



Candidate information

Equipment Management & Engineer (EME) Technician



Job Description

Post Title: Equipment Management & Engineer (EME) Technician	Post Reference: JD044	
Summary of the Role: Working within the Equipment Management & Engineering (EME) Department, the role is part of a team providing whole life management of medical equipment and supporting Medical Equipment Libraries (MELs) across the Trust. The equipment includes mobile and fixed diagnostic imaging and ultrasound devices. The role is required to work to a high standard of safety and accountability, in line with: <ul style="list-style-type: none"> • Departmental quality management system (QMS) • The company policy for the management of medical devices, • MHRA guidance, • Care Quality Commission regulations • Company employment policies. The role liaises and works closely with other healthcare professionals, manufacturers' representatives, engineers and technical staff to provide: <ul style="list-style-type: none"> • applications advice, • device evaluation, • acceptance testing, • commissioning, • troubleshooting, • calibration and • maintenance of a diverse range of diagnostic, therapeutic and point of care testing equipment, ensuring it functions correctly, is within calibration limits and safe for patient and staff use.		Reports to: EME Site Manager Base / Location: EME Department QEQM Hospital or Kent & Canterbury Hospital or William Harvey Hospital There is a requirement to work at all 2gether sites and at other healthcare establishments and patient homes across East Kent. Including weekend, bank holiday and on-call working.

The role is required to apply knowledge and skills in electrical / electronic / mechanical engineering and physiological measurement to support for the use and management of complex medical devices.

The role will be expected to participate in and manage some aspects of technical projects across 2gether.

The role will help train and develop more junior staff with respect to their technical skills and their organisational and communication abilities.

Key Responsibilities	Working Relationships & Contacts
<ul style="list-style-type: none"> • Provide a clinical technical service for the application, calibration, quality control and troubleshooting of a specific range of complex diagnostic, therapeutic and point of care testing equipment as agreed in the annual Individual Performance Review. • Perform a comprehensive range of whole life inspection, maintenance and testing on a variety of (patient connected) equipment throughout the Trust and beyond; including commissioning, acceptance testing, calibration, safety tests and performance checks to manufacturer's specifications; Reporting adverse fault conditions to the MHRA. • Use technical and clinical experience to identify potentially hazardous symptoms and faults when in clinical areas or in talking to clinical staff. • Carry out daily tasks, as directed by the EME Site Manager, according to agreed service standards and work instructions. • Liaise with clinical staff in own specialist area in order to plan preventative maintenance and rectify problems, minimising impact on patient treatment lists. • Liaise with clinical staff to gain a clear understanding of the nature of problems with equipment and its use. Assess the seriousness and implications of the problem and respond to the urgency of the request, following EME procedures, using own initiative. • Support and train clinical staff in the use of medical equipment. Provide technical expertise and support to clinical and other staff groups. • Liaise with patients in hospital and in their home, communicating technical information, advice and arrangements for the maintenance and repair of their equipment. • Organise, prioritise and control work using own initiative, without managerial input. during on-call at night and the weekend & when carrying out work for Community Health Trusts or in patients' homes. 	<p>Internal</p> <ul style="list-style-type: none"> • EME across all sites • Other 2SS departments <p>External</p> <ul style="list-style-type: none"> • Clinical teams across all sites • Infection control team • Manual handling team • Medical Physics EKHUFT

- Propose changes to department working practices, policies and procedures in order to improve the service.
- Apply advanced analytical troubleshooting techniques to diagnose problems, including those beyond the scope of manufacturer-supplied information. Exercise judgement to determine the causes of faults in devices, which may have a range of various possible causes.
- Carry out repairs to intricate medical equipment utilising best engineering practice.
- Ensure that work records and all other documentation is accurate and consistently completed in a timely manner.
- Work within the requirements of the departmental quality management system (QMS).
- Providing consistently high quality EME engineering services when faced with unpredictable demands.
- Working under pressure (with clinical staff and patients waiting) to safely repair complex medical equipment that has failed during use.
- Balancing competing priorities for planned and breakdown maintenance across different customers.
- Keeping up to date with developments in medical devices and technology and also with clinical and engineering practices.
- Support the EME, & MEL services on sites other than main base as required and often with short notice.
- Work in the MEL Service, undertaking device collections and deliveries for ward and clinical areas, cleaning equipment and maintaining records and systems.
- The role will provide support to other 2SS services and departments, and in the community including maintenance of Mammography vans.

Dimensions: Problem solving, decision making, impact, resource management including value, working environment, Job responsible for staff & equipment)	Performance measures and KPIs
<p>Financial and Physical</p> <ul style="list-style-type: none"> • Responsible for the repair, maintenance and safe use of medical equipment. • Condition and availability of portable medical devices for diagnosis and treatment; use of single patient use devices, consumables and spare parts associated with reuseable medical devices. <p>Workforce</p> <ul style="list-style-type: none"> • Supervision of EME Apprentices, or other EME staff. • Based in EME on one site, but required to provide cover at all 3 sites. • Development and support of EME Apprentices, and other EME staff. • The role will be required to work on equipment with potentially hazardous exposed electrical voltages and should be able to recognise these circumstances and take all necessary precautions. 	<p>Monthly PPM completion rate.</p> <p>Repair completion time.</p> <p>Personal technical development.</p> <p>Annual CPD points.</p> <p>Maintenance of personal professional memberships.</p>

Person Specification: (Please state Essential (E) or Desirable (D))		
Knowledge & Skills	Experience	Qualifications
<p>Knowledge of the clinical application, operation and maintenance of a wide range of medical devices in order to safely verify correct operation and aid fault diagnosis. (E)</p> <p>Knowledge of engineering theory necessary to efficiently diagnose and rectify faults on medical devices. (E)</p> <p>Knowledge of MHRA recommendations for Managing Medical Devices (D)</p> <p>Knowledge of relevant technical and quality standards and health and safety legislation.(D)</p> <p>Knowledge and understanding of the risks to patients and staff arising from the use of a wide range of medical equipment. (E)</p> <p>Knowledge of the hazards and safe working practices associated with radiation, high voltages, mechanical loads, chemical and biological contamination.(E)</p> <p>Electronic engineering skills including the use of test & measuring equipment, handling and assembly of components and boards, fault</p>	<p>Substantial experience in maintenance and repair of medical devices (E)</p> <p>Able to negotiate with nursing, clinical, scientific, and management staff on trust wide issues relating to clinical equipment management. (E)</p> <p>Experience of using, configuring and maintaining equipment (E)</p> <p>Practical experience of using a range of test & measuring equipment and of applying electronic engineering workshop practices and techniques (E)</p> <p>Experience in the maintenance and performance checking of clinical equipment (E)</p> <p>Experience of working in a clinical environment, taking account of patient safety, dignity and infection prevention (E)</p>	<p>BTEC NC Engineering or equivalent. BTEC Healthcare Science Apprenticeship Level 4 (E)</p> <p>Member of the Register of Clinical Technologists.(D)</p> <p>Willingness to continuously develop skills and abilities and to attend in house and external training courses, at base and throughout the UK. (E)</p> <p>Evidence of regular participation in relevant technical training courses and seminars. (D)</p> <p>Qualification in anatomy and physiology. (D)</p> <p>Other</p> <p>A full U.K. driving licence and own transport is essential for this post as part of the duties include travel for servicing and repair. (E)</p>

<p>finding and diagnosis, use of technical manuals and circuit diagrams. (E)</p> <p>Mechanical engineering skills including use of test and measuring equipment, assembly and bonding of components, use of technical manuals and drawings. (E)</p> <p>Strong IT skills – with MS Word and Excel and ability to maintain, interrogate and use advanced features of a complex database. (E)</p> <p>Good organisational, prioritisation and time management skills – to manage work areas and own work load. (E)</p> <p>Commitment to continuously improving systems of working. (E)</p> <p>Good written and verbal communication skills. (E)</p> <p>Ability to supervise and support junior staff and trainees. (E)</p> <p>Good customer relations and interpersonal skills. (E)</p>		
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Job Role: Essential Health and Safety information

Does the post involve ?		Y	N
Confined Spaces?	A “confined space” means any enclosed place, such as may need to be accessed by Estates staff for maintenance such as loft spaces, plant rooms or flues.	Y	
Driving?	This means driving a Trust Vehicle, Passenger Carrying Vehicle or transporting patients in own vehicle for work purposes. It does not include commuting or driving between places of work	Y	
Exposure to Substances Hazardous to Health?	This is where risk assessments have identified known health hazards. For example designated latex glove user, formalin, PMMA use.	Y	
Hand Arm Vibration Exposure?	This includes hand held tools such as drills, saws and other power equipment. This is likely to include employees working in the Plaster Room, Mortuary, Estates and Orthopaedic Surgery.		N
Hand Washing?	This means washing hands 20 plus times per working day.		N
Lone Working?	This means employees who work by themselves without close or direct supervision. Lone working may be found in a wide range of situations, such as home or community visits, working alone outside normal hours, working in remote or confined areas (such as plant rooms).	Y	
Manual Handling?	This means all job roles where there are specific manual handling / patient handling requirements.	Y	
Night working?	This means regular work at least 3 hours during the agreed ‘night period’ (usually includes 11pm to 6am).		N
Noise exposure?	This is where risk assessments have identified noise levels under the Noise at Work Regulations 2005, and is likely to include areas where ear protection is needed or workers regularly have to shout to communicate due to background noise.		N
Work at heights?	A place is ‘at height’ if a person could be injured falling from it. This includes working on ladders, up scaffold or any other apparatus. It may also apply to staff who regularly have to stand on kick-stools or steps for significant periods of time to retrieve items/ notes from high shelving.		N