

Job Expectation

Position:	Physiotherapist		
Reports to:	Regional Manager	JE number:	JE09

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 enhance the potential function, independence and quality of life of patients through assessment, provision of rehabilitation services, coordination of care and participation in the inter-disciplinary team.

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

Service

- To undertake assessments of patients to clearly identify their needs and goals
- Empower and consult with your patients to clearly understand their individual goals and how they relate to their rehabilitation and lifestyle needs
- To actively participate in the inter-disciplinary team meetings and patient clinics to support prosthetic/orthotic device prescriptions, complete the relevant paperwork (including high technology applications) and ensure timely and accurate recording in Manaaki
- To support the Clinical Prosthetist with the fitting of prosthetic/orthotic devices and patient gait training
- To develop and deliver the most appropriate rehabilitation programme in conjunction with the inter-disciplinary team including external allied professionals
- To make timely and appropriate referrals to provide a 'wraparound' service to patients
- To provide therapy interventions as part of rehabilitation programmes
- Support your patient's need for services closer to home by attending and promoting regional clinics

Expert Workforce

- Maintain your continuing professional development - as defined by the Physiotherapy Board of New Zealand as "a process through which individuals undertake learning, through a broad range of activities, that maintains, develops, and enhances skills and knowledge in order to improve performance in practice."
- To maintain current understanding of relevant legislation and contract requirements
- To maintain national internal and external networks and participate in inter-disciplinary team meetings to share knowledge and innovation that lead to better outcomes for patients
- To identify and recommend service improvements to benefit organisational and patient outcomes
- To provide education and training to external patient services providers

Technology/Research

- To maintain up to date knowledge of changing rehabilitation strategies, technologies, methodologies and techniques
- Take opportunities to engage with universities and research organisations to explore rehabilitation technique improvements to improve patient outcomes and to support your continuing professional development.
- Maintain knowledge of the latest research and literature in order to make informed evidence based decisions

Equity

- Deliver on your 'service' accountabilities (as listed above) within the context of available funding
- Understand the needs of patients and provide credible solutions that create beneficial outcomes for both the patient and NZALS
- Demonstrate awareness of cultural and ethnic differences, including the Treaty of Waitangi and Maori as Tangata Whenua

- Maintain understanding of organisational privacy policies, health and disability code requirements and professional ethic requirements
- Comply with all other 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
- 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 / Effectiveness of Interventions	<ul style="list-style-type: none"> • 80%+ level of patient satisfaction with regards to your physiotherapy intervention in patient satisfaction surveys. These surveys include ad hoc centre level surveys, national level surveys, the annual service review, and/or letters of commendation • Documented evidence of communication between the centre’s rehabilitation team and the hospital/community rehabilitation team in 80% of primary patients. <i>Note: it is appreciated that patients are not allocated to individual therapists at this time and so it is important that measures are put into place by the rehabilitation team at each centre to ensure that this care pathway is seamless between therapists.</i> • Evidence of your adherence to the centre’s rehabilitation process in 80%+ of interventions to ensure that primary patients flow through the rehabilitation pathway seamlessly. In those cases where deviation from the standard process has occurred, the rationale for this is clearly documented in 100% of those cases. • Goals are produced in consultation with the patient and are reviewed and updated in 80%+ of rehabilitation plans
Rehabilitation	<ul style="list-style-type: none"> • Rehabilitation plans are provided to every patient receiving a new or replacement limb and patients with complex needs • A predicted number of rehabilitation therapies is documented on both MOH and ACC rehabilitation plans for all cases. In instances where more or fewer interventions are necessary, the rationale for this is clearly documented in the patient’s notes • Expected outcome measures are completed • Actively participate in interdisciplinary and regional clinics
Professional Practice	<ul style="list-style-type: none"> • Abide by the <i>Aotearoa New Zealand Physiotherapy Code of Ethics and Professional Conduct</i> (the Code) • 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 personal commitment to professional development, including peer review and reflection to support re-certification • Manage own workload and support others in the team where appropriate • Educate other team members, external service providers and mentor students as required • Informed and privacy consents are obtained for each patient as per NZALS policies

	and procedures
Process	<ul style="list-style-type: none"> • Documentation relating to patient care to be made in accordance with the clinical records policy • Your patients' rehabilitation plan reflects the MDT / clinic recommendations and are recorded accurately in Manaaki • Your time is >80 % chargeable with the correct use of timesheet codes
Health & Safety	<ul style="list-style-type: none"> • Ensure hazards and risks are identified and managed • Promote good safety practice with all colleagues. Including the education of other team members about the use of equipment available for patients who are at high risk of falls • 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:

- Tertiary qualification in physiotherapy
- Current annual NZ practicing certificate

Experience:

- Sufficient years of practical experience to be competent in all aspects of the role
- Experience in amputee and general patient rehabilitation
- An understanding of ICF principles in a rehabilitation setting

Knowledge of:

- Patient centred and interdisciplinary team models of care and how they relate to rehabilitation and physiotherapy services
- Gait analysis, biomechanics, human anatomy, joint motion, patient handling skills, pain management
- Prescription of assistive devices, including orthotics, prosthetics and mobility aids
- General information technology and ability to use internal IT systems effectively
- The treatment of acute/post-operative patients in a hospital environment is desirable

Ability to:

- Build effective relationships with the patient, Clinical Prosthetist and Prosthetic Technicians to optimise prosthetic/orthotic devices for patients to develop the most appropriate rehabilitation programme
- Be aware of and adapt to cultural sensitivities and psychological issues, making referrals where appropriate
- Engage with external health professionals to support the patient and ensure ongoing mobility
- Communicate and work as part of an inter-disciplinary team to ensure optimal outcomes for patients
- Give the patient a choice and explain the options of rehabilitation equipment and devices, according to each person needs and capabilities

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 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