

JOB TITLE: Community Store Technician

Band: 3

JOB OVERVIEW:

The post holder will provide a delivery, installation and collection service of community equipment to patients and will;

- Decontaminate, inspect and store equipment following Infection & Protection Policy and Processes
- Use a range of effective communication skills with clients, carers, other health care professionals, social services and voluntary organisations to share information
- Instruct patients, carers and families on the safe use of equipment.
- Perform admin tasks to cover for colleagues during annual leave or sickness etc
- Plan and organise the most effective route when delivering equipment

Responsible to:

Reporting: CCN Manager	Accountable: CCN Manager	Professionally: Deputy Head of Nursing children services
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Main Duties & Responsibilities

Communication

Communicate with patients, carers, other health care professionals to ensure safe and appropriate use of equipment in a sensitive manner respectful to the needs of patients/carers particularly bereaved families.

Collaborate closely with departments regarding the breakdown of equipment and ensuring equipment is inspected and maintained.

Implement a high level of communication skills to defuse potential abusive and violent behaviour, with regards patients in state of high anxiety (particularly bereaved, elderly, confused, blind/deaf)

Identify and escalate to manager if patients could benefit from Care and Repair service.

Planning and Design

Arrange for safe disposal of obsolete equipment.

Plan most effective route to ensure daily schedule is completed efficiently and in the most cost-effective way to contribute to health board initiatives. Select equipment from stock, inspect maintenance details, load car in line with logistical requirements.

Organise and plan requests from healthcare professionals/parents in accordance healthcare needs of the Children Continuing Care families and urgency of equipment/stock.

Ensure that moving of equipment is planned and undertaken effectively and safely within confined spaces and within peoples' homes.

Improvement, Monitoring, Policy/Service Development

Working within established procedures either alone or within the community has freedom to use own initiative to deal

with situations as they arise.

Follow all operational policies, working guidelines and safe working practices during the course of their duties

Suggest changes to operating practices to improve efficiency and patient wellbeing etc

Clinical (as applicable)

Adhere strictly to infection control procedures to prevent cross infection by inspecting and decontaminating equipment prior to delivering to patient's homes. This will also require a high level of skill to move equipment effectively and safely within confined spaces within peoples' homes.

Use a range of communication skills to ensure that patients and carers are aware of the safe use of equipment ensuring respect and dignity is upheld. Be sensitive to the needs of patients particularly of the needs of bereaved families of the deceased patients

Management, Training & Leadership

Engage with the PADR and compliance with statutory and mandatory training is completed as well as any relevant training required for development or the role.

Induct Colleagues and staff on Community Store Technicians processes including any health and safety compliance for the role

Finance and Budget

Responsible for the safe storage, use, delivery, and collection of expensive equipment as well as inspection and repair within remit of competencies

Responsible for vehicle, petty cash and fuel card.

Digital and Information

Ensure hard copy of electronic systems are updated with relevant information e.g. patient information, and address etc is

recorded correctly. Complete annual and interim stock takes of equipment.

Research Development. Evaluation & Audit

Undertake regular stock checks and annual audits to ensure equipment is logged and accounted for.

Essential Qualifications & Knowledge	Desirable	Essential Experience	Desirable
<p>GCSE level 2 - Maths and English or equivalent.</p> <p>Level 3 qualification or equivalent demonstrable experience</p> <p>Clean driving license (to drive company car)</p> <p>knowledge of mobility devices.</p>		<p>Experience of working within the community</p> <p>Experience of how to deal with non-routine activities, such as answering queries, progress chasing, task-related problem solving</p>	
Essential Aptitude and abilities	Desirable	Other Essential Criteria	
<p>Adhere to and can demonstrate SBU Values & Behaviours (Do not remove)</p> <p>Able to demonstrate situations where effective communication using tact and diplomacy when working with others</p> <p>Ability to use Microsoft office, or systems to update information etc</p>	<p>Welsh Speaker (Level 1)</p>	<p>Ability to travel within geographical area and work hours flexibly to meet the service needs.</p>	

Organisational Chart



