

## AJM Healthcare

**Role:** Rehabilitation Engineering Technician

**Salary:** Dependant on experience

AJM Healthcare is a long-established provider of Wheelchair & Community Equipment Services to the NHS and Private Sector. We have nearly 35 years' experience in these sectors and see ourselves as market leaders and innovators in particularly integrated Wheelchair Services, helping increase independence, choice, and the very best Service User outcomes. Our team provide a genuine caring, user-centric, and holistic approach that is tailored to each individual, who's needs vary significantly.

### The role:

We are looking for a Rehabilitation Engineering Technician to join our Integrated Wheelchair Service (assessment, engineering and approved repairer staff all working in one service). You would be working from our service centre and the successful applicant will provide engineering input to the delivery of wheelchair, seating systems and associated assistive technology based on the specific needs of the client and their environment. A driving licence is desirable, as the job requires travel throughout the area and a vehicle is provided to facilitate this. The job may on occasion involve providing cover for other staff of the rehabilitation engineering team.

### Who we are looking for:

Ideally you should hold an honors degree in engineering/applied science or equivalent and have demonstrable experience and proven knowledge in the industry or within healthcare. Prior experience in rehabilitation engineering is desirable. In addition to your qualifications and experience in engineering, you will need a sympathetic approach to patients and be able to work within a multi-disciplinary team. Excellent interpersonal skills and the ability to deal empathetically with service users, relatives and carers are paramount in this position, and you will receive professional guidance from the Clinical and Service Leads.

### Communication and Relationships

- To communicate effectively with other health professionals as part of the multidisciplinary team, representatives of companies providing specialist equipment and specialist contractors e.g. Approved Repairers, Rehabilitation Engineers and equipment suppliers, ensuring a comprehensive and seamless serviced to service users.
- To independently explain purpose of the Wheelchair Service to service users and carers. To guide and persuade them to engage fully in the process of intervention and answer a variety of related questions using tact and sensitivity.
- To participate in and attend multi professional, in service training programme and to occasionally present to colleagues in this setting.

- To be able to motivate through effective communication skills, utilising verbal and non-verbal skills. Communication will be tailored to the service user or carers level of comprehension or cognition for example, using interpreters.
- To liaise with health care professionals on a day-to-day basis in clinical area of work and in the duty support role.
- To liaise with managers, administrative and support staff as necessary to ensure the smooth running of the department. To work cohesively with colleagues towards shared goals.
- To contribute to induction programmes and training for new staff members by providing non-clinical induction and opportunities for shadowing on visits.
- To maintain confidentiality of carer and patient information at all times in line with Company policies.

### Clinical Responsibilities

- To carry out Wheelchair Service specific basic assessments and interventions with service users referred to the team in a home, clinic or community centre setting. You will work independently but under the guidance of Rehabilitation Engineers and Therapists, requiring a range of practical skills and a good base level of theoretical knowledge about common medical conditions and their implications, and the physical and psychological effects of disability.
- To plan and organise own activities, including assessment, delivery and adaptation responsibilities, prioritising as required.
- To carry out intervention plans as agreed with the clinical supervisor using judgment and analysis skills to decide on appropriate action to be taken.
- To prescribe appropriate equipment and educate carers and service users in the safe use of this equipment following the Wheelchair Service equipment ordering procedures involving BEST – Soft Options.
- To support the team in the day-to-day operation of the service. This may include answering telephone queries, contributing to team discussions, communicating with other team members, outside agencies and other general operational activities.
- To demonstrate basic skills in the management of conflict across a range of situations in verbal, written, formal and informal manner.
- To persuasively communicate to service users and carers, regarding intervention activities and to gain co-operation in their intervention. This may require communicating with people with conditions such as cognitive difficulties or mental health problems.
- To use clinical judgment and skills to report any untoward changes in service user health status immediately to the relevant team member.
- To record clinical observations and actions in line with departmental procedure.
- To collect data from service users for any recognised outcome measure and document for therapists to interpret.
- To work with minimal or no direct supervision of a therapist if required and to act responsibly and in the best interests of the service user at all times.
- To support Wheelchair Therapists during complex assessments by fitting and adjusting postural equipment and assisting with manual handling where two persons are required.
- To carry out more complex adjustments to wheelchairs and seating, as directed by Wheelchair Therapist.
- To assist Rehabilitation Engineers on more complex and major wheelchair modifications as required.
- To assist Wheelchair Therapists with the allocation of and reviews of wheelchairs in Residential and Nursing Homes.

- To be responsible for organising and prioritising own caseload and appointments to meet service needs in line with departmental targets and standards.
- To maintain accurate and timely clinical records and activity records in accordance with company procedures and to ensure the safekeeping and confidentiality of these records
- To maintain and continue to develop basic working knowledge of wheelchairs, accessories and pressure relieving equipment.
- To assist Wheelchair Therapists with Powered Wheelchair demonstrations or to conduct demonstrations as directed.
- To assist with the annual reviews of service users with a Powered Wheelchair, working with Wheelchair Therapists as necessary and report any concerns regarding abilities.
- To deliver and/or set up equipment when necessary and demonstrate to clients/carers how to use the wheelchair and place accessories.

### **Effort and Environmental Factors**

- To perform basic assessments of tasks such as transfers and mobility. To move equipment and to move and handle service users, using moderate to high physical effort, dexterity, co-ordination and sensory skills on a daily basis.
- To travel to service users homes using the most appropriate form of transport, e.g. walking, cycling, public transport, which may require moderate physical effort on a daily basis.
- To demonstrate compassion, empathy and sensitivity to carers and service users who may have complex emotional and physical conditions such as anxiety, pain and other physical and social concerns requiring moderate emotional effort on a daily basis.
- To comply with local risk assessments when dealing with complex clients with challenging behavioural needs and high risk extreme environments.
- To undertake administrative tasks particularly related to photocopying, record keeping, filing, errands and making appointments.
- To manoeuvre wheelchairs in/out of van, services users properties and the department etc.
- To assist service users in and out of wheelchairs as required.
- To deliver and collect equipment from service users homes at the request of the wheelchair therapist.
- To be responsible for documenting all incidents observed in line with departmental procedures.
- To be aware of, and work within Health and Safety Policy, including
- Infection Control Guidelines.
- To be aware of equipment that may have been contaminated by bodily fluids and take appropriate action e.g. bagging equipment as necessary.
- To wear appropriate dress and protective equipment when handling contaminated equipment.

### **What we offer you:**

- A competitive salary commensurate with qualifications and experience.
- Company pension contributions.
- Company mobile phone and laptop.
- Company vehicle

- Industry specific awareness training.
- Free on-site parking.
- 30 days holiday inclusive of bank holidays and a day off for your birthday.
- Full training is provided with further opportunities to move in the company for the right candidate.
- A chance to work with a growing, public sector linked business, with an opportunity to enhance your own career over time.

**This position is working in a regulated environment and will therefore be subject to an enhanced DBS disclosure check. Cost will be covered by the Company.**

**Proud Member of the Disability Confident Employer Scheme.**

*AJM Healthcare is an equal opportunities employer who does not discriminate based on race, gender, religion, marital status, age, physical or mental disabilities, medical condition. AJM will generally offer an interview to any applicant that declares they have a disability and meets the minimum criteria for the job as defined by the employer. Please note, during certain high volume recruitment times, AJM may wish to limit the overall number of interviews offered to both disabled people and non-disabled people.*