HOSPITAL SERVICES

HEAD OF ELECTRO BIO-MEDICAL ENGINEERING (EBME) AND COMMUNITY SERVICES SUPPORT TECHNICIANS (CSST)

EGV

JOB DESCRIPTION

JOB SUMMARY:

The Head of EBME & CSST is responsible for ensuring that all HSC medical equipment and devices are fully maintained to the required standards in a cost-effective manner. They will also ensure that equipment used in the community is available and delivered to & collected from service users’ homes as required and directed by professional staff. The post-holder is responsible for the overall management and supervision of the EBME & CSST teams. They will liaise with key stakeholders on a regular basis, provide technical expertise to the EBME & CSST teams as well as HSC operational delivery areas.

The Head of EBME & CSST will contribute to the direction, management and operation of the service. They will be accountable for compliance with HSC/States of Guernsey policies, procedures and extant legislation and to carry out their work in line with industry standards and protocols.

RELATIONSHIPS:

Reporting directly to the Associate Director, Clinical Support Services the postholder will work closely with HSC operational leads, Medical Equipment Oversight Board and other key stakeholders in health and social care.

MAIN DUTIES AND RESPONSIBILITIES:

- To be responsible for the safe and efficient operation of the EBME & CSST teams, providing day-to-day direction, prioritisation of the changing workload, resource management, advice, planning and regular monitoring of all aspects of maintenance and development work programmes undertaken as part of the service. This will include the delivery of an efficient community equipment service.

- To ensure that all staff in the teams are appropriately trained and that their performance is monitored through annual appraisals & regular 1 to 1 meetings.
• To participate in the preparation of tender documentation, seek tenders for specific works and make recommendations on tenders received ensuring that all processes are carried out in accordance with States Financial Rules and extant legislation.

• To contribute to business cases for presentation and approval as necessary and to schedule and oversee the execution of these works having regard to project, quality, budget and risk.

• To assist the Associate Director with setting annual budgetary requirements within overall departmental allocations and help produce accurate monthly outturns.

• To be accountable for managing expenditure. This includes pay and non-pay costs, annual budget setting, monthly forecasting, and variance analysis and associated reporting processes.

• To oversee the planned maintenance of medical equipment and devices, ensuring that realistic project, quality and risk plans are prepared, and that progress, variations and risks issues are reported in a timely manner to the Associate Director as appropriate.

• To monitor service delivery standards and statutory compliance along with customer satisfaction.

• To ensure appropriate action is taken and recorded for all safety alerts regarding medical equipment.

• To ensure all aspects of the service comply with the principles contained in the Data Protection (Bailiwick of Guernsey) Law, 2017 concerning improper disclosure, misuse or breach of confidentiality in respect of information held on computer systems or elsewhere.

• To check and release external orders to third parties using SAP for the technical team.

• To coordinate, manage and monitor external technical suppliers through to completion.

• To co-ordinate an out of hours on-call rota for the EBME & CSST teams.

• To respond to out of hours emergencies as required and to be available to offer technical advice to all departments and arrange staff to deal with all emergencies.

• To maintain own continuing professional development needs.

**MANAGEMENT AND LEADERSHIP**

• To lead in the recruitment and retention of team members.

• To co-ordinate the staff team, ensuring that clear systems of communication are developed within the teams and any work-related issues raised by the teams are addressed.
• To ensure team members are aware of organisational objectives, policies and procedures and the implications they have for their practice. Monitor the implementation of organisational policies and procedures.

• To ensure that all staff undergo the professional development review process and that staff with performance issues are appropriately managed to address their developmental needs.

• To act as a professional role model for all staff, promoting high standards of practice and strong values.

• To provide sufficient resources, for the delivery of EBME & CSST services, within the confines of an allocated budget.

• To monitor expenditure and report to the line manager any actual or potential deviations from the allocated budget.

• To ensure that there is an appropriate skill mix to meet the needs of the service.

HEALTH, SAFETY AND SECURITY

• To take all possible steps to safeguard the welfare and safety of service users, colleagues and not least oneself, in accordance with the Health and Safety at Work (General Ordinance) Guernsey 1987.

• To follow appropriate moving and handling techniques in the work area whilst maintaining health, safety and security of self and others.

• To produce proof of identity as requested.

• To monitor work areas and practices ensuring, they are safe and free from hazards and conform to policy and procedure, taking necessary action in relation to risk.

• To identify how health, safety and security can be improved and take action to put this into effect.

• To evaluate the extent to which legislation, policies and procedures are implemented in the environment. This includes policies related to Infection Control, Fire safety, Property, Valuables, Cash and Equipment.

• To promote an environment and culture of best practice in relation to health, safety and security.

• To investigate any potential or actual breaches of legal, professional or organisational requirements and takes the necessary action to deal with them appropriately.

• To comply with the principles contained in the Data Protection (Bailiwick of Guernsey) Law, 2017 concerning improper disclosure, misuse or breach of confidentiality in respect of information held on computer systems or elsewhere.
KEY CRITERIA:

ESSENTIAL

1. Appropriate degree level qualification in engineering/science.

2. Registered with an appropriate professional institution.

3. Demonstrable experience of leading and motivating an operational team.

4. Demonstrable experience of managing trades/skills with a broad cross-trades appreciation.

5. Hold a management qualification, e.g., CMI Level 5 or equivalent, or willingness to work towards one.

6. Self-motivated with the proven ability to work under pressure to perform complex tasks, organise resources, allocate work for planned maintenance, project work and emergencies situations with the willingness and ability to progress several projects simultaneously whilst prioritising workload and balancing conflicting demands.

7. Attention to detail in order to ensure that work is accurate, complete and conforms to current standards including safety and environmental considerations.

8. Ability to communicate at all levels, verbally and in writing in order to research, evaluate and present technical issues including at a senior level.

9. Practical experience and knowledge of works programming, planning and budgeting.

10. Good knowledge and experience of procurement, tendering and operation of contracts with background knowledge of States of Guernsey procedures.

11. Good IT skills including the use of MS Office applications and database management.

12. A proficient working knowledge of the SAP Plant Maintenance module (or a willingness to undertake training).

KEY COMPETENCIES/BEHAVIOURS:

LEADERSHIP

- Ensure own area / team activities are aligned to the wider priorities of HSC
- Find ways to improve systems and procedures. Regularly review procedures or systems with teams to identify improvements and simplify processes and decision making
- Recognise scope of own authority for decision making and empower team members to make decisions

TEAMWORK
• Take opportunities to regularly communicate and interact with staff, helping to clarify goals and activities and the links between these and the HSC strategy/Government Work Plan.
• Readily share resources to support higher priority work, showing pragmatism and support for the shared goals of the organisation.
• Identify and develop all talented team members to support succession planning, devoting time to coach, mentor and develop others.

ACCOUNTABILITY

• Gather and use evidence to assess the costs, benefits and risks of a wide range of delivery options when making commercial decisions.
• Work confidently with performance management and financial data to prepare forecasts and manage and monitor budget against agreed plans.
• Work with team to set priorities, goals, objectives and timescales.
• Take responsibility for delivering expected outcomes on time and to standard, giving credit to teams and individuals as appropriate.