

Nurse Advisor

Full time permanent role



Create Better
Outcomes

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 as part of the ResMed PEI Team providing support and education to the end user, namely the patient.

You will provide support to the patient whilst working on the Nurse Helpline as well as in person in the Patient Clinic Room in the ResMed PEI office.

The role centers around achieving and maintaining patient compliance on their prescribed Resmed device. **Management of these patients is across digital platforms including telemonitoring, therefore you must be capable of working across multiple digital platforms in order to manage patients remotely, whilst having a high level of IT experience.**

The Company

Named a "Great Place to Work" for 2021, PEI is a leading medical and surgical sales, marketing and distribution company. PEI's product portfolio includes major brands from world class manufacturers such as DePuy Synthes, Medtronic, Ansell and ResMed. This is an exciting opportunity to work for a company whose focus is in developing its people and ensuring they are equipped to provide service solutions to its customers.

The Person

You are someone with the ability to get things done, whilst having excellent organisation skills. Your awareness of the importance of achieving and maintaining therapy compliance provides the foundations for the development of in-depth relationships in your role. You have an ability to troubleshoot patient queries and concerns. Your motivation and excellent communication skills allow you to excel in both a team and individual environment. Creativity, Innovation and Accountability are important to you providing the platform for you to challenge the status quo.

ResMed PEI is committed to delivering a first-class service. All its Nurse Advisor Specialists are equipped to give expert advice in telephone consultations 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
- Excellent IT skills. Computer literate in Outlook, Word and Excel and Patient Management Systems
- Ability and confident to work across multiple digital platforms to manage patients remotely
- Be able to plan work and prioritise daily tasks
- Proactive with excellent problem solving and decision-making skills
- Excellent interpersonal skills
- Patient and quality focused
- Experience in respiratory area desirable
- Proven attention to detail and follow through
- Self-starter/Demonstrates initiative
- Completer/Finisher

PEI is an Equal Opportunities Employer

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 Territory Manager ResMed, below is an outline of responsibilities:

- Ability to provide support and education to the end user (the patient) through Nurse Helpline & Hub and Spoke Model
- Initial therapy set up in ResMed PEI Clinical room hospital
- Provide CPAP follow up clinics and communicate with sales management, marketing and other appropriate corporate departments
- Provide telephone support service to patients remotely using Remote Monitoring Technology
- Follow up to ensure compliance with therapy
- Manage and provide comprehensive solutions to existing ResMed patient queries
- Trouble shooting and support of existing and new ResMed patients
- Use Remote Monitoring Technologies to ensure Patient Compliance
- Liaise with physicians, technicians, nursing personnel in the hospital environments, as required
- Provide support to ResMed/PEI clinical sales support team
- Interact with teams within PEI (Customer Service and Warehouse)
- Create greater efficiencies with current work flow practices
- 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.
- Home Sleep Studies

PEI Compensation Package:

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