

Equipment and Wheelchair Support Worker JOB DESCRIPTION

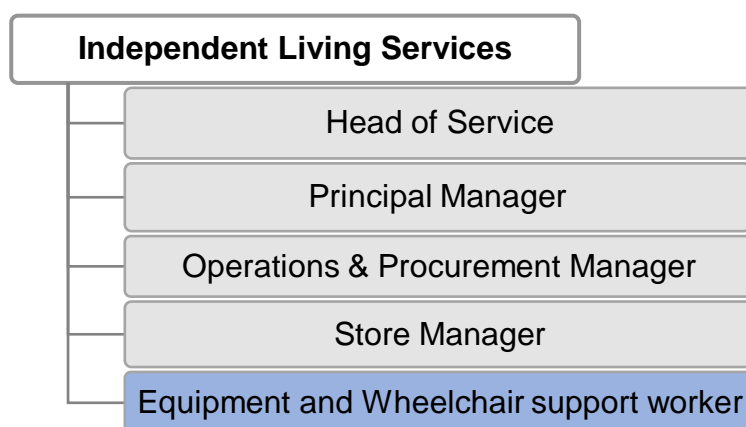
Job Title:	Equipment and Wheelchair Support Worker
AfC Band:	Band 2
Directorate/Service:	Independent Living Services
Accountable To:	Operations and Procurement Manager
Responsible To:	Store Manager
Base Location:	Burrows House
On-Call Requirement:	No
AfC Job Code:	N/A

Values

Three values are at the heart of our organisation: **Care, Appreciate** and **Inspire**.

Our values and behaviours define what's important to us as we work alongside each other and with our patients and service users. They also shape what it feels like to work at the NCA and will be central to your development and performance conversations. Together, we will create a culture where care, appreciation and inspiration thrive.

Structure Chart



Job Summary

To be responsible for the storage, delivery, installation, collection and decontamination of daily living equipment. To provide equipment to disabled people in their own homes in a professional manner.

Key Role and Responsibilities

Communications and Relationships

- To provide caring, sensitive support to service users
- To deliver a flexible and responsive service by checking with client by telephone that the delivery/collection time is convenient.
- Confident and helpful telephone manner and an understanding of the need for customer care (daily)
- Ability to communicate sympathetically and effectively with clients, responding in a patient caring manner to any queries (daily)
- To deal with enquiries at reception and telephone calls in the absence of admin staff.
- To advise service users on the safe use of equipment

Analytical and Judgmental Skills

- To be aware of the needs and wishes of service users and to report any concerns to the Equipment & Wheelchair Service Store Manager and/or Operations Manager.

Planning and Organisational Skills

- To undertake delivery and collection of wheelchairs and equipment utilising effective routing systems.

- Ability to organise own workload (daily)

Physical Skills

- Understanding of the need for and the ability to undertake routine maintenance checks and cleaning of vehicles. (daily)
- Ability to cope with the physical demands of the post, particularly in relation to moving and handling (daily)
- Good observation skills and an understanding of the safety issues surrounding the provision of wheelchairs and equipment. (daily)
- Ability to follow written instructions and to record accurately basic information (daily)
- Willingness to work flexibly and demonstrate commitment to a high standard of service delivery (daily)

Responsibilities for Financial and Physical Resources

- To clean and check all equipment and wheelchairs before issue in accordance with infection control procedures.
- To assist in maintaining the store in a clean and tidy condition and ensuring that all equipment is stored appropriately.
- To assist with stock control within the Equipment & Wheelchair Service Store.
- To undertake the removal/dismantling of items of equipment no longer required and return items to store.
- To collect heavily soiled items for laundering.
- To be responsible for routine vehicle checks and maintenance (eg oil/water checks, tyre pressure, etc) and to ensure cleanliness of vehicle both interior and exterior in line with infection control procedures.
- Ensure that the vehicle and its contents are secure at all times

Responsibility for Information Resources

- To complete appropriate documentation relating to equipment in particular to ensure problems which may put the client at risk are identified and reported.
- To take receipt of deliveries, checking paperwork and maintaining records as appropriate using both computerised and manual systems.
- To maintain transport records as necessary.

Partnership Working

- To advise colleagues on the availability of stock/equipment with the store

Equality and Diversity

- As well as the general duty to ensure compliance with policies on equality and diversity. Indicate specific areas either relating to staff or patients that the role has regarding equality and diversity.

Making Every Contact Count

- Front line staff are in an ideal position to offer support and advice on how to improve health and wellbeing

- Staff should use their interactions with the public to give them additional advice on health and wellbeing
- Staff will be given training and support to help them to signpost people to other services which may improve their health and wellbeing.

Health and Safety

- To operate plant/machinery and to work in accordance with safe moving and handling practice
- To assist in maintaining the store in a clean and tidy condition and ensuring that all equipment is stored appropriately.
- You have a personal responsibility to support your department/ward/clinic in reducing hospital acquired infection. You must comply with the Trust's policies on infection, prevention and control and maintain your competency to effectively discharge your responsibilities. You must bring deficiencies to the attention of your manager.

PERSON SPECIFICATION

Job Title:	Equipment and Wheelchair Support Worker
AfC Band:	Band 2

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Full UK Driving License 	
Professional Registration	<ul style="list-style-type: none"> N/A 	
Knowledge, Training & Experience	<ul style="list-style-type: none"> Minimum of 2 years previous experience of working with the public Awareness of the needs of older people and people with disabilities Minimum of 1 years experience of stock control systems Local Geographical knowledge of Salford area Level 2 English and Maths RTITB accredited Fork-Lift Training 	
Skills & Abilities	<ul style="list-style-type: none"> Use of Smartphones/handheld devices 	

Living our Values

All colleagues are expected to demonstrate the NCA values and underpinning behaviours as you carry out your role.

Values	Behaviours (I will...)
CARE We listen and treat each other with kindness.	Provide the highest standard of care, with compassion and kindness.
	Communicate clearly, actively listen and be person centred.
	Seek to understand and empathise.
	Collaborate to deliver services that are safe and give confidence in our care.

APPRECIATE We value and respect each other's contribution.	Recognise and openly acknowledge how we all make a difference.
	Value and respect others and share in celebrating our successes.
	Treat people fairly, notice, champion and positively appreciate diversity.
	Provide constructive feedback to support growth and development.
INSPIRE We speak up and find ways to be even better.	Have a voice and act with integrity and honesty.
	Make time to learn, share and find new ways of working.
	Be positive, be open to change and empower others.
	Work with my team and other teams to agree and deliver best outcomes.

Appendix

The below details all the standard Trust requirements which must be incorporated within the role.

Infection Prevention
Employees will adhere to all Trust Infection Control policies and procedures which are relevant to the post and undertake any appropriate mandatory training. All colleagues will ensure that advice is sought from the infection control team as required and appropriate action is taken to minimise cross infection.
Safeguarding
The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment. You will be expected to fulfil your mandatory safeguarding training at the level applicable to this role.
Health and Safety
Employees must act in accordance with the Health & Safety at Work Act 1974, and subsequent legislation, under which they must take reasonable care to avoid injury to themselves and to others who may be affected by their work activities. Employees are required to co-operate with the Trust in meeting statutory requirements. Employees must not intentionally or recklessly interfere with, or misuse anything that is provided in the interest of the health, safety and welfare of colleagues, patients, and the general public.
Confidentiality and Data Protection
Employees are required to uphold the confidentiality of all records held by the Trust, whether patient records or Trust information. Unauthorised disclosure of any confidential information, or that covered by the Data Protection Act may result in disciplinary action.
Equality and Diversity
All colleagues are required to understand the equality and diversity commitments and statutory obligations under the Equality Act 2010. You must act in ways that support

Equality, Diversity, and Inclusion (EDI) and recognise the importance of people's rights in accordance with legislation, policies, frameworks, procedures, and good practice.

Colleagues must recognise and report any behaviour that undermines equality under Trust policy and further EDI activity by:

- eliminating discrimination, harassment and victimisation
- advancing equality of opportunity between people who share a protected characteristic and those who don't
- fostering good relations between people who share a relevant protected characteristic and those who don't
- understanding the impact of policies, services and practice on people with different protected characteristics

Code of Conduct

Colleagues that have a national Code of Conduct are expected to adhere to that Code and failure to do so could result in disciplinary action being taken. Colleagues who do not have a regulatory body are expected to conduct themselves in a professional manner and in line with the Trust values and policies at all times.

Leadership and Development

We believe our colleagues play a vital role in delivering excellence, and that everyone has the ability to demonstrate leadership and make a difference. As a member of our team, we expect you to live the NCA values: Care, Appreciate and Inspire through your daily habits, to improve outcomes for patients, customers and service users across the system. In return we provide a range of development opportunities that help you to realise your potential and reach your professional best.

As you join us, you are required to attend our Corporate Induction, complete the Trust's mandatory training and participate in the NCA Accelerated Leader Development Programme if you are in a leadership or management role. Your annual My Time appraisal conversation helps to continually review your contribution and ongoing priorities through your Personal Development Plan, informed through a wide choice of development available to you.

Flexibility

This job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time, in discussion with the post holder. This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager.