

Job Description

Title: Technical Officer

Band: 3

Staff Group: Healthcare Scientists

Reports to: Senior Nurse/AHP Sleep Lead

Job Purpose:

- The post holder will assist the sleep Team, on a day-to-day basis at our Rodney Road Sleep centre, to provide a range of duties including the delivery of the sleep physiology investigation clinic. The post holder will assist the Sleep Team, on a day-to-day basis, to provide a range of duties including the delivery of the sleep physiology investigation clinic.
 - Provide an equipment replacement service for patients both face to face and via telephone requests. Deal with basic machine issues. Providing patients with full advice.
 - To work with the sleep team to closely be involved in the diagnosis, treatment, and on-going support of patients with obstructive sleep apnoea.
 - Provide a point of contact for these patients as well as their carers and other health care professionals to obtain advice, education and support.
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Key Responsibilities:

Clinical/Professional

1. Program and fit sleep monitoring equipment to patients for home sleep studies at our Rodney Road service site. Covering QA when required.
2. To provide advice and instruction to patients, within competencies, during the testing process, to be sensitive to the patients' needs and to be able to adjust the level of information depending on the patient's needs.
3. To display a level of interpersonal skills with patients and fully pass on the complex information they must follow to be able to perform the tests, while maintaining empathy and calm to achieve the best possible results.
4. Receive sleep monitoring equipment back from patients; clean, download data and prepare for next clinic.
5. Provide an equipment replacement service for patients both face to face and via telephone requests. Deal with basic machine issues. Providing patients with full advice.
6. To be fully conversant with departmental computer systems, where required. Using PAS, make appointments, view and amend waiting lists, carry out clinic outcomes and coding.
7. Monitor the workload of the sleep assistant, ensuring all tasks are completed in a timely and professional manner.
8. Maintain adequate stock levels of consumables for all sleep equipment at the Rodney Road site, using SBS and Resmed systems. Inform the rest of the sleep team of any stock supply issues. Perform and report to finance regular stock checks of all current equipment.
9. Participate in team meetings and be involved in the development of the sleep service.

Management/Leadership

- Always demonstrate effective leadership to other health professionals in the management of patients with sleep and associated conditions.
- Communicate effectively, to health professionals and health commissioners the benefits of a patient-centred service for patients and health economics.
- Build support for change in service management by using effective influencing and negotiating strategies to include key stakeholders, including hospital managers, primary care fund-holders and NHS England.
- Demonstrate competency and confidence in leading change, liaising with departments and individuals to improve and minimize problems experienced by patients.
- Be able to constructively challenge professionals at all levels as an advocate for patient wishes and preferences in managing disease.
- Demonstrate supervisory skills for technical officer and sleep assistant.
- Utilise Trust's Policies, Procedures and Guidelines actively contributing to their development.
- Demonstrate efficient use and utilization of resources, taking any recommendations to the lead nurse.
- Demonstrate effective management of patients with sleep and associated conditions.
- Demonstrate knowledge of effective multi-disciplinary teamwork and the role of individual team members.
- Deal personally with patients, relatives or visitors who make a complaint in line with Trust policy.
- Demonstrate advisory skills to staff in dealing with complaints.
- Maintain appropriate personnel records.
- Deal with emotional and psychological issues as they arise.
- To be responsible for managing risk for patient specialty, in accordance with the Trust Risk policies and arrangements.

Research and Education

- Educate and support patients with sleep and associated conditions.
- Provide information for patients, carers and other health-care professionals with sleep and associated conditions.
- Assist in the evaluation of the service and patient care, including patient satisfaction.
- Liaise with other colleagues in local and national forums to influence and improve respiratory care.
- Be responsible for professional development using Personal Development Plan and professional portfolio
- Incorporate health education and health promotion in working practices.
- Lead in the dissemination and implementation of evidenced based care in the writing of shared guidelines/protocols for patients with sleep disorders.

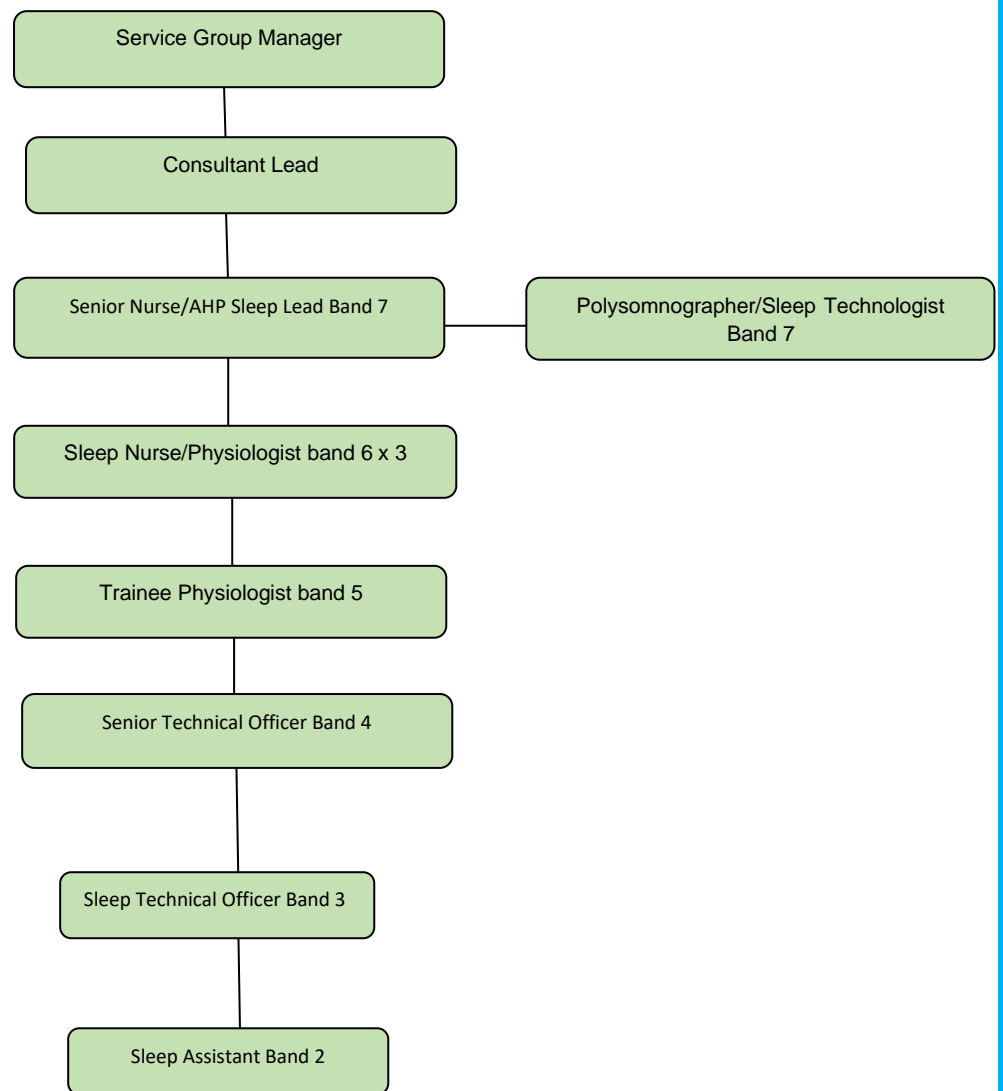
Communication and Working Relations

- Communicate highly sensitive and complex information with empathy ensuring that information is understood.
- Adjust communication strategies to deal with situation – face 2 face, telephone.
- Communicating and co-operating with other specialist areas, promoting and maintaining good working relationships within own clinical area and across the organisation, giving accurate information as required.
- An active member of the clinical team contributing to Trust wide groups and meetings.
- Develop expertise in dealing with interpersonal conflict and be responsible for the resolution of any adverse situation/incidents. Comply and promote compliance to Trust policies e.g. Harassment and Bullying.

Working Conditions

Working within an outpatient clinic environment that occasionally requires rapid response to unpredictable events.

Organisational Chart



Person Specification

QUALIFICATIONS

Essential

- General education to GCSE Level Standard
- Previous interpersonal and customer care experience

Desirable

- Experience in healthcare setting

SKILLS & KNOWLEDGE

Essential

- Ability to work as part of a team
- Compassionate towards patient care and demonstrate Trust values
- Excellent verbal and written communication skills.
- Knowledge of NHS IT Systems, including PAS and MS Windows applications
- Ability to prioritise workload
- IT Skills
- Time management skills

Desirable

- Experience of working in NHS Environment.

PERSONAL QUALITIES

Essential

- Strong interpersonal skills
- Responsive and flexible approach/attitude
- Effective communicator
- Ability to plan and ensure delivery
- To take appropriate direction without conflict
- Organisational skills

Working Together For Patients with Compassion as One Team Always Improving

Strategic approach (clarity on objectives, clear on expectations)

Relationship building (communicate effectively, be open and willing to help, courtesy, nurtures partnerships)

Personal credibility (visibility, approachable, back bone, courage, resilience, confidence, role model, challenge bad behaviour, manage poor performance, act with honesty and integrity)

Passion to succeed (patient centred, positive attitude, take action, take pride, take responsibility, aspire for excellence)

Harness performance through teams (champion positive change, develop staff, create a culture without fear of retribution, actively listen and value contribution, feedback and empower staff, respect diversity)

Job holders are required to always act in such a way that the health and wellbeing of children and vulnerable adults is safeguarded. Familiarisation with and adherence to the Safeguarding Policies of the Trust is an essential requirement for all employees. In addition, all staff are expected to complete essential/mandatory training in this area.