



JOB DESCRIPTION

1. JOB DETAILS

Job Title: Homecare Technician

Reports to: Depot Manager

Accountable for: None

Department: Operations

Location: [Depot Location]

2. JOB PURPOSE

To carryout deliveries, installations, removals, risk assessments & servicing of oxygen products for HSE patients, with care and consideration, keeping in mind the patients' needs at all times.

3. KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

Please refer to the Person Specification.

4. PRIMARY DUTIES & AREAS OF RESPONSIBILITY

- i) Install, deliver, remove and service home oxygen products
- ii) Ensure all associated consumables are delivered in accordance with the patients EHOOF
- iii) Work with Depot & Assistant Depot Manager to achieve delivery of service
- iv) Co-Operation with departments within the contact centre
- v) Ensure compliance with contractual KPI's
- vi) Ensure the patients receive a quality service at all times
- vii) Follow safe working prodecures & operating instructions
- viii) Accuarte Data entry onto a PDA device

5. COMMUNICATION & WORKING RELATIONSHIPS

Depot managers and Field Staff
Patients
Carers
Health Care Professionals
Customer Service Agents
Field & Depot colleagues

6. SPECIAL WORKING CONDITIONS

The postholder may be required to travel to other sites to provide support where needed.

PERSON SPECIFICATION

Post Title: Homecare Technician

Department: Operations

E or D indicates whether a selection criterion is 'Essential' to the job role or 'Desirable'.
As a minimum a candidate must meet the essential criteria for the post to be recruited.

Qualifications	How Identified	E/D
Leaving Certification English or equivalent	A	E
Leaving Certification Mathematics or equivalent	A	E

Experience	How Identified	E/D
Significant demonstrable experience of working in a customer focused role	A/I	E
Experience of working in a medical oxygen environment	A/I	D

Skills & Knowledge (Includes; Analytical & judgemental Skills, Communication & Relationship Skills, Physical Skills)	How Identified	E/D
Ability to work effectively within a team as well as independently, exercising a high degree of autonomy	A/I	E
Excellent IT skills	A/I	E
Excellent customer service skills	A/I	E
Excellent verbal and written communication skills	A/I	E
Excellent manual dexterity	A/I	E

Behaviours	How Identified	E/D
Demonstrates drive, commitment and a desire to learn and progress	A/I	E
Passionate, entrepreneurial and fearless	A/I	E
Positive mental attitude	A/I	E

Other Requirements (Includes; Working Conditions)	How Identified	E/D
Full clean driving licence	A/I	E
On call rota requirement	A/I	E
Demonstrate a flexible attitude to work	A/I	E
Will require Garda Vetting	A/I	E

All staff are required to comply with company policy as detailed in the T&C's and other policy documents. Employee's should be aware of and operate in accordance with any confidentiality, information security or acceptable use requirements that may from time to time be notified. Please refer to the policy section of the intranet site.