

POSITION DESCRIPTION

Position	ORTHOTIST
Date	May 2025
Primary purpose of position	<p>To foster excellence in clinical standards of practise and professional conduct throughout QE Health by:</p> <ul style="list-style-type: none"> Assisting with ensuring that the Orthotics Service is consistent with the Vision, Mission and Values of the organisation at all times. Providing an effective, efficient quality service to all patients.
Responsible to	Team Lead - Core
Functional relationships	<ul style="list-style-type: none"> Client's and families, Whanau/Caregivers QE Health team members DHB Colleagues Other local health professionals ACC
Hours of work	Full Time

QE Health is located on the lakefront at the northern end of the Rotorua central business district. It is close to many amenities including hotels and motels. QE Health is a private company delivering a range of holistic services including rehabilitation, musculoskeletal conditions/rheumatology, orthotics, medi-spa and fitness programmes to local, national, and international clients/clients. These services are funded through both privately paying clients and government contracts (primarily District Health Boards and ACC). The business has been in operation since 1942 and has a proud history in Rotorua based on the healing properties of thermal waters fed by geothermal springs. During the 1940s it was the centre of rehabilitation and treatment for returning servicemen from WWII and since that time has developed into a nationally renowned specialty centre including involvement in rheumatology and rehabilitation research. QE Health has a team of skilled practitioners and dedicated staff who are passionate about the work they do.

Vision: Enhancing Mind, Body, and Spirit

Mission: We maximise quality of life through an holistic focus on wellbeing and a person-centred approach using medi-spa and rehabilitation therapies.

Values:

Professionalism and Integrity – we will provide the highest quality of care whilst delivering our service in accordance with legislative, contractual, and ethical requirements

Respect and trust – we will treat our clients and each other with dignity and respect, creating an environment of trust, and recognise and respond to the cultural diversity of others

Teamwork – we will work together helping each other to achieve outstanding results

Open communication – we will communicate constructively with openness and honesty

Strategic Goals: The Board and Community Trust have set out the following strategic goals for the organisation:

Enable people to live productive lives – provide quality and good value services to those who will benefit;

Build trust and confidence in QE Health – as a service provider and as a business;

Be the provider of choice – for Medi-spa, rehabilitation and musculoskeletal programmes;

Work with stakeholders to build value – identify key local and national relationships appropriate to QE Health goals and services, and purposefully develop these to mutual benefit;

Maintain good clinical and business practice – so as to be a solid and sustainable business.

Key Tasks	Expected Results
Professional Role	<ul style="list-style-type: none"> • The appropriate and satisfactory provision of orthoses (including footwear) to clients/patients • Foster and maintain the highest possible standard of clinical services through understanding of: <ul style="list-style-type: none"> ○ Prescription analysis ○ Patient assessment ○ Information recording ○ Measurement/casting ○ Fitting/provision of orthoses ○ Patient education ○ Follow up procedures • Make efficient use of time in accordance with clinical responsibility of QE facility and any satellite clinics • Coordinate clinical services with fabrication and production schedules. • Provide accurate and timely clinical and statistical information relative to patient treatment / attendances and all services provided. • Assists in monitoring ongoing standards of clinical and technical practice. • Participates in clinical education programmes. • Ongoing evaluation, design and development of orthoses and orthotic service delivery • Report and advise on any apparent opportunities to improve the quality and cost effectiveness of services provided. • Promote a shared vision for the Rheumatology service. • Be part of encouraging an environment where team members can openly challenge and critique other team members' ideas and work, in order to achieve the goals of the service. • Systems are in place to ensure staff is well informed; aware of policy changes and other relevant matters. • Assists in ensuring outcomes, goal settings, and audits are being measured to ensure a high quality patient service is delivered. • External standards are complied with, including QHNZ accreditation standards. • Involvement as a professional representative in support organisations at both local and national levels.
Cultural Safety	<ul style="list-style-type: none"> • Provides culturally safe and appropriate care to individuals/families/groups. • Therapeutic practice reflects an understanding of concepts of Maori health and treatment and Maori protocol.
Quality & Risk	<ul style="list-style-type: none"> • Proactively encourage all staff and lead by example implementing a culture of continuous quality. • Identify all risks that will prevent QE Health from achieving their goals. • Report and manage risks appropriately. • Put the patient at the centre of all improvement. • Use the lean methodology when appropriate for all improvements. • Promote Certification and Accreditation

Self-Management	<ul style="list-style-type: none"> • Manage your time to adhere to daily rosters • Maintain self-development using available resources, identify, and suggest developmental training needs. • Be adaptable and respond appropriately to on-going changes. • Maintain business standards for behaviours and professionalism at all times • Manage your personal health and wellbeing, including complying with scheduled work breaks and workplace health and safety requirements.
Team Player	<ul style="list-style-type: none"> • Support and encourage other team members. • Identify and/or develop collaborative working relationships. • Contribute to the wider team by supporting projects and wider QE Health activities. • Actively contributes to the development and success of QE Health's performance.
Workplace Health and Safety	<ul style="list-style-type: none"> • Company health and safety policies are read and understood and relevant procedures applied to their own work activities. • Complies with relevant legislation. • Takes responsibility for personal health and safety, and of clients and staff • Workplace hazards are identified and reported, including self management of hazards where appropriate. • Can identify health and safety representative for area.
General	<ul style="list-style-type: none"> • Other duties as may be reasonably assigned to this position and for which the position holder has received adequate training or instruction

COMMUNICATION

- Responds appropriately to patients/staff questions, requests, and problems.
- Establishes and maintains a rapport and trust with patients/ staff.
- Communicates clearly and appropriately within own team and with other teams in QE Health.
- Uses skills to clarify and to confirm understanding of information received.

PROFESSIONAL DEVELOPMENT

- Seeks to learn, develop and improve own practice.
- Contributes to continuous quality improvement in QE Health-wide service delivery.
- Participate in regular Professional supervision.

LEGAL AND ETHICAL RESPONSIBILITIES

- Upholds QE Health values in all areas of work and works in a way that respects the right of others to hold their own personal beliefs and values.
- Demonstrates cultural awareness and inclusivity in the workplace
- Complies with patients/staff confidentiality and privacy regulations.
- Challenges practices that could compromise patients/staff safety, dignity, or privacy.
- Recognises expectations and limitations of own practice, i.e. scope of practice.
- Takes responsibility for own actions and outcomes.

PERSON SPECIFICATION

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Diploma / Degree in Orthotics or Advanced Certificate in Clinical Orthotics. • Registration with the NZ Orthotics and Prosthetics Ass. • Accredited Practitioner with NZOPA 	<ul style="list-style-type: none"> • Ongoing study undertaken with profession's practice.
Experience	<ul style="list-style-type: none"> • Practices within the requirements of relevant Standards of Practice and Code of Ethics. • Continuous quality activities. 	<ul style="list-style-type: none"> • Graduate experience or new graduate.
Skills	<ul style="list-style-type: none"> • Communication and motivational skills. • Ability to work both autonomously but co-operatively as part of a team. • Good organisational and report writing skills 	
Qualities	<ul style="list-style-type: none"> • Cultural sensitivity and safety • Excellent oral and written communication • Professional demeanour • Excellent interpersonal skills • Integrity • Team player 	