NZALS
New Zealand Artificial Limb Service
Peke Waihanga, Aotearoa

Job Expectation

Position:	Prosthetic Technician		
Reports to:	Workshop Lead	JE number:	JE08

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 prosthetic and orthotic prescriptions 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 work collaboratively with Senior / Clinical Prosthetists to manufacture, adjust and repair customised prosthetic and orthotic devices to a high quality and timely standard for our patients

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

Service

- Strong relationships with our prosthetists are developed and maintained leading to effective and accurate communication of prosthetics and/or orthotic requirements
- Manufacture, adjust or repair custom prosthetic and orthotic devices to prescription specification within timelines and to a high-quality standard that meet function, aesthetic, safety and comfort standards
- Problem solve complex prosthetic and orthotic manufacturing issues to optimise the use, function and look of the patient's prosthetic and/or orthotic device
- Consult with prosthetists to clearly identify the individual prescription for the patient
- Repair and service existing prosthetic limbs and orthotic devices and remodel sockets as required
- Ensure all appropriate technical decision are supported by appropriate and timely clinical notes, which are all clearly documented in manaaki. Reference: Clinical Record Policy
- Set up the correct socket alignment
- Support amputees' needs for services closer to home by attending and promoting regional clinics

Expert Workforce

- Maintain up to date knowledge of changing technologies, socket design and interfaces and components
- Maintain internal networks and share knowledge and innovation that lead to better outcomes for patients
- Identify and recommend service improvements to benefit patient and organisational and outcomes

Technology/Research

- Ensure your knowledge of prosthetic and orthotic technologies and innovation are current and reflective of best practice principles 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 limb 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

- Apply a high standard of workmanship to all devices
- 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
Work quality and timeliness	• Positive feedback from prosthetists • Delivers to expected or agreed timeframes • Quality and appropriateness of work as assessed by peer review and independent service reviews • High levels of positive feedback from patients, ad hoc patient feedback (survey process to be developed)
Process	• Accurate, professional and full clinical notes and records (as per NZALS policy) are produced and recorded in manaaki in a timely fashion • Your time is >80% chargeable with the correct use of timesheet codes • Compliance with NZALS national stock processes
Team Collaboration	• Manage own workload, share knowledge and support others in the team where appropriate • Work in progress output targets are achieved
Health & Safety	• Ensure hazards and risks are identified and managed • Promote good safety practice with all colleagues • Workplace incidents are recorded and reported
NZALS Service Review	• Individual service review results and recommendations

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

Education / Qualifications:

- Certificate of Proficiency is required
- Technical polytechnic qualification or relevant tertiary qualification is preferred

Experience:

- A minimum of 2 years training and/or 5 years' practical experience in this field is desired

Knowledge of:

- Materials including thermosetting plastics, leather, componentry and fabrication technology for prosthetics and orthotics
- Engineering and Glass Reinforced Plastic (GRP) fabrication
- Advanced lamination and laminate techniques
- Safe and expert use of tools equipment and machinery to grind, sew, cut, sand turn and shape prosthetic and orthotic devices
- Anatomy and physiology
- General information technology and ability to use internal IT systems effectively

Ability to:

- Optimise functionality and look of the prosthesis
- Test their devices for freedom of movement, alignment of parts, and functional stability
- Collaborate with others to achieve the desired outcomes for patients
- Overcome problems and innovate to achieve the expected quality and timeliness
- Prioritise and work to deadlines to achieve production targets

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 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