

Job Expectation

Position:	Clinical Orthotist		
Reports to:	Regional Manager	JE number:	JE20

The New Zealand Artificial Limb Service, (NZALS) has a vision of independent and productive lives of the people we care for. NZALS provides a nationwide service including the provision, fitting and maintenance of prosthetics and orthotics with integrated manufacture, rehabilitation and coordination of care services, and rehabilitation support. These services are provided through five city-based Limb Centres that run Regional Clinics in other areas of the country.

our vision

Independent and productive lives for our patients.

our mission

To enable our patients to achieve independence by delivering prosthetic and rehabilitation services.

2021 strategic objectives

NZALS has a significant impact on our patients' independence and productivity. We are excited to see how you will personally contribute to the achievement of our strategy through your day-to-day interactions with our patients, medical professionals, the community and your colleagues. You are important. We cannot deliver this strategy without your specialist knowledge and input. We are excited about the challenges ahead and hope you are too!



This role requires you to provide a 'whole of life', patient centred care approach that maximises the patients independence and productivity. This is achieved through appropriate and innovative orthotic prescriptions, (within your personal scope of practice) and active participation with the patients' multi-disciplinary care team. Integration with the patient's rehabilitation is of critical importance in this role.

Position Purpose for NZALS to deliver on our 2021 strategy you are here to:

To enhance the potential and independence of patients by prescribing and maintaining orthotic devices appropriate to the patient's needs and capabilities.

Proactive integration with the Patients rehabilitation needs.

Accountability expectations a summary of what we expect you to achieve:

Service

- To undertake assessments of patients to clearly identify their needs and aspirations
- Empower and consult with your patients to clearly understand their individual goals and how they relate to their rehabilitation and lifestyle needs
- Actively participate in patient clinics and multidisciplinary team meetings to appropriately prescribe orthotic devices and contribute to your patient's rehabilitation plan
- To develop, support and/or deliver the most appropriate rehabilitation programme in conjunction with a multi-disciplinary team including external allied professionals
- To work collaboratively with the Physiotherapist / Occupational Therapist to make timely and appropriate referrals to provide a "wraparound" service to patients
- Prescribe, and fit orthotic devices to enable patients to achieve their individual goals
- Champion your patient's maximum orthotic usage by proactively modifying, adjusting and repairing their device and integrating your individual service into the wider rehabilitation team
- Support your patients need for services closer to home by attending and promoting regional clinics
- Ensure clinical service decisions, (including prescriptions) are supported by appropriate and timely clinical notes, evidence based assessment tools, applications and plans which are all clearly documented in manaaki

Expert Workforce

- Own your professional development by proactively improving your knowledge and experience with current and new prosthetic and orthotic technology, materials, socket design and rehabilitation / patient centred care services
- Maintain up to date knowledge of changing technologies, new products, socket design and interfaces, components, and microprocessors options
- Maintain internal and external professional networks
- Participate in multi-disciplinary team meetings to share knowledge and innovation that lead to better outcomes for patients
- Undertake regular professional development to maintain skills and competencies
- Identify and recommend service improvements to benefit patient and organisational outcomes
- Maintain an appropriate professional membership and participate in professional peer review sessions and independent service reviews
- Support and develop the clinical, technical and professional skills of other team members, assisting with formal training when required

Technology/Research & Development

- Ensure your knowledge orthotic technologies and innovation are current and reflective of best practice principals to provide patients with high quality information to support choice, informed consent and optimal outcomes
- Participate and contribute to new and innovative product releases/evaluations, rehabilitation approaches and patient centred care opportunities

- Take opportunities to engage with your colleagues, graduate placements, universities and research organisations to explore shared learning opportunities to improve patient outcomes
- Investigate ways of improving service/delivery for patients
- Maintain knowledge of the latest research and literature in order to make informed evidence based decisions
- Participate in clinical trials and new product reviews where relevant

Equity

- Deliver on your 'service' accountabilities within the context of available funding
- Play your part to ensure a safe and healthy workplace by adhering to NZALS health and safety policies and procedures, taking proactive action where a breach may occur or safety issues arise
- Demonstrate awareness of cultural and ethnic differences, including the Treaty of Waitangi and Maori as Tangata Whenua
- Comply with all relevant legislation, policies, procedures and standards
- Complete other tasks, assignments and projects as necessary to achieve our vision and mission statement

Key Performance Indicators how we know if you are doing a good job.

Key deliverables	Key Performance Indicators
Patient Satisfaction	<ul style="list-style-type: none"> • High levels of positive feedback from patients including patient involvement in decisions about their care, orthotic device look, cosmesis, function and comfort (survey process to be developed) • Maintain / improve your patient's outcome measures • Patient delivery times meet Service Agreements • Level of re-work required to meet patient comfort and expectations
Professional Practice	<ul style="list-style-type: none"> • Accurate, professional and full clinical notes and records (as per NZALS policy) are produced and recorded in manaaki in a timely fashion to validate treatment and outcomes. This includes all discussions had with the patient including telephone discussions and email communications • Quality and appropriateness of work as assessed by peer review and independent service reviews • Evidence of your personal commitment to professional development • Actual time spent on jobs matches national benchmarks • Informed and privacy consents are obtained for each patient as per NZALS policies and procedures
Process	<ul style="list-style-type: none"> • Your patients measure charts, prosthetic / orthotic prescriptions, rehabilitation plans, estimates and assessments reflect the MDT / clinic recommendations and are recorded accurately in manaaki • Work in progress targets achieved • Your time is >80% chargeable (with the correct use of timesheet codes) • Compliance with NZALS national stock processes
Team Collaboration	<ul style="list-style-type: none"> • Manage your own workload and support others in the team where appropriate • Demonstration of subject matter lead expertise
Health & Safety	<ul style="list-style-type: none"> • Ensure hazards and risks are identified and managed • Promote good safety practice with all colleagues, patients and visitors • Workplace incidents are reported and recorded

- Individual service review results and recommendations

Person specification the knowledge, skills and experience we expect a competent person to demonstrate:

Education / Qualifications:

- A degree in prosthetics and orthotics or equivalent, (as defined by NZALS' Service Agreement with ACC)
- Member of NZOPA (preferred)

Experience:

- Sufficient years of practical experience to be fully competent in all aspects of the role

Knowledge of:

- Patient centred and multidisciplinary team models of care and how they relate to orthotic services
- Health service provider responsibilities including the Health and Disability Commissioner's Code of Rights, privacy matters and informed consent
- Orthotic design principles, manufacturing techniques and devices
- Technical fabrication and the appropriate technical prescription for the manufacturing of a orthoses
- Anatomy and biomechanics of the human body
- Technology associated with orthotics, including Computer Aided Design, (CAD) and Computer Aided Manufacturing (CAM)
- Information technology systems, including Microsoft Office software and patient management software
- Good health and safety practices and cultures

Ability to:

- Prioritise and work to deadlines to achieve patient outcomes
- Apply your expertise and experience to optimise:
 - The orthotic device for your patients
 - The MDT care package for your patients, including rehabilitation plans and referrals to other providers
 - Physiotherapy and or occupational therapy interventions for your patient
 - Recognise and adapt your clinical service to cultural sensitivities and psychological issues

Competency expectations the skills and behaviours we expect a competent person to demonstrate:

1. **Delivering patient-centered care**—identify, respect, and care about patients’ differences, values, preferences, and expressed needs; relieve pain and suffering where appropriate; coordinate continuous care; listen to, clearly inform, communicate with, and educate patients; share decision making and management; focus on rehabilitation
2. **Work in interdisciplinary teams**—cooperate, collaborate, communicate, and integrate care in teams to ensure that care is continuous and reliable.
3. **Practice evidence-based practice**—integrate best research with clinical / technical expertise and patient values for optimum care, and participate in learning and research activities to the extent feasible.
4. **Focus on quality improvement**—identify errors and hazards in care; understand and implement basic safety design principles, such as standardisation and simplification; continually understand and measure quality of care in terms of structure, process, and outcomes in relation to patient and community needs; design and test interventions to change processes and systems of care, with the objective of improving quality.
5. **Using information technology**— keeps up-to-date on technological developments. Makes effective use of technology to achieve results, communicate, manage knowledge, mitigate error, and support decision making.

Performance and development planning planning and measuring your performance:

In accordance with NZALS’s Performance and Development Framework, your performance will be measured each year against the expectations and the key performance indicators described in this job expectation. Each year you and your manager will identify specific objectives, targets and measures which will focus on your continued development and enhanced performance.

Position parameters

HR Delegations: NIL	Number of direct reports: NIL
Financial Delegations: NIL	Coverage: Collective Employment Agreement / Individual Employment Agreement