

Job Expectation

Position:	Workshop Lead		
Reports to:	Regional Manager	JE number:	JE07

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/or 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 manage the workshop in the most productive and efficient way by ensuring the manufacturing and repairing of customised prosthetic and orthotic devices are of top quality and produced in a timely manner in order to provide a world class patient-centred care service.

To deliver on the position purpose, you will apply best practice and innovative manufacturing and production methods.

This role has oversight of the quality of technical jobs completed by Technicians and Senior / Clinical Prosthetists. Specifically, this role is responsible for maintaining the quality standard of all work produced by the workshop.

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

Service

- Schedule and manage workflow through the workshop to meet patient and prosthetist requirements and standards. This will include:
 - identifying potential bottlenecks
 - implementing solutions to deliver to expectations
 - adjusting the work allocation between technicians and
 - prioritising work around planned and unplanned leave
- Consult with prosthetists to clearly identify the individual prescription for the patient and ensure the necessary documentation is completed and handed over to the technician
- Maintain the appropriate level of stock to meet known daily requirements, ordering additional parts in a just-in-time basis to ensure stock is kept to the bench-mark level
- Fabricate, and assemble high quality prosthetic limbs and sockets that meet aesthetic, safety and comfort standards
- Repair and service existing limbs, as required
- Work with the prosthetist to ensure any components which require regular review are inspected. E.g. a service schedule/list for C-Leg servicing
- Order and receipt stock when required

Expert Workforce

- Develop individual performance and development plans for workshop staff, and manage them to ensure skills are developed, expected competencies and behaviours are demonstrated and actively addresses any deficiencies
- Provide supervision, mentoring and coaching to improve skills and capability within the technical team
- Ensure staff are motivated and receive adequate support and direction to achieve the workshop's productivity and quality goals
- Ensure the technical team have clear role boundaries and adequate resources (within the available budget), and perform in accordance with NZALS' strategy, policies, procedures and service standards and demonstrate and promote NZALS values in all aspects of the role
- Work with the technical team to identify and utilise strengths to build broader capability
- Maintain up to date knowledge of changing technologies, socket design and interfaces and components. This may involve attending conferences and/or courses
- Maintain national internal networks and participate in sharing knowledge and initiatives that lead to better outcomes for patients
- Identify and recommend service improvements to benefit patient and organisational outcomes

Technology/Research

- Undertake regular professional development to maintain skills and competencies
- Take opportunities to explore technological and process improvements
- Keep up to date with any product recalls and advisory notices and advise the prosthetist accordingly
- Champion and encourage others in learning new manufacturing and production techniques which improve the prosthetic/orthotic device for our patients

Equity

- Demonstrate sensitivity to cultural and ethnic differences within the team and with patients
- Manage the workshop resources that reflect the NZALS equity strategic objective, including the fair distribution of work and consistent application of high quality standards
- Comply with all relevant legislation, policies, procedures and standards
- Adhere to NZALS health and safety policies and procedures, taking proactive action where a breach may occur or safety issues arise
- Ensure workshop machines are in good working order reporting any issues to the health and safety rep and/or regional manager
- Complete other tasks, assignments and projects as requested by your manager

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 (survey process to be developed)• Feedback from prosthetists• Delivers to agreed timeframes• Work completed in a timely manner to meet patient's needs• 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
Workshop Management	<ul style="list-style-type: none">• Technicians time is >80% chargeable with correct use of timesheet codes• Level of work in progress against agreed standards• Quality work as assessed by (1) peers and/or manager, (2) resockets / re-work due to manufacturing error and/or quality issues and (3) independent service reviews (where applicable)• Timely, accurate and effective data entry into Manaaki, including all components and clinical and technical time
Stock	<ul style="list-style-type: none">• Compliance with NZALS national stock management processes• Average value of stock on hand• Amount of "dated" stock• Stock turnover - number of missed timeframes due to unavailability of stock
Team Leadership	<ul style="list-style-type: none">• Manage the overall workload of the team and support others where appropriate• Maintain work in progress to a satisfactory level• Productive time and output meet requirements• Advice to management on replacement tools and equipment to enable staff to carry out their work more efficiently

	<ul style="list-style-type: none"> • Active participation and knowledge sharing with the national team
Health & Safety	<ul style="list-style-type: none"> • NZALS Health & Safety policies are strictly adhered to • Ensure hazards and risks are identified and managed • Promote good safety practice with all colleagues • Workplace incidents are reported and recorded
NZALS Service Review	<ul style="list-style-type: none"> • 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 or relevant tertiary qualification is preferred

Experience:

- Appropriate practical experience in manufacturing and production management
- Staff management experience

Knowledge of:

- Materials including thermosetting plastics, leather, componentry and fabrication technology for prosthetic / orthotic devices
- Engineering and glass-reinforced plastic, (GRP) fabrication
- Advanced lamination and laminate techniques
- Safe and expert use of tools, equipment and machinery required for the manufacture of prosthetic and orthotic devices
- Basic anatomy, physiology and biomechanics
- Sound information technology skills and ability to use internal IT systems proficiently, including Word, Excel and Manaaki
- Computer aided design, computer aided manufacturing and 3D printing
- Good manufacturing practice and knowledge of ISO 13485 medical device manufacturing standards

Ability to:

- Collaborate with others to achieve the desired outcome for the patient
- Overcome problems and innovate to achieve the expected quality and timeliness
- Manage and resolve conflict
- Communicate effectively with a wide variety of staff, patients and clinicians
- Plan and prioritise effectively

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.
6. **Developing Others** - Develops the ability of others to perform and contribute to the organization by providing ongoing feedback and by providing opportunities to learn through formal and informal methods.

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:	Number of direct reports: up to 15
Financial Delegations:	Coverage: Collective Employment Agreement / Individual Employment Agreement