



Looking after you locally

## Job Description

### Job Details

Job Title:	Wheelchair Engineer
Job Reference Number:	5PQ/SPEC17/12/18-03
Band:	
Ward / Department:	Wheelchair Repair Service
Directorate / Locality:	Specialist Services
Essential Qualifications:	NVQ Level 4 in Mechanical or Electrical Engineering (or demonstrable experience)

### Job Purpose

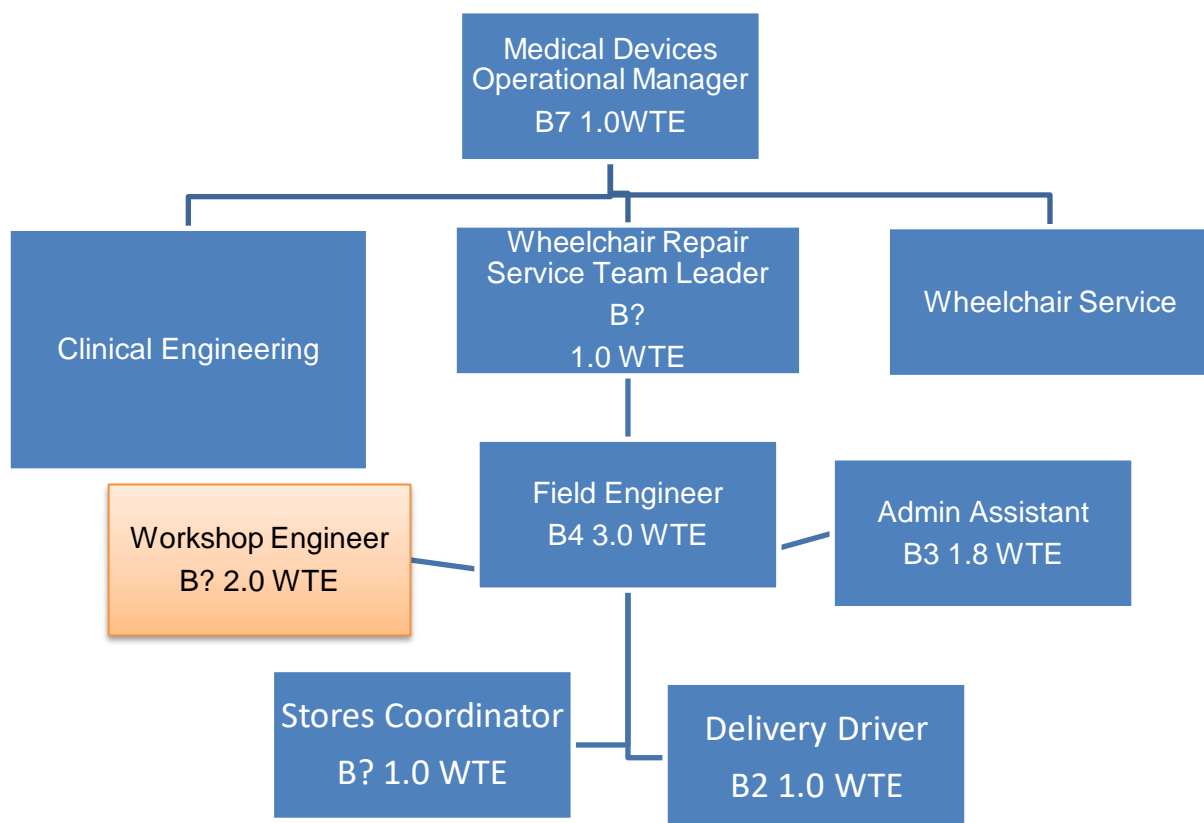
The post holder will be responsible for the refurbishment, decontamination, repair and maintenance of manual and electrically-powered wheelchairs and associated equipment. All work undertaken needs to be carried out ensuring those standards of service as specified by the Service Specification are met and in line with manufacturer instructions and training. The role is based within a workshop/warehouse setting at Red House, Hellesdon.

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## Organisational Arrangements

Accountable To:	Medical Devices Operational Manager
Reports To:	Wheelchair Repair Service Lead
Responsible For:	

## Structure Chart



## **Main Duties & Responsibilities**

### **Information management**

- In the absence of the Wheelchair Repair Lead, analyse and interpret wheelchair prescriptions to decide whether a wheelchair in stock could be refurbished cost-effectively and in a timely manner to meet 18 week RTT targets, requesting new wheelchairs where this is unlikely to be the case.
- Complete asset disposal forms for wheelchairs disposed of, listing the reason for disposal.
- Identify appropriate wheelchairs from stock and set up according to clinician request.
- Interpret basic and complex wheelchair prescription forms and set wheelchair up to required specification.
- Liaise with Stores Coordinator to order required parts for wheelchairs requiring refurbishment or repair, in a timely manner.

### **Knowledge**

- To provide technical information on the safe use of equipment to patients and carers, raising any safety/suitability concerns with the use of equipment to Wheelchair Assessment Centre.
- Ensure all electrical wheelchairs, chargers and accessories are tested in line with manufacturer instructions.
- Undertake fault-finding and programming of electric/electronic components, circuits and electromechanical systems including wheelchair remotes and modules. Programme wheelchairs for handover according to prescription/clinical guidance.
- Keep up to date with industry standards and undertake any required technical training suggested by Wheelchair Repair Lead/Clinical team.
- Act in accordance with COSHH and PPE regulations.

### **Physical skills**

- Able to use a wide range of tools/electrical and mechanical equipment to repair and maintain complex and non-complex wheelchairs and accessories.
- Support clinical service by recommending technical solutions to repair issues including welding, respraying using spray booth and manufacturing bespoke parts for wheelchairs (e.g. arm raisers, foot boards), supported by Wheelchair Repair Lead if needed.
- Utilising lifting equipment (e.g. pneumatic ramp) to complete repairs on 'heavy' powered wheelchairs which cannot be completed by Field Engineers outside of the workshop.

### **Operational Delivery**

- To provide technical advice to admin team to troubleshoot wheelchair faults, saving the need for an Engineer visit.

- When disposing of wheelchairs, identify any reusable parts, refurbishing them to the required standard.
- Refurbishment of wheelchairs and associated mechanical and electrical parts to 'as new' standard.
- Request supplies, parts and accessories in preparation for refurbishment, repairs and maintenance.
- Liaise with suppliers/technical departments to resolve technical issues relating to wheelchairs and associated equipment.

## Risk and Governance

- Liaise with clinical and administrative colleagues to report technical/safety issues relating to wheelchairs and equipment or to discuss prescriptions as necessary.
- Escalate any patient safety issues/incidents to Wheelchair Repair Lead.
- Conduct electrical safety testing of wheelchair chargers.

## Patient contact

- When covering for Field Engineers, Wheelchair Engineers will be required to carry out a daily round of patient visits, repairing, servicing and maintaining wheelchairs in the patient's residence, clinical setting etc.
- Attend emergency repairs during the working day when requested by Wheelchair Repair Lead.
- Be aware of specialist needs of patients, both mental and physical, and maintain a professional customer service attitude when dealing with patients and their families/representatives.
- During 'pit stop' repairs at base, discuss with patients/representatives repair and maintenance issues, escalating any clinical issues to the clinical service where required.
- Handover of stock basic wheelchairs to patients at Red House, informing them of its use and any safety information as required.

## Trust Values



### Community

- As one Trust, we enhance the lives of our patients through our commitment, support and working together
- We are proud to serve our local Community by providing integrated quality services with our partner organisations
- We respect and value the trust we are given to enter our patients' homes and lives



### Compassion

- We provide compassionate, co-ordinated and personalised quality care that is safe and effective
- We empower and educate our patients and their carers in the effective delivery and management of their own independence, health and wellbeing
- We are dedicated to holistic, compassionate care and demonstrate this through our commitment to our personal and professional development



### Creativity

- Our expertise, commitment and creativity are key to the successful delivery of our services
- We are always open to new ideas that support us in delivering effective compassionate care to our patients
- We continuously innovate and implement efficient delivery of care

## **Trust Behaviour Framework**

- All post holders are required to adhere to the Trust's Behaviour Framework in the undertaking of their duties.



Care Respect and Dignity	We strive to understand each individual patient, service user, carer and customer's total needs as well as valuing and respecting our peers and colleagues.
Working Together for the Community	We are one team, whether working in teams locally, across NCH&C or with our partners for the benefit of our patients and services.
Integrity	We maintain high ethical standards, showing integrity and fairness in dealings with colleagues, partners and patients.
Taking Ownership	We take responsibility for our own performance, the success of our colleagues, our teams and the wider organisation.
Innovation, Flexibility and Resilience	We continuously seek more innovative ways of delivering care to patients and persevere in the face of challenging situations.

## **Research & Development**

- May be required to undertake surveys or audits, as necessary to own work; may occasionally participate in R&D, clinical trials or equipment testing.

## **Safeguarding Clause**

- Norfolk Community Health and Care NHS Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment. Rigorous recruitment checks are carried out and where applicable to the role successful applicants will be required to undertake a criminal records check via the Disclosure and Barring Service (DBS).

## **Infection Control**

- Norfolk Community Health and Care NHS Trust staff are responsible for protecting themselves and others against infection risks. All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by Norfolk Community Health and Care NHS Trust.

## **Health and Safety**

- Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act (1974), to ensure the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.
- To ensure that the Trust's Health and Safety Policies are understood and observed and that procedures are followed.

- To ensure the appropriate use of equipment and facilities and the environment is maintained in good order.
- To take the necessary precautions to safeguard the welfare and safety of themselves, patients, staff and visitors, in accordance with the Health and Safety at Work Act.
- To undertake appropriate Health and Safety training to support safe working practice including, where appropriate, its management.

### **General**

- All staff are required to respect confidentiality of all matters that they learn as a result of the employment with the Trust, including matters relating to other members of the staff and members of the public/patients.
- Maintain appropriate patient and clinical records in line with the Trusts policies and procedures, and in line with the agreed service specification.
- The post holder will be expected to participate in an annual appraisal of their work where the job description will be reviewed and objectives set. In line with the annual personal development plan the post holder will be expected to undertake any training or development required to fulfil their role.
- Ensure that all patients, clients and colleagues are treated at all times in an equitable manner, respecting diversity and showing an understanding of diversity in the workplace.
- The post holder must carry out their responsibilities with due regard to the Trust's Equality and Diversity Policies, Procedures and Schemes and must ensure that equality is promoted at all times.

### **Code of Conduct**

- The post holder is required to adhere to the Code of Conduct for NHS Managers.
- The post holder is required to adhere to the Trust Leadership Promise

This job description is not exhaustive and may be amended from time to time in consultation with the post holder. The post holder will be required to undertake any other duties as may be required for the effective performance of the post.

## Person Specification

**Essential** defines the minimum criteria needed to carry out the job and the job cannot be done without these.

**Desirable** refers to criteria which are not essential and which successful applicants would be expected to acquire during their time in post. The desirable requirements are not taken in to consideration in a job evaluation panel.

Criteria	Essential	Desirable	Method of Assessment (Certificates / Application Form / Interview / References / Document Check)
Qualifications	<ul style="list-style-type: none"> <li>• Full, clean driving licence</li> <li>• NVQ Level 4 or equivalent experience in either Mechanical or Electrical Engineering</li> </ul>		Document check  Certificates
Experience	<ul style="list-style-type: none"> <li>• Demonstrable background within electrical/mechanical engineering</li> </ul>	<ul style="list-style-type: none"> <li>• Working in an NHS setting</li> <li>• Direct experience in maintaining wheelchairs/medical devices</li> <li>• Electrical safety testing</li> </ul>	Application form/interview
Skills, Abilities and Knowledge	<ul style="list-style-type: none"> <li>• Basic IT skills including experience of Microsoft Office suite</li> <li>• Be able to kneel, bend, stoop and work in cramped environments if necessary</li> <li>• Be able to manually handle loads of up to 20KG safely</li> <li>• Ability to perform diagnostics with and without diagnostic software</li> <li>• </li> </ul>	<ul style="list-style-type: none"> <li>• Utilising electronic diagnostic/programming tools</li> <li>• Professional manufacturer training relating to wheelchairs and associated equipment</li> </ul>	Interview/application

Communication	<ul style="list-style-type: none"> <li>• Ability to communicate with a variety of healthcare professionals</li> <li>• Good written and verbal communication and reasoning skills.</li> <li>• Good customer relations and interpersonal skills.</li> </ul>		<b>Interview/application</b>
Personal and People Development	<ul style="list-style-type: none"> <li>• Provide advice to patients/families on safe use of wheelchairs and equipment</li> </ul>		
Personal Attributes / Behaviours (linked to the Trust's Behaviour Framework)	<ul style="list-style-type: none"> <li>• Able to identify with the Trust's commitment to safeguarding and promoting the welfare of children and young people/vulnerable adults.</li> </ul>		
Other	<ul style="list-style-type: none"> <li>• Able to make their own travelling arrangements.</li> <li>• Able to communicate effectively in English Language.</li> <li>• A good level of physical fitness and dexterity sufficient to perform the duties of the post with any aids and adaptations.</li> </ul>		



## Supplementary Information

Please indicate in the boxes whether the post holder will be expected to work in or be directly exposed to the following factors:

### FREEDOM TO ACT

		YES	NO
1.	Does the post holder generally work without close supervision?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2.	Does the post holder work without direct access to a manager?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3.	Does the post holder work without access to a manager by telephone?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4.	Is the post holder the lead specialist in their field?	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Each YES response requires completion in the 'Further Information' Section**

**How often on average does the post holder give guidance and advice to others?**

Daily: ☐      Weekly: ☒

Other frequency (please comment)

Support admin and technical colleagues with technical matters.

**How often is the post holder's work checked / monitored / assessed?**

Daily: ☒      Weekly: ☐

Other frequency (please comment)

## PHYSICAL EFFORT

	YES	NO		YES	NO
1. Working in uncomfortable conditions	X		9. Standing / sitting with limited scope for movement		X
2. Working in physically cramped conditions		X	10. Kneeling, crouching, twisting, bending, stretching	X	
3. Making repetitive movements	X		11. Walking for long periods		X
4. Lifting weights / equipment without mechanical aid	X		12. Heavy duty cleaning	X	
5. Climbing or crawling		X	13. Pushing / pulling trolleys or similar equipment	X	
6. Manipulating objects	X		14. Working at heights		X
7. Manual Digging		X	15. Controlled restraint ie in post requiring training/certification		X
8. Running		x	16. Moving patients		X

**Each YES response requires completion in the 'Further Information' Section**

## MENTAL EFFORT

	YES	NO		YES	NO
1. Carry out formal student / trainee assessments		X	8. Prepare detailed reports		X
2. Carry out clinical / social care interventions		X	9. Check documents	X	
3. Analyse statistics		X	10. Drive a vehicle	X	
4. Operate equipment / machinery	X		11. Perform calculations	X	
5. Give evidence in court / tribunal / formal hearings		X	12. Make clinical diagnoses		X
6. Attending meetings (if yes, describe role in 'Further Info')	X		13. Carry out non-clinical fault finding	X	
7. Carry out screening tests / microscope work		x			

**Each YES response requires completion in the 'Further Information' Section**

## EMOTIONAL EFFORT

	YES	NO
1. Processing (e.g. typing / transmitting) news of highly distressing events		X
2. Giving unwelcome news to patients / clients / carers / staff	X	
3. Caring for the terminally ill		X
4. Dealing with difficult situations / circumstances	X	
5. Designated to provide emotional support to front line staff		X
6. Communicating life-changing events		X
7. Dealing with people with challenging behaviour	X	
8. Attending scenes of accidents		X

**Each YES response requires completion in the 'Further Information' Section**

## WORKING CONDITIONS

	YES	NO		YES	NO
1. Inclement Weather		X	11. Humidity		X
2. Extreme Temperatures		X	12. Contaminated equipment / work area	X	
3. Unpleasant Smells	X		13. Driving / Being Driven (normal conditions)	X	
4. Noxious Fumes	X		14. Driving / Being Driven (emergency conditions)		X
5. Excessive noise / vibration	X		15. Fleas / Lice / Infestation		X
6. Continuous use of VDU equipment		X	16. Dangerous Chemicals - Substances in Containers	X	
7. Unpleasant Substances	X		17. Dangerous Chemicals - Substances (uncontained)		X
8. Infectious Material	X		18. Exposure to verbal aggression (little/no support)		X
9. Body fluids, Faeces / Vomit	X		19. Exposure to physical aggression (little/no support)		X
10. Dust / Dirt	X				

**Each YES answer requires completion in the 'Further Information' Section**

## FURTHER INFORMATION

Please enter details of YES responses

Element (e.g. Mental Effort)	Ref No	Details of frequency & intensity
Physical Effort	1	Job can require crouching, bending, kneeling etc. This will be on a regular basis.
	3	Uses tools on a daily basis.
	4	Expected to lift tools/parts which can weigh up to 20kg on a daily basis.
	6	Move wheelchairs on a daily basis which can weigh above 100KG
	10	Daily basis to complete repairs
	12	Use of pressure washer to decontaminate wheelchairs once a week.
	13	Move wheelchairs on a daily basis
Mental Effort	4	Daily use of power tools
	6	Attend meetings infrequently
	9	Daily requirement to check prescriptions
	10	Role is expected to cover (sickness/leave of) Field Engineers and adhoc emergency repairs so can be expected on average to spend 20-30% of their time on the road on average throughout a year.
	11	Make calculations of economic viability of refurbishing a chair vs disposing of it.
	13	Daily mechanical and electrical fault-finding of wheelchair and associated equipment.
Emotional Effort	2	May occasionally be expected to communicate with patients and clinical colleagues relating to wheelchair faults/use/delivery dates of chairs or parts.
	4	May be asked to attend two person visits if a patient is known to have challenging/threatening behaviour
	7	As above.
Working Conditions		
	3	When cleaning chairs – can have urine/faeces on. Weekly task.
	4	When spraypainting/using chemicals (e.g. thinners). Daily task.

	5	Using power tools on daily basis.
	7	When cleaning chairs – can have urine/faeces on. Weekly task.
	8	Wheelchairs/cushions when completing repairs/decontamination. Regular task.
	9	When cleaning chairs – can have urine/faeces on. Weekly task.
	10	When cleaning/repairing/maintaining chairs in home or workshop. Daily task.
	12	When cleaning/repairing/maintaining chairs in home or workshop. Daily task.
	13	When covering for Field Engineers as above.
	16	When spraypainting/using chemicals (e.g. thinners) or using pressure washer. Daily task.

**Manager responsible for completion of this document**

Name:	
Member of Staff to whom this document relates:	
Date Completed:	
Review Date:	

Post Holder's Signature .....

Manager's Signature .....

Date Job Description Agreed .....

**DISTRIBUTION:** One copy to member of staff, one copy to personal file.

**Please ensure Job Description is agreed and signed by both manager and employee**