

Job Description

Title: Medical Equipment Library (MEL) Support Worker

Band: 2

Reports to: Clinical Engineering Team Leader

Job Summary:

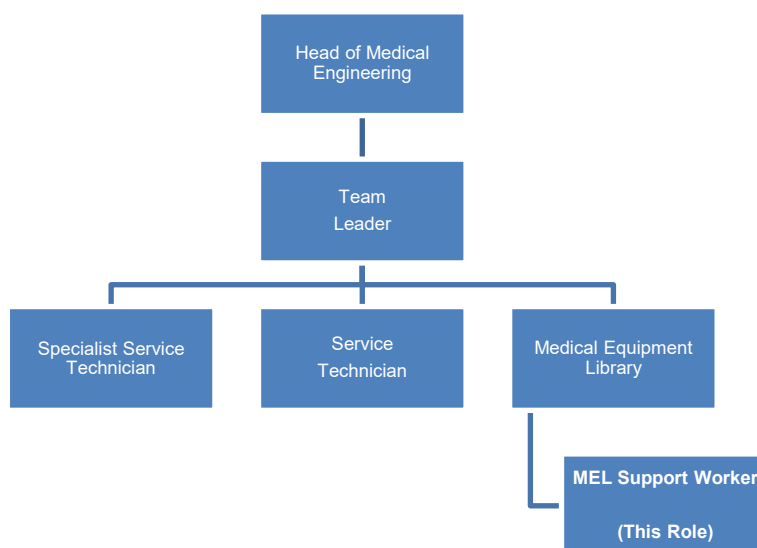
- To supply, retrieve and support Medical Equipment Library (MEL) equipment and other equipment used in locations supported by Clinical Engineering.
- To update system records of repairs, loans and returns as required.
- To recognise and help resolve issues that users borrowing equipment may experience concerning cleanliness, unavailability, technical issues and use.
- To promote the Medical Equipment Library as a first-class service meeting the needs of wards and departments.
- To communicate promptly and effectively with service users and Clinical Engineering for the optimal running of the MEL Service.

Key Responsibilities:

- Provide the range of service support as required in your supported areas to an agreed individual or team in a highly efficient manner contributing to the smooth and efficient running of that area.
- Work with those you support to develop a collaborative working partnership, which positively contributes to their overall efficiency & role performance.
- Proactively identify additional activities in accordance with your role, which would increase the efficiency of those you support and instigate these activities in agreement with your team.
- Work collaboratively with other Support services staff and support them to deliver successfully as required.
- Maintain and improve your knowledge & understanding of the health service and, more specifically, the area of focus for those you support.
- Works using own initiative but following departmental systems of work with guidance available when necessary.
- Supply and retrieve Medical Equipment Library (MEL) equipment from, and to, the wards and departments that request it
- Ensure equipment that is collected from customers is clean so as to be readily available for the next user to borrow.
- Ensure equipment that is in stock in the MEL is clean, serviceable, stored correctly in the designated location and has the necessary accessories for the next user to borrow.
- Within their ability and knowledge provide help and guidance to clinical staff with the operation and use of medical equipment the MEL supplies.
- Visually inspect and check equipment for signs of damage or faults, removing the equipment from MEL stock, rectifying where possible and updating equipment records as required.
- Carry out Planned Maintenance and repairs on equipment for which MEL staff have had training and also have authorisation to do so from their Team Leader or other senior Clinical Engineering staff.

- Ensure Clinical Engineering technicians are notified if the problem is beyond the scope of the MEL for rectification.
- Record all repairs, loans and returns to the MEL on the computerised information system.
- Conduct regular RFID scanning of equipment in the MEL and on loan, updating the information system as necessary.
- Make use of the MEL information system to identify where equipment in short supply may be retrieved from.
- Make use of the MEL information system and other information sources such as spreadsheets to answer queries on availability and distribution of equipment.
- Keep the MEL secure and tidy and ensure that it is easy and safe for customers to find equipment out of hours. Ensure it is easy for customers to update the loan sheet when the MEL is unstaffed.
- Deliver consumables and accessories where required to meet customer requests.
- Maintain effective working relationships with other members of staff of the MEL, Clinical Engineering Section and customers of the MEL.
- Identify operational issues with the MEL and propose solutions for consideration.

Organisational Chart



Person Specification

Skills and Knowledge

Essential

- Strong customer service skills.
- Computer literate (ability to use a database / existing information system / use of spreadsheets)
- Able to lift and carry medical equipment and use a trolley in transporting larger single items or collections of equipment
- Able to learn, understand and follow control of infection policies

Experience



Essential

- Has used information systems to record work related information
- Ability to work unsupervised

Desirable

- Previously worked in the NHS or in a medical environment
- Knowledge of the function of a Medical Equipment Library
- Knowledge of general ward-based medical equipment

PERSONAL QUALITIES

- Able to work on their own initiative and prioritise requests for equipment
- Good interpersonal skills
- Ability to demonstrate confidentiality and trustworthiness
- Willing to be flexible and work well as part of a small team
- Able to work in clinical areas where there are critically unwell patients connected to, and dependant on, medical devices

Working Together:**For Patients****With Compassion****As One Team****Always Improving**

Job holders are required to act in such a way that at all times the health and well-being 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.

Print Name:

Date:

Signature:

Working together...



for
Patients



with
Compassion



as
One Team



Always
Improving