



POSITION DESCRIPTION

Biomedical Engineering Supervisor

Reports to: Biomedical Engineering Director Position Status: Non-exempt

Supervises: Biomedical Engineering Technician; Effective Date: 2/13/23
Biomedical Engineering Technician II

GENERAL SUMMARY

The Biomedical Engineering Supervisor is a working supervisor that is responsible to the Biomedical Engineering Director for the day-to-day operations of the department. Directly responsible for supervising and providing maintenance/technical support for analysis, maintenance, calibration, installation, and upgrades on patient medical/other electronic equipment within the clinical facilities, Hospital Services, and In-Home Program locations. Responsible for supervising the daily activities of technicians which includes enforcing policies, providing orientation/guidance/instruction, and corrective action. Provides input on performance evaluations and adjusts schedules and assignments to meet the operational needs of NKC and the department. Supervises the Biomedical Engineering Technicians in coordination with the Biomedical Engineering Director.

DUTIES AND RESPONSIBILITIES

1. Conducts project management and coordination which is consistent with knowledge and expertise, supervising the day-to-day activities of Biomedical Engineering Technicians.
2. According to standards, safety codes, and regulations, provide supervision on medical equipment services, repairs, and maintenance.
3. Supervises Biomedical Engineering support staff. Provides coaching, counseling, training, and feedback to employees. Assigns, reviews, and delegates work and job responsibilities to designated staff.
4. Assists with the hiring, evaluation, discipline, and development of staff. Coordinates training, orientations, and continuing education of staff in coordination with the Biomedical Engineering Director.
5. Assists with managing the department's budget and coordinates financial and budget activities for maximum operational efficiency.

6. Plans and implements departmental policies, programs with the Biomedical Engineering Director, and establishes procedures and priorities to implement and maintain approved plans.
7. Maintains biomedical equipment by completing preventive maintenance schedules, conducting tests, following manufacturer's instructions, troubleshooting, and repairing malfunctions, calling for special service, evaluating service contracts, and maintaining equipment inventories.
8. Responsible for all levels of maintenance work performed by staff. Receives and prioritizes work orders. Assigns work duties to support staff including monitoring medical equipment inventory items, forecasting needs of the department to assure that optimum quantities of parts and materials are available when needed, and making the most effective use of medical equipment parts inventory.
9. Investigates medical equipment hazard reports and device/parts recalls. Makes recommendations to the Director. Improves biomedical equipment by conducting tests, conferring with equipment users, developing modifications, and collaborating with equipment manufacturers as needed. Assists department Director with investigations of medical device incidents and reporting investigation outcomes to the FDA according to the Safe Medical Device Act of 1990 (SMDA).
10. Supervises and is responsible for assisting with contracting the appropriate plumbing and electrical requirements for proper installation and operation of home dialysis machines and associated equipment.
11. Supervises and is responsible for Biomedical Engineering Department staff. Assures proper functioning of equipment in patients' homes prior to use. Troubleshoots equipment problems via telephone or in the patients' home, repairing or replacing defective parts or correcting unsuitable conditions. Calibrates equipment by reconditioning and modifying used equipment as required for the reissue to patients in addition to performing cleaning and preventive maintenance duties.
12. Maintains a safe and healthy working environment by conducting safety tests, recommending, and complying with procedures, training, and guiding medical and healthcare personnel, and ensuring compliance with codes and safety tests. Observes for undesirable or unsafe conditions in the environment or patients' homes.
13. Accomplishes organizational goals by taking ownership of new and different requests. Explores opportunities to add value to job accomplishments.

14. Serves on NKC committees and participates in the Leadership Team of Northwest Kidney Centers.

PLANNING

This position is responsible for planning day-to-day activities of the Biomedical Engineering Department staff in an effective use of human resources and materials to meet technical support needs and follow regulatory and industry standards.

SUPERVISION and COORDINATION

This position directly supervises and is responsible for training of support staff.

EXTERNAL CONTACTS

This position has contacts with patients and staff of Northwest Kidney Centers. This position represents the Biomedical Engineering Department by performing ad hoc, standing, and other committee responsibilities. These contacts are required to work with and coordinate technical services for the organization. The position also has contact with vendors, engineers, quality control, and service representatives of medical equipment, parts suppliers, regulatory officers, and manufacturers.

DECISIONS

This position is responsible to the Biomedical Engineering Department for decision making required for the technical operations of the organization.

Typical decisions include:

- Delegation and oversight of resources for water treatment problems so they are overseen promptly and efficiently.
- Technical service operating decisions regarding changes in day-to-day priorities in response to medical needs.
- Determining the extent of equipment and/or parts required for inventory purposes to assure safety and adequate resources required to support equipment used in the organization.
- Providing direction regarding compliance of regulatory requirements with technical issues associated with the support of NKC medical equipment.
- Managing equipment or water treatment support issues outside the norms of regular workflow.

CUSTOMER SERVICE STANDARDS

Staff is responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; show courtesy; recognize customer's needs; respect privacy.
2. **CONCERN:** Listen to customers; express appreciation, be non-judgmental; take responsibility.

3. **CONFIDENCE:** Show a positive attitude; take personal initiative; inform; educate and reassure; provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; maintain a professional appearance; establish teamwork; show professional competency.

JOB CONDITIONS and PHYSICAL EFFORT

Must be able to communicate effectively in English over the telephone, in writing, and in person. Duties and responsibilities are performed in an office, workshop, and clinical settings. Must have transportation available and a current Washington State Driver's license to travel to dialysis facilities, hospitals, and patient homes.

Physical activities require the ability to stand, walk, stoop, kneel, crouch, reach, lift; fingering, grasping, talking, hearing, and repetitive motions of hands, wrists, and fingers. Requires a high-level of hand-eye coordination. Must have strong visual acuity to read, inspect information on monitors, inspect technical documents, and to inspect and repair dialysis and related machines. Requires the ability to pass the Ishihara color test.

Physical requirements include the ability to lift/move objects weighing up to one hundred pounds occasionally, and up to fifty pounds frequently. The individual in this position operates the phone, computer, copier, and other office equipment as required. Demonstrated skills in Microsoft Office Products and knowledge of clinical software programs required.

The Biomedical Engineering Supervisor is exposed to a variety of atmospheric conditions. This would include exposure to fumes, chemicals, blood, and body fluids. Requires proximity to electric current.

EDUCATION AND EXPERIENCE

Requires 4 years of biomedical technology experience, to include a minimum of one years of supervisory or lead experience. May substitute required education degree with additional years of equivalent experience on a one-to-one basis.

Demonstrated technical competency and training in analyzing, calibrating, installing electronic/electromechanical/mechanical/pneumatic general patient care medical equipment.

Preferred experience of seven years of BMET, military BMET or hospital manufacturer field service experience and three years of supervisory or lead experience. Requires confirmation of ability to distinguish all primary colors by successfully completing the Ishihara color test.

- Knowledge of applicable federal, state, tribal laws, regulations, and requirements.
- Knowledge of the current standards and safety codes for biomedical equipment.
- Knowledge of the installation and maintenance of biomedical equipment.
- Knowledge of electrical systems and their components.
- Skill in installing, troubleshooting, repairing, and testing biomedical equipment.
- Skill in supervising, training, and evaluating assigned staff.
- Skill in operating equipment and tools.
- Ability to use electronic schematics, blueprints, troubleshooting manuals.
- Ability to work independently and meet strict timelines.
- Ability to work extended hours and various work schedules.
- Ability to travel.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.

REVIEW AND APPROVAL



Chief Administrative Officer

2/20/2023

Date



Vice President of Human Resources/CHRO

2/20/2023

Date