objectives and targets are met.
3. Work under own initiative, manage, and prioritise own workload and workload of others and exercise a broad degree of responsibility.
4. Play a role in organising, prioritising, and undertaking unsupervised maintenance and repairs to equipment in critical care/surgical areas whilst patients are present.
5. In consultation with the Section Lead, and Senior Clinical Technologists devise/develop and maintain planned maintenance schedules on all high/medium risk medical equipment.
6. Undertake preventative maintenance, servicing, inspection, and repair to a wide range of patient-critical medical equipment.
7. Communicate effectively with clinical users to schedule servicing or gain a clear understanding of the nature of problems with equipment. They shall assess the seriousness and implications of any reported problems and respond appropriately to the urgency of the user request.
8. Undertake fault-finding. Apply suitable fault-finding techniques to diagnose problems, which may be due to user error, equipment failure or environmental issues (e.g., Temperature, RF interference). Undertake repairs on complex mechanisms and systems to component level
9. Carry out modifications to highly complex multi-module medical equipment as specified by equipment manufacturers, and any remedial work recommended by the MHRA hazard notices or manufacturer FSN's.
10. Arrange the return of repaired equipment to the clinical user, taking into account urgency and departmental targets.
11. Write and update written procedures for the performance and functional verification of medical devices. Assist in ensuring all relevant documentation such as work instructions are complete and up to date.

12. Take a leadership role in ensuring that stocks of any components and spare parts used, do not fall below agreed levels. Submit requisitions for spare parts, the dispatch of 'back to base' repairs and engineer callouts dealing with subsequent financial queries regarding price verification and delivery of goods and services.
13. Take a leadership role in developing and maintaining a technical library.
14. Propose and be prepared to support changes to departmental working practices and to assist the Management team in the preparation of reports and feedback following equipment commissioning, service, repair, evaluation, or failure.
15. Ensure that work carried out within the service complies with set procedures and conform to the appropriate quality standards. Advise the line manager on any matters of concern to ensure continual improvement of service performance.
16. Shall have a good knowledge of the trusts policy on Medical Device Management and shall hence bring to the attention of the management team all matters relating to noncompliance of the policy, that they are made aware of.
17. Prioritise planned preventative maintenance and medical equipment breakdown requests with departmental colleagues to ensure that the overall maintenance plan is achieved, and repairs are made as quickly and as efficiently as possible, keeping in mind the departments defined KPI's.
18. Keep relevant scientific and technical records of work performed. In particular ensure the equipment management computer database is operated in an accurate, methodical manner with work being logged as it progresses until completion.
19. Liaise with manufacturers to obtain information on spares availability and return of equipment from repair, or if technical support/advice is required.
20. Assist with medical equipment procurement exercises by liaising with clinical staff, company representatives and engineers, either during clinical trials or technical evaluations.
21. Support the calibration organiser to maintain test equipment in a safe and operable condition.
22. Provide specialised in depth, detailed technical advice regarding the operation, limitations, configuration, procurement, and maintenance aspects of medical equipment to clinical and other staff groups as appropriate. Provide technical support to patients and carers as appropriate. Promote a culture of good customer communications.

23. Respond to Medical Device Alerts from the Medicines and Healthcare products Regulatory Agency (MHRA) and from equipment manufacturers and as directed by the Section Leads or Clinical Scientists.
24. Investigate incidents/non-conformances and contribute to high quality technical reports stating the outcomes of findings. Supply information to the management team whom will coordinate responses to risk management and external bodies (MHRA).
25. Attend and contribute to the regular section meetings. Appreciate and influence policymaking and procedural updates. Take part in other formal meetings and working groups as requested by the section leads/clinical scientists
26. Ensure that our customers receive a high quality, prompt and efficient service at all times and are kept up to date as to the progress of their equipment maintenance repairs and enquiries.
27. Appraise staff within the team, ensuring that staff they manage have clear objectives and an appropriate personal development plan.
28. Monitor and oversee trainees on placement and others as requested by section leads/clinical scientists. Provide technical training and supervision to junior staff, and undertake competency assessments in line with the departmental policy on training and competency.
29. Be a registered clinical technologist, or be working to achieve this registration. Participate in Continued Professional Development.
30. Ensure the Provision & Use of Work Equipment Regulations 1998 (PUWER 98). Medicines & Healthcare products Regulatory Agency (MHRA), Institute of Physics and Engineering in Medicine (IPEM)
31. Participate in a service to remote sites where Clinical Engineering provides a maintenance support service.
32. Clean and decontaminate contaminated equipment. Information must be sought as to the nature of contamination and the associated risks before carrying this action out.
33. Manage own day-to-day workload and the workload of others with only minimal direction by line manager. Maintain high quality customer services in the absence of senior staff.

## GENERAL

This job description indicates the main functions and responsibilities of the post. It is not intended to be a complete list. You may be required to undertake other duties from time to time as we may reasonably require.

You will be required to maintain compliance with all statutory and mandatory training requirements. The link to the Trust's policies and procedures is:

<https://secure.library.leicestershospitals.nhs.uk/PAGL/SitePages/Home.aspx>

## Person Specification

Post: Clinical Technologist

Band: 5

Criteria	Essential	Desirable	Stage Measured at A – application I – Interview T – Test
Commitment to Trust Values and Behaviours	Must be able to demonstrate behaviours consistent with the Trust's Values and Behaviours		Interview
Training & Qualifications	Degree in electronic/clinical engineering or equivalent, OR knowledge at equivalent standard gained through relevant experience/training.	Member of Voluntary Register of Clinical Technologists.  Technical Registration with an engineering institute.	A, I
Experience	A good knowledge and significant experience of servicing, repairing and calibration of medical equipment	Significant experience of servicing, repairing and calibration of medical equipment  Significant experience in the use and operation of a quality	A, I



		management system such as ISO 9001:2000 and ISO 13485:2012  Specialist training on the maintenance and repair of a range of medical devices. Information Technology experience	
Communication and relationship skills	Must be able to communicate articulately with colleagues, external agencies and possess good customer care skills  Be able to maintain effective relationships with colleagues and with associates in other disciplines. Able to teach others and communicate effectively.		I
Analytical and Judgement skills	Able to exercise own initiative/Judgement when dealing with issues within own specialist area of competence.	Detailed fault finding to PCB and component level	I, T

	<p>Have the ability to logically solve technical problems,</p> <p>Use of fine tools for equipment adjustment/soldering and calibration.</p> <p>Able to deal with occasional distressing circumstances when working in clinical areas (e.g., when visiting wards and theatre's fault finding on patient connected equipment).</p> <p>Excellent interpersonal skills</p> <p>IT literate</p> <p>Manage time accordingly to ensure tasks are completed to specified timescales</p>		
Skills	<p>Be able to physically lift heavy equipment.</p> <p>Carry out repetitive equipment testing.</p>		A, I

	Work in awkward positions. Walk long distances.		
Planning and organisation skills	<p>Able to prioritise and manage own work</p> <p>Must be able to deal with constantly changing workload and priorities</p> <p>Good understanding of the principles of inventory management including Record keeping and database maintenance.</p> <p>Capable of working as part of a multi-disciplinary team</p> <p>Flexible and adaptable to meet the needs of the service.</p>		A, I
Equality, Diversity and Inclusion	Able to demonstrate a commitment to and understanding of the importance of treating all individuals with dignity and respect		

	<p>appropriate to their individual needs.</p> <p>All staff are expected to engage in compassionate and inclusive leadership in the provision of high quality care and interactions with others</p>		
Other requirements specific to the role	<p>Full valid driving licence</p> <p>Be willing to learn/attend specialist training courses and have a positive attitude.</p> <p>Evidence of ongoing CPD.</p>		I