#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
| Job Title: Head of Assistive Technology    Responsible to: Head of SMART Services  Department(s): Southeast Mobility and Rehabilitation Technology Services  (SMART)    Directorate: Rehabilitation Service  Operating Division: Edinburgh Health & Social Care Partnership  Job Reference: L-EHSCP-SMART-HAT  No of Job Holders: 1  Last Update (insert date): May 2023 |

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| 2. JOB PURPOSE |
| To lead, manage, coordinate, and direct the delivery of the Assistive Technology services and provide specialist clinical scientist support to other SMART Services. To be accountable for compliance with the Medical Devices Regulations and related regulations, policies and quality standards in the services which are the responsibility of the postholder.  Responsible for the management of a small but highly specialised caseload. |

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| **3. DIMENSIONS** |
| The Assistive Technology Services are Wheelchair and Seating Service, Environmental Control Service, Custom Design Service, and Clinical Gait Analysis Service; and include the Rehabilitation Engineering Workshop and Wheelchair, Delivery, Refurbishment and Repair Service.  Total Staff: approximately 45 staff (40wte) – made up mainly of clinical scientists, clinical technologists, and allied health professionals (occupational therapists and physiotherapists).  Budget: delegated budget from the Head of SMART Services approximately £2.3m pay budget and £1.9m non-pay budget.  The post holder is authorised to commit resources up to the value of £20,000 per order.  Patient numbers: Approximately 11,500 outpatient appointments and 4,500 other patient contacts per annum including satellite clinics and home visits. |

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| 4. ORGANISATIONAL POSITION |
| See attached organisational chart on back page |

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| 5. ROLE OF DEPARTMENT |
| The Southeast Mobility and Rehabilitation Technology (SMART) Centre is one of 5 centres in Scotland (Edinburgh, Aberdeen, Dundee, Glasgow, and Inverness) providing Rehabilitation Technology Services. The SMART Centre services are based in the Astley Ainslie Hospital and cover Lothian, Fife, and the Borders (approx. 25% of Scotland’s population). It is part of the Rehabilitation Service which is managed in Edinburgh Health and Social Care Partnership.The SMART Centre provides services for adults and children who have a permanent disability affecting their mobility. These include mobility and postural services (wheelchairs and special seating), prosthetics, orthotics and rehabilitation engineering services, electronic assistive technologies, blue badge independent mobility assessment (Edinburgh only), custom design service, a disabled living centre and gait analysis service. The SMART Centre is also one of two centres in Scotland providing a national Specialist Prosthetics Service.In addition, the SMART Centre provides the National Scottish Driving Assessment Service as well as hosting various other clinical services such as, podiatry, spinal injuries clinic, spasticity management clinic and other outpatient clinics. The SMART Centre operates clinics on a daily basis and as an outpatient facility sees approximately 20,000 patients per year. In addition, SMART clinicians and technicians attend satellite clinics throughout Lothian, Fife and Borders and also provide home visits for their patients.  The department has its own specialist workshops and stores on site. SMART workshops provide in-house manufacturing and (outsourced) modified medical devices across the range of activities mentioned above.  There are around 115 members of staff across a range of professions within the SMART Services and in addition there are other specialist consultants/doctors who support clinical activity in the SMART Services. |

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| 6. KEY RESULT AREAS |
| **Management/Leadership**   1. To lead, manage, motivate and develop the service teams to ensure delivery of highly specialist clinical services including facilitating 2-way effective and transparent communication processes. 2. To deliver the services within existing resources, including the available workforce, whilst ensuring delivery of high-quality care which is responsive to the needs of service users. 3. To line manage staff working in the services for which the post holder has responsibility, including recruitment, performance, annual appraisal, development of PDPs ensuring compliance with all NHS Lothian HR policies. 4. To provide a key role, in conjunction with the Head of SMART Services, in the negotiation, agreement, delivery, monitoring and reviewing of Service Level Agreements with other Health Boards in Scotland. 5. To have financial responsibility for the delegated budgets related to the services managed by the post holder ensuring compliance with Standing Financial Instructions and including an active role within the SMART consortium (NHS Lothian, Fife and Borders) to discuss and agree budget setting and service delivery. 6. To lead service development and planning for services managed ensuring performance standards are achieved and that services are responsive to changing demands e.g. demographic changes, and/or changes to eligibility criteria or equipment provision e.g. due to amendments to national procurement contracts or product recalls due to safety concerns.   **Clinical**   1. To develop, implement and monitor appropriate clinical and professional standards, policies and procedures for the services to ensure care provided to service users complies with the current evidence and best practice. 2. To provide direct care, when appropriate, for a small highly specialised case load including dealing with highly complex, sensitive or complaint situations and the provision of second opinions for internal and external cases.   **Governance**   1. To support NHS Lothian’s values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes. 2. To oversee the implementation of performance management systems within the services, be accountable for performance and take remedial action, when necessary, thereby ensuring adherence to national and local targets including waiting times. 3. To initiate and contribute to clinical audit aimed at improving the quality of service to patients. 4. To undertake relevant clinical research within the assistive technology services, including as the lead researcher where appropriate, and have an overview of all research studies being carried out in the services.   **Risk & Quality Management**   1. To take a lead role in the development and monitoring of risk management and quality systems for all SMART Services. 2. To interpret and be accountable for the compliance with the Medical Devices Regulations and related regulations, policies and quality standards in the services which are the responsibility of the post holder.   **Professional**   1. To act as the professional governance lead for clinical scientists and clinical technologists within Assistive Technology services. 2. To represent, as delegated by the Head of SMART Services, the SMART Services/NHS Lothian at scientific meetings and on policy committees, working groups and outside agencies concerned with Assistive Technology. |

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| 7a. EQUIPMENT AND MACHINERY |
| The post holder has an understanding of the use of a wide range of specialist equipment used in assistive technology and a detailed knowledge of equipment relevant to their clinical caseload (e.g. Vicon 3-D gait analysis motion system, wheelchairs, aids for daily living, environmental control equipment).  Hand tools and workshop machinery to make precise adjustments to equipment.  Computer Aided Design and Manufacture (CAD/CAM) and 3D printing.  Hoisting equipment and sliding boards for patient transfers.  Desktop/laptop computer, Digital Projector, Printer, Photocopier, Telephone, Mobile phone. |
| **7b. SYSTEMS** |
| Use of word processing, spreadsheet and presentation software (MS Word, Excel and PowerPoint).  SSTS for payroll and expenses recording and authorisation.  eESS for staff records including mandatory training records.  Turas for appraisal and PDP recording.  Datix for incident recording and review.  Use of e-mail, intranet and internet for staff communication and knowledge update.  Updating patient records when contact has occurred either by telephone or face to face.  Use of RETIS/Trak database and software for clinical data recording, analysis, stock management and budgetary monitoring.  Pecos for order authorisation and budget management.  Tableau for workforce and financial information. |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| The post holder has a high degree of autonomy and independent decision making and is not directly supervised.  The postholder is line managed by the Head of SMART Services who undertakes appraisal and PDPR.  Workload is overseen by Head of SMART Services from a strategic and operational management perspective, but is generally self-directed, prioritised and managed.  Clinical workload is generated from referrals into the services.  The post holder provides day-to-day operational management of services with work delegated to appropriate managers, team leads and services. |

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| **9. DECISIONS AND JUDGEMENTS** |
| To anticipate problems, solve them and put systems and procedures in place to prevent the problem recurring for example implementing recommendations following significant adverse event investigations either within the service or from similar services elsewhere in Scotland which could have an impact on SMART service delivery.  To analyse and interpret service data to report to management teams and other Boards on performance and for future service planning, for instance changes in service demand (e.g. demographic changes) which will require modifications to service delivery to ensure performance targets continue to be met whilst managing increasing demands on the service.  To prioritise work on an ongoing basis to ensure that all patients are receiving the appropriate level of service.  To make judgements in areas in which expert opinions differ, involving highly complex and conflicting facts or where information is conflicting or incomplete (e.g. application of national and local eligibility criteria) to determine the best course of action, for example, when a clinical decision based on eligibility criteria is challenged by a service user or their relative/carer. |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Ensuring the provision of high-quality Assistive Technology services within a finite budget whilst balancing financial and performance targets.  Balancing professional expertise and competing priorities for the variety of services within Assistive Technology.  Ensuring compliance with the Medical Devices Regulations and related regulations, policies and quality standards in the services which are the responsibility of the post holder. |

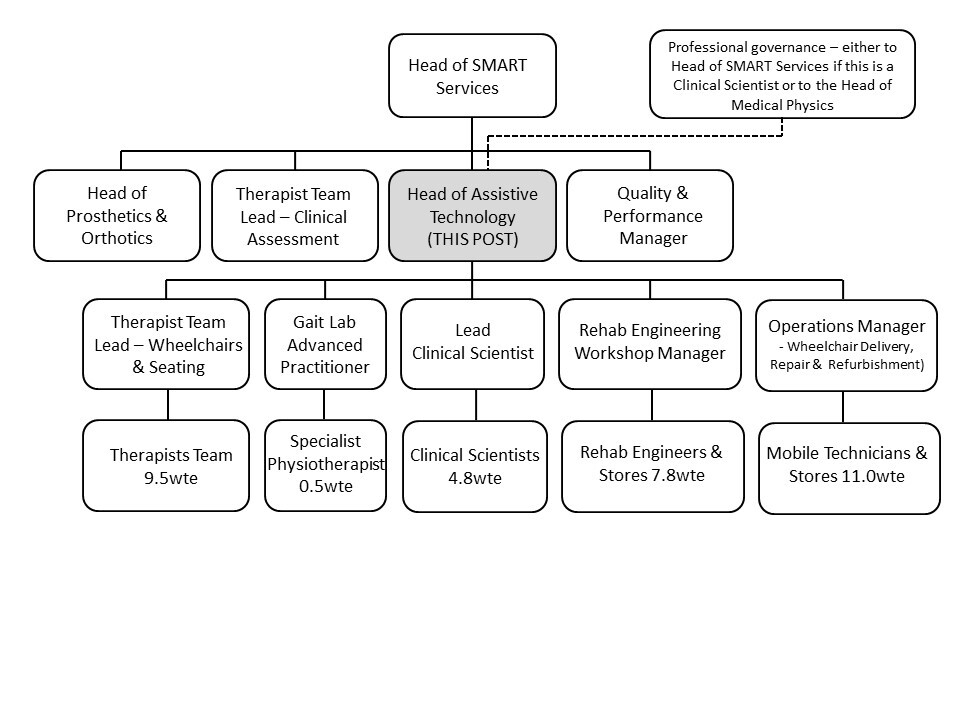
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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| The post holder communicates on an ongoing basis, accurately and effectively, verbally and non- verbally, face to face, by telephone, e-mail and through written reports and records.  **INTERNAL to Department**  Head of SMART Services in relation to post holder’s responsibilities.  Consultant in Rehabilitation Medicine and other medical staff on clinical matters.  Clinical Scientists, therapists and clinical technologists on clinical or service delivery issues.  Other Heads of Service and the SMART management team in relation to aspects of specialist scientific support within SMART or other issues in relation to services managed by the post holder.  Colleagues within SMART on matters of integration, clinical and scientific issues.  **INTERNAL to Rehabilitation Service/NHS Lothian**  Other managers within the Rehabilitation Service as relevant.  Human Resources on employee associated matters.  Patient Experience Team in relation to patient enquiries and complaints.  Communications Team as required.  Finance Department on matters of financial and budgetary management.  Procurement as required.  eHealth as required  Health and Safety re Adverse Incidents, Safety Action Notices, Hazard Notifications.  **EXTERNAL**  Patients, their relatives and carers.  Consortium of NHS Boards on matters of service provision and monitoring.  Staff from other specialist Scottish and UK centres on clinical or service issues including national policy developments.  Manufacturers on product and development information.  NHS National Procurement’s Commodity Advisory Panels to advise on contracting arrangements and product procurement.  MHRA and NHS National Procurement on national contract matters and adverse incident/hazard reporting/product recall.  Scottish Government on matters of national policy and service provision.  Disability groups, user groups, voluntary organisations and other relevant agencies |

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| **12. MENTAL, PHYSICAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **PHYSICAL**  Lifting and handling manual and powered wheelchairs and associated equipment and other assistive technologies.  Use of small hand tools to make adjustments to equipment which can include working in small spaces.  Manual handling of patients.  Standard keyboard skills.  **MENTAL**  Concentration required when managing both a managerial and clinical workload including responsibility for different services, professional groups and priorities.  Maintaining high levels of concentration for lengthy periods during management activities and clinical assessments.  Managing an unpredictable workload (e.g. complaints, safety action notices) which need an immediate response or action.  **EMOTIONAL**  Infrequent exposure to aggressive and difficult behaviour e.g. when involved in face-to-face consultations with patients who present with challenging or difficult behaviour.  Explaining to patients/carers/professionals when patients do not meet eligibility criteria for certain types of equipment.  Working with patients, and their relatives, who have life threatening or progressive diagnoses.  Dealing with complaints from patients or their carers.  Providing emotional support to staff when they have stressful situations at work/home.  **ENVIRONMENTAL**  Working in situations and patient groups which may involve exposure to body fluids.  Requirement to travel including across sites, attending domiciliary visits, peripheral clinics and external meetings.  Working in office conditions.  Occasional exposure to workshop conditions including exposure to dust, noise etc. |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| MSc/MPhil/PhD or equivalent in a relevant clinical/scientific discipline to a minimum of SCQF level 11.  Registration with the Health & Care Professions Council as a Clinical Scientist.  Advanced specialist knowledge in the field of rehabilitation technology to provide clinical and technical expertise acquired through training, comprehensive experience or postgraduate learning.  Previous experience of management and leadership of staff in a healthcare setting, including the application for local and national policies relevant to staff performance and management.  Experience of budget/financial management.  Team working and communication skills.  Knowledge and understanding of local and national policy, legislation, regulation (e.g. Medical Device Directive) and guidance in relation to the provision of services for disabled people.  IT skills. |

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| **14. JOB DESCRIPTION AGREEMENT** | |
| A separate job description will need to be signed off by each job holder to whom the job description applies.  Job Holder’s Signature:  Head of Department Signature: | Date:  Date: |

**Organisational Chart**

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