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| * **JOB IDENTIFICATION**   **Job Title:** Orthotic Technician  **Responsible to: Orthotic Clinical Team Lead/ Deputy Manager**  **Department: Orthotics**  **Directorate: Clyde Sector** |
| 2. JOB PURPOSE |
| To provide skilled technical expertise and specialist knowledge in the manufacture of a limited range of Orthotic Devices.  As part of the Orthotic team deliver an efficient high quality and cost-effective production within GGC Health Board. |
| **3. ROLE OF DEPARTMENT** |
| NHS Greater Glasgow and Clyde Orthotic service is in Clyde Sector within the Acute Division of NHSGGC.  The Orthotic service provides assessment, diagnosis and treatment to a diverse range of conditions and patient types, in a variety of environments. Orthotic management includes assessment for and prescription of an appropriate Orthotic device where appropriate, or advice on different treatment options where not appropriate to allow the patient to regain function following surgery, illness, injury, dysfunction or disease. This includes the management of critically ill patients, whose recovery depends on appropriate orthotic treatment while an inpatient and in some cases long term follow up as an outpatient. There is also a key role in health promotion.  The service is responsible for the delivery of outpatient and inpatient Orthotic care to all adults living within the in NHSGGC catchment area. We also deliver care to inpatients who do not reside within NHSGGC and who receive treatment at our national and regional inpatient services. We deliver outpatient and inpatient care to Children and Young People in Clyde Sector. We provide service on 8 acute sites and to other outlying units on demand.  We aim to deliver a timely, high quality, patient centred service to all our service users in line with NHSGGC’s quality aims and the Quality Strategy. We always use the evidence base to ensure we are delivering the most up to date care for our patients.  The service receives around 16,000 new referrals each year and has a staff of around 36 which include Orthotists, Orthotic Clinical Assistants, Orthotic Technical Assistants, Orthotic Administrators and an Orthotic Clinical Lead/Manager. The service incorporates service management, planning and development within a defined budget and in a multi-professional framework.  All staff within the Orthotic service must comply with Division and Departmental Policies as well as the Orthotic department local standard operating procedures. |
| **4. ORGANISATIONAL POSITION** |
| The Orthotic service is in the Acute Division of NHS Greater Glasgow & Clyde hosted within Clyde Sector.  The Orthotic Technician is managerially accountable to the Orthotic Clinical Team Lead/ Deputy Manager but is technically, directly accountable to the Senior technician or Orthotic workshop technical coordinator dependant on the duties being carried out. |
| **5. SCOPE AND RANGE** |
| The post holder will be required to manufacture a limited range of Orthoses supplied to patients by the Orthotic department.  The post holder also works in the clinical environment to provide technical support to patients for  waiting repairs.  The post holders' duties can be quantified into the following work areas  65% Manufacturing Service  25% General workshop duties  5% Admin (notes, GL calloffs, email)  3% Patient contact  2% Audit and CPD |
| **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES** |
| * Provides direct technical services under supervision * Provides direct non-clinical support to patients. * Obtains, transmits and stores information relating to the delivery of a care service. * Contributes to the health, safety, protection and security of individuals and their environment. * Contributes to effective team practices. * Maintains and controls stock, equipment and materials under direction. * Manufactures bespoke Orthoses/devices, each to a unique prescription request, for example:   + Manufacture of insoles   + Adaptations to temporary footwear * Will be fully conversant in the use of machinery/equipment and all types of material used in the processes of manufacture of orthotic devices. * Performs repairs to orthotic devices. * Is responsible for ensuring that all Orthoses manufactured by them reach the required specifications and pass quality assurances. * Follows Orthotic departmental policies for decontamination (cleaning) of devices. * Responsible for security of stock within the department. * Responsible for keeping work area clean and tidy, carry out and sign off weekly cleaning schedules. * Responsible for the security, safe use of all workshop equipment/physical assets. * Responsible for the economic use of departmental fabrics and materials when carrying out their day-to-day duties. * Will carry out general workshop duties such as housekeeping and waste disposal * Participates in departmental quality improvement projects by collecting data for audits.   **Multi skilled duties that include:**    Simple metal working techniques, including ‘cold’ shaping, riveting, drilling, and cutting of aluminium and stainless steel.    Working with a range of materials used in orthotic manufacture and activities such as cutting, skiving, shaping, sewing and bonding using a range of adhesives and hand tools. |
| **7a. EQUIPMENT AND MACHINERY** |
| CAD CAM manufacturing equipment:   * Parocontour CAD CAM workstation * Paromanager CNC millers   Workshop Equipment:     * High speed industrial routers * Band saw * Sanding Belt finishing machine * Industrial ovens * Pedestal drill * Powered hand tools (jigsaws, hand-drills, hot air guns, power sanders, and cast cutting saws). * Industrial sewing machine * Use of health and safety equipment (including dust extraction systems, ventilation systems and personal protective equipment). * Various hand tools such as hammers, knives, scissors, and screwdrivers, etc. |
| **7b. SYSTEMS** |
| * Microsoft Outlook for e-mail and diary * GL on Alpha 5 - local goods administration system * Trakcare for patient management * Paromanager system     Use of the Orthotic Department Operational manual to follow all department Standard operating procedures and processes is essential. |
| **8. DECISIONS AND JUDGEMENTS** |
| * The post-holder undertakes a variety of routine tasks with appropriate in-house training and supervision. * The post-holder is expected to make simple judgements based on clear and unambiguous facts. * The post-holder will be rostered for activities during the day some of which the post-holder can schedule themselves * The post holder is supervised daily and manages their own workload to meet with the departmental appointment requirements. * Work is guided by standard operating procedures, good practice, established precedents to understand what results or standards are to be achieved. The orthotic workshop technical coordinator or senior technician is always available for reference. * The post holder will be responsible for the selection of the materials and components specified by the Orthotist to manufacture fit for purpose Orthoses. * Due to the nature of manufacturing bespoke Orthoses the post holder must have the confidence to make any manufacturing decisions, with reference to the orthotic workshop technical coordinator or senior technician during the manufacturing process. * The post holder will be required to manage their own personal workload bearing in mind time factors and prioritising where required. * The post holder is required to carry out an ongoing review of their work during all stages of manufacture to maintain quality control, anticipate potential problems, and take the appropriate steps to resolve them or escalate to the senior technician or orthotic workshop technical coordinator. |
| **9. COMMUNICATIONS AND RELATIONSHIPS** |
| Within own Unit   * Communicate daily, to Orthotists, Technical Staff and Orthotics Admin regarding the progress of current manufacturing jobs. * Telephone, written and electronic communication as appropriate. * The post holder must have the ability to interpret complex instructions from the orthotist. * Communicate effectively with patients who attend for technical repairs. |
| **10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| |  | | --- | | **Physical skills**  Safe use of high-speed rotating mechanical equipment or other tools & instruments | | **Physical demands**   * Requires a high level of and eye coordination and dexterity to allow the post holder to manufacture bespoke Orthoses to a high degree of precision. * Frequent physical effort when using hand tools during the fabrication process. * Infrequent use of moderate physical effort when moving heavy or awkward materials. * Use of high-speed machinery. * It may be required to exert physical effort for several short periods daily in the process of bending and shaping metal.   At all times the post holder must be aware of Manual handling guidelines.    **Mental demands**     * Short periods of concentration (i.e. cutting, grinding, shaping and polishing on high-speed machinery with a variety of awkward sizes and complex shapes) where attention to detail is paramount daily. * Attending meetings, receiving training.     **Environmental demands**     * Working frequently in an environment where non-toxic fumes and dust particles will be present. * Daily use of machinery that produces noise, vibration, dust and fumes. * Infrequent exposure to unpleasant working conditions when cleaning devices prior to repair. * Frequently working (half a shift or more) where there is a specific requirement to use personal protective equipment. * Working with high-speed cutting and grinding machinery * Working with industrial ovens operating at high temperatures (150 - 200C) * There is some infrequent exposure to materials that are classed as hazardous by COSHH regulations. | |  | | **Working conditions**  The Orthotic lab is a working manufacturing facility so can be noisy and contain dust and fumes which are mitigated by use of personal protective equipment and specialist devices to minimise risk of harm. | |  | |
| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| The ability to understand specific patient challenges relating to the repair of bespoke Orthoses.  The post holder must have confidence to be part of the orthotic team and contribute to viable material choices and keep an awareness of new materials and components, understand their uses but also understand their limitations  Working within an environment where there is pressure to deliver devices to meet patients’ needs within short timescales.  Learning skilled techniques to manufacture specialist devices where there is very little expertise, resource and training nationally to support such a specialist set of skills. |
| **12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| |  |  |  | | --- | --- | --- | | This post requires an understanding of the work procedures and practices within GGC Orthotic service. Theoretical and appropriate practical knowledge and experience of orthotics, including knowledge of materials and production techniques, use of equipment and tools.    These can be acquired through training or experience.  This may be for example;   * Technical experience in manufacturing or light engineering or similar activity * Apprenticeship, in house training or NVQ/SVQ in related areas or equivalent to SCQF level 3     **Specific areas of knowledge skill and experience required for this post:**     * Basic manufacturing skills which good sensory, hand-eye co-ordination   Knowledge, experience and competency in the use of materials, systems, machinery, safety health and wellbeing practices and manufacturing procedures   * Competent in the use of basic hands tools and manufacturing equipment * Knowledge on how to use the paromed CAD CAM system (computer-aided-design, computer-aided-manufacture) for the input of scans and manufacture of insoles (training and support will be supplied on the job) * Quality control knowledge is required to be able to assess whether a finished orthosis meets the required quality standard to be passed to the patient. * General Knowledge of IT equipment and Microsoft software packages · * Effective communication skills * Effective organiser and time manager   **Additional knowledge is gained through:**     * Completion of the Healthcare support worker induction framework is essential as is good communication skills which are required to interface with the public and patients where required. * Learning in accordance with best practice by participating in a range of in-house training to keep their working knowledge up to date in material technology and componentry |  |  | |