

# Clinical Support Specialist

## ResMed

*Specified Purpose Contract – Maternity Cover*



Create Better  
Outcomes

### ***The Company:***

PEI is in business to Create Better Outcomes. Better outcomes for our patients, customers, colleagues, and industry partners. Named a “Great Place to Work”, PEI works with major brands from world class manufacturers and trusted partners such as Johnson & Johnson, ResMed, Ansell and Boston Scientific. This is an exciting opportunity to work with a company whose focus is serving our customers, developing our people and living the ABC’s (Ambition, Better Outcomes & Connected Teams) and Behavioural Standards that guide us in PEI.

A professionally run, family business, with over 140 employees, PEI has been in business since 1963. Over the years PEI has moved from being a general medical distributor to become a specialist distribution partner, adding real value for the manufacturer and providing the highest standards of service to the customer.

As the successful candidate you will benefit from exposure to leading medical solutions, personal development, training support and potential career progression opportunities within the company.

### ***The Role***

As a member of our ResMed PEI Team working in the area of Sleep Disordered Breathing and Bilevel Ventilation you will work closely with our business partner to provide support and education to the end user, namely the patient. Our ResMed business has an all-Ireland focus but your key areas of focus will be primarily The South of Ireland however a level of flexibility is required to cover parts of Ireland. Delivery of this care will be through designated clinics, hospitals and patient's homes. The role centers around achieving and maintaining patient compliance on their prescribed Resmed device. Management of these patients is across digital platforms including telemonitoring.

### ***The Person***

You are someone who has an ability to get things done. You have excellent communication, organisational and problem-solving skills. You are self-motivated and constantly seeking smarter ways of working. With excellent influencing skills, you have an ability to foster relationships at all levels. You are pragmatic in your approach to how you challenge whilst ensuring compliance and best practice at all times.

ResMed PEI is committed to delivering a first-class service. All its clinical support specialists are equipped to give expert advice in a Resmed PEI clinic, in a hospital setting or in the patient's home. The focus on Customer Obsession together with detailed product expertise ensures our unrivalled customer care and excellent on-going product support, which have become synonymous with the Resmed PEI brand. PEI entered the Sleep and Respiratory Medicine market in 2005 when it joined forces with ResMed one of the world's major players in the industry and together the two companies bring a wealth of knowledge and experience to the sector.

### **Basic Requirements:**

- Must be a registered nurse
- Experience in respiratory area or sales preferable but not essential
- Excellent interpersonal and communication skills
- Excellent IT skills. Computer literate in Outlook, Word and Excel and Patient Management Systems
- Ability to manage patients using Telemonitoring
- Experience with video conferencing software and maintaining a paperless system
- Proven attention to detail and follow through
- Be able to plan work and prioritise daily tasks
- Self-starter/Demonstrates initiative
- Completer/Finisher
- A clean, full driving license

### **Key Skills:**

- **Promotes Teamwork** – Contributes to the team, readily helps or co-operates, encourages reasonable relationships within their team. Pulls their own weight in the team.
- **Customer Relationship** – Can build rapport. Is outgoing and positive to customers. Relates well to other members of the work team or customers. Displays enthusiasm and is understated in approach.
- **Communication Skills** – Is open and receptive to other people, picks up other peoples' immediate feelings and emotions and is able to communicate basic information effectively.
- **Flexibility and Adaptability** – can deal with several tasks at once with momentum and pace, is able to cope with most normal situations, is seen as a reasonable individual capable of a healthy give and take relationship. Other individuals are able to present sensitive ideas in their presence. Is willing to compromise without compromising integrity.
- **Analytical Mind** – Ability to think rapidly. Confident decision making.

### **Roles & Responsibilities:**

Reporting to the Business Manager, below is an outline of responsibilities:

- Ability to provide support and education to the end user (the patient) through hub and spoke model:Initial therapy set up in ResMed PEI Clinical room, hospital or home environment with ResMed products
- Follow up to ensure compliance with therapy
- Compliance Data management
- Home Sleep Studies
- Provide CPAP follow up clinics in ResMed PEI Clinical room
- Liaise with physicians, technicians, nursing personnel in the hospital environments, as required
- In conjunction with the team, to provide educational workshops and training clinics for respiratory products
- Commitment to the provision of quality patient focused service alongside other members of the team.
- All administration and updating of patient records in online Patient Management Systems required

### **PEI Compensation Package:**

To apply for this position, please send your C.V. and cover letter to [hr@pei.ie](mailto:hr@pei.ie), and include the job title and your name in the subject line of your email.