NHS Tayside has now considered your request dated 31st December 2018.

Extract from Request

“I would like to request the matched job report and caje number for the job reference D/LR/225/17 Rehabilitation Technician - Upholsterer, Band 5, Assistive Technology Service, TORT Centre, Ninewells Hospital.”

Response

Please find appended below the following documents requested, the original job description and matched job report which include the CAJ number for the post.

Appendix 1 – Agenda for Change Matched Job Report 3595
Appendix 2 – Job Description


<table>
<thead>
<tr>
<th>Document Ref.</th>
<th>FOISA Exemption Applied</th>
<th>Justification</th>
</tr>
</thead>
<tbody>
<tr>
<td>IGTFOISA5767</td>
<td>None</td>
<td>None</td>
</tr>
</tbody>
</table>
Under section 20 (1) of the Act, if you are dissatisfied with the way NHS Tayside has dealt with your request, you have a right to request a review of our actions and decisions in relation to your request, and you have a right to appeal to the Scottish Information Commission.

A request for an internal review must be made in writing no later than forty working days from receipt of this response and addressed to:

Tayside NHS Board Secretary
Tayside NHS Board Headquarters
Ninewells Hospital & Medical School
Dundee
DD1 9SY

If you are not content with the outcome of the internal review, you have the right to apply directly to the Scottish Information Commissioner for a decision. The Scottish Information Commissioner can be contacted at:

Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS

Or via the online appeal service: www.itspublicknowledge.info/Appeal

If you have any queries about this correspondence, please contact:

Information Governance Team
Maryfield House
30 Mains Loan
Dundee
DD4 7BT

Telephone - 01382 424413
E-mail: informationgovernance.tayside@nhs.net

Information Governance
NHS Tayside
14 January 2019
**Matched Job Report**

**Job Title**  
Rehabilitation Technician Upholstery

**Job ID**  
Sco6/3595rev

**Score**  
349

**Band**  
Band 5

**Status**  
Band Matched

**Matched To**  
XX Archived 06/01/2017 - Healthcare Scientist Practitioner (Career Pathway Stage 5)

**Job Statement**

Within the multi-disciplinary setting of The Assistive Technology (AT) Service of the Tayside Rehabilitation and Engineering Services (TRES) based at Tayside Orthopaedic & Rehabilitation Technology Centre (TORT) :-

To design and manufacture specialised upholstery, cushioning and coverings for wheelchairs seating and associated equipment.

To provide technical expertise and advice with regard to specialist upholstery during the assessment, design, and specification of specialist rehabilitation equipment provided by the AT Service.

### 1. Communication & Relationship Skills

<table>
<thead>
<tr>
<th>National Profile</th>
<th>Profile</th>
<th>Factor Status</th>
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</thead>
<tbody>
<tr>
<td>3(a)-4</td>
<td>4</td>
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<td>32</td>
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</tbody>
</table>

**Relevant Job Information**

Good communication skills as the job involves dealing with patients and public some of whom have speech impediments for various reasons or whose first language is not English. Specialist and frequently confidential information between clinical staff, technical staff and patients. This may take the form of face to face, hand written or drawn, telephone, or email communication.

Due to the nature of the rehabilitation technologies, the post holder often has to be sensitive to patient s’ conditions for example when when dealing with terminally ill patients or with severely disabled or aggressive patients.

### 2. Knowledge, Training & Experience

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</table>

**Relevant Job Information**

4 year modern apprenticeship with HND Furniture at recruitment, or equivalent.  
5 years experience working as qualified upholsterer in the furniture/upholstery industry.  
3 years significant experience working with clinical staff/working as part of a multi disciplinary team in a rehabilitation environment.  
Member of, or eligible for the Register of Clinical Technologists.

### 3. Analytical & Judgemental Skills

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<th>National Profile</th>
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</table>

**Relevant Job Information**
Matched Job Report

The postholder has to use his own initiative when designing the best solutions to upholstery problems.
To provide technical expertise and advice with regard to specialist upholstery during the assessment, design, and specification of specialist rehabilitation equipment provided by the AT Service.

4. Planning & Organisational Skills

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<th>National Profile</th>
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Relevant Job Information
Ability to organise own work on a day to basis and capability of responding to unforeseen and rapidly changing circumstances.

5. Physical Skills

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<th>National Profile</th>
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<tr>
<td>3(b)-4</td>
<td>3</td>
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<td>27</td>
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</table>

Relevant Job Information

SEATING SYSTEMS
Specialist knowledge regarding the construction and adjustment of various Seating and Postural Systems.

WHEELCHAIRS AND ASSOCIATED EQUIPMENT
Specialist knowledge of a wide range of wheelchairs and associated equipment that is issued by Dundee Wheelchair Service.

WORKSHOP MACHINERY
Very high skill levels regarding the operation of Industrial Sewing Machine, Carve foam Machine, Ultrasonic Welder, Drill Press, Grinder, Woodworking Bandsaw, Pedestal Router and Sanders.

FINISHING EQUIPMENT
High skill levels regarding the operation of Linisher, Polisher, Bead/Sand Blaster and wide array of hand tools.

6. Patient / Client Care

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Relevant Job Information

Based on general specifications from clinical staff, designs specialised upholstery for the Assistive Technology Service. This includes upholstering and covering complex seating systems, special cushions and children’s buggies using a wide range of materials that include vinyl and fabric coverings, various types of upholstery foams, hard plastics and wood.

Manufactures the upholstery, coverings and cushioning specified above. These seating systems can involve highly complex shapes and require the highest skills to manufacture to an acceptable degree of function and appearance.

Designs and manufactures chest, pelvic and foot harnesses.

Occasionally attends patient clinics in an advisory capacity regarding complex upholstery design, as part of the rehabilitation clinical assessment team.
### 7. Policy & Service

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<th>Factor Status</th>
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**Relevant Job Information**
Complies with operating procedures of Tayside Rehabilitation Engineering Services including health and safety and work management systems.

### 8. Financial & Physical

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<thead>
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<th>National Profile</th>
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<th>Factor Status</th>
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<tr>
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</table>

**Relevant Job Information**
- Report any faults and adverse incidents identified during course of work related to patient equipment and workshop activity.
- Carries out weekly safety and maintenance checks on the upholstery machinery and ensures that upholstery stock levels are maintained.

### 9. Human Resources

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<tr>
<th>National Profile</th>
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<tr>
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<td>Variation</td>
<td>5</td>
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**Relevant Job Information**
Contributes to training and instruction of new staff in all aspects of work undertaken by the upholstery section as required.

### 10. Information Resources

<table>
<thead>
<tr>
<th>National Profile</th>
<th>Profile</th>
<th>Factor Status</th>
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**Relevant Job Information**
Preserves client confidentiality and handles appropriately any other confidential information.

### 11. Research & Development

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<tr>
<th>National Profile</th>
<th>Profile</th>
<th>Factor Status</th>
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<td>1-2abc</td>
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**Relevant Job Information**
- Design and fabricate specialist covers and padding to fit a variety of diverse and extreme upholstery requests.
- Ability to accurately measure and cut material to ensure a professional finish with regard to fit and general appearance.

### 12. Freedom To Act

<table>
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<th>National Profile</th>
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**Relevant Job Information**
The post holder is frequently required to make autonomous decisions, judgements regarding own work and exercise a high degree of initiative in solving unique complex problems with bespoke solutions.

In the post there is no senior upholsterer or equivalent significant other for reference, advice, discussion, making the post managed rather than supervised.

On a daily basis the post holder is required to personally manage ongoing work, together with the need to attend clinics and respond to rapidly changing circumstances. The workshop manager or AT Service staff is routinely available for advice or assistance. The post holder is based in the engineering/fabrication workshop. The workshop manager allocates various jobs to the post holder via the computerised work management system, after which the day to day management and prioritisation of the workload will be the responsibility of the post holder.

13. Physical Effort

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<th>National Profile</th>
<th>Profile</th>
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<td>Variation</td>
<td>Variation</td>
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</table>

Relevant Job Information
To stand for long periods when working at bench.
To work in awkward positions especially when upholstering heavy static chairs and equipment.
To occasionally lift loads up to 18kg (the weight of a heavy-duty wheelchair) in compliance with load handling regulations.

14. Mental Effort

<table>
<thead>
<tr>
<th>National Profile</th>
<th>Profile</th>
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</table>

Relevant Job Information
Is subject to periods of intense concentration when trying to find solutions to complex design problems.

15. Emotional Effort

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<thead>
<tr>
<th>National Profile</th>
<th>Profile</th>
<th>Factor Status</th>
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<td>Matched</td>
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</table>

Relevant Job Information
Is exposed to distressing situations when dealing with patients that are severely disabled and terminally ill.

16. Working Conditions

<table>
<thead>
<tr>
<th>National Profile</th>
<th>Profile</th>
<th>Factor Status</th>
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</table>

Relevant Job Information
Is exposed to health hazards from body fluids and bacteria when handling patient’s wheelchairs and associated equipment. To occasionally work with agitated and sometimes aggressive patients with relatives in attendance.
### 1. JOB IDENTIFICATION

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Rehabilitation Technician, Upholstery</th>
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</thead>
<tbody>
<tr>
<td>Department(s)/Location</td>
<td>Assistive Technology Service, Tayside Orthopaedic and Rehabilitation Technology Centre, Ninewells Hospital, Dundee</td>
</tr>
<tr>
<td>Number of Job Holders</td>
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### 2. JOB PURPOSE

Within the multi-disciplinary setting of The Assistive Technology (AT) Service of the Tayside Rehabilitation and Engineering Services (TRES) based at Tayside Orthopaedic & Rehabilitation Technology Centre (TORT) :-

- to design and manufacture specialised upholstery, straps and associated modifications for wheelchairs, seating and associated equipment.
- to provide technical expertise and advice with regard to specialist upholstery during the assessment, design, and specification of specialist rehabilitation equipment provided by the AT Service.

### 3. ORGANISATIONAL POSITION

The postholder is responsible to The Rehabilitation Engineering Workshop Manager.

Organisational chart shown below:

![Organisational Chart]

### 4. SCOPE AND RANGE

The role of the Assistive Technology Service is to provide and support the use of technology to people with disabilities to maximise their independence and overall quality of life, including their medical, physical, psychological, functional and social well being.

This post provides specialised upholstery input to the Assistive Technology Service.

The work involves the manufacture of specialist upholstery for the wheelchair and seating service. The postholder may occasionally be required to attend hospital based clinics, satellite clinics or home visits to advise clinical staff on how to achieve professional results to complex upholstery problems.
5. MAIN DUTIES/RESPONSIBILITIES

- Based on general specifications from clinical staff, designs specialised upholstery for the Assistive Technology Service. This includes upholstering and covering complex seating systems, manufacturing special cushions and modifying and adapting children’s buggies using a wide range of materials that include vinyl and fabric coverings, various types of foams, gels, plastics and wood.

- Manufactures the upholstery, coverings and cushioning specified above. These seating systems can involve highly complex shapes and require the highest skills to manufacture to an acceptable degree of function and appearance.

- Assists in the design of chest, pelvic and foot harnesses then manufactures to that design.

- Occasionally attends patient clinics in an advisory capacity regarding complex upholstery design, as part of the rehabilitation clinical assessment team.

- On occasion may be required to attend home visits with clinical staff to advise on upholstery solutions.

- Addresses any unforeseen circumstances at the time of issue by adjustment or modification to equipment being prescribed.

- Carries out weekly safety and maintenance checks on the upholstery machinery and ensures that upholstery stock levels are maintained.

- Complies with operating procedures of Tayside Rehabilitation Engineering Services including health and safety and work management systems.

- Contributes to training and instruction of new staff in all aspects of work undertaken by the upholstery section as required.

- Preserves patient confidentiality and handles appropriately any other confidential information.

- Report any faults and adverse incidents identified during course of work related to patient equipment and workshop activity

**Induction Standards & Code of Conduct**

Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers in Scotland” 2009; and with the Code of Conduct for Healthcare Support Workers.
6. COMMUNICATIONS AND RELATIONSHIPS

The postholder communicates with a broad range of people on a daily basis and in a variety of situations that include:-

Confidential information between clinical staff, technical staff and patients. This may take the form of face to face, hand written or drawn, telephone, or email communication.

Due to the nature of the rehabilitation technologies, the post holder often has to be sensitive to patients’ conditions, for example, when dealing with patients with life limiting conditions or with severely disabled or aggressive patients and carers.

Instructing new staff and students in the upholstery manufacturing practices employed in the rehabilitation workshop.

7. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

QUALIFICATIONS/EXPERIENCE

Must have completed an appropriate upholstery apprenticeship (for example, SVQ3 Modern Upholstery at SCQF level 6) and have experiencing of working as a time-served upholsterer.

SKILLS

Design and fabricate specialist covers and padding to fit diverse and challenging upholstery requests.

Ability to accurately measure and cut material to ensure a professional finish with regard to fit and appearance.

The upholstering of complex shapes produced by the carved foam process.

SPECIALIST KNOWLEDGE

A wide knowledge of upholstery design and construction techniques.

In depth knowledge of upholstery foams and fabrics and their application.

PERSONAL QUALITIES

Ability to organise own work on a day to basis and capability of responding to unforeseen and rapidly changing circumstances.

Good communication skills as the job involves dealing with patients and public some of whom may have communication difficulties or whose first language is not English.

Ability to sympathetically and effectively manage hostility and aggression.

Ability to acquire information quickly and accurately and to work to deadlines.

Ability to work as part of a team.

Ability to work with clinicians to discuss design and material options to produce an optimal solution.
8. SYSTEMS AND EQUIPMENT

The post holder will require to have or to develop knowledge and skills in the following areas :-

**Seating Systems**
Specialist knowledge regarding the construction and adjustment of various seating and postural systems.

**WHEELCHAIRS AND ASSOCIATED EQUIPMENT**
Specialist knowledge of a wide range of manual and powered wheelchairs, children’s buggies, and an extensive range of rehabilitation equipment that is issued by the Wheelchair Service.

**WORKSHOP MACHINERY**
High skill levels regarding the operation of industrial sewing machine, carve foam machine, ultrasonic welder, drill press, grinder, woodworking bandsaw, pedestal router and sanders.

**Finishing Equipment**
High skill levels regarding the operation of linisher, polisher, bead/sand blaster and wide array of hand tools.

**Cleaning and Bonding**
Complies with Health and Safety and COSHH regulations when using of a large variety of solvents, lubricants and glues.

**Computer**
Rehabilitation Technology Information Service (ReTIS) – national database work management system . Word Processing. Email.

**RESPONSIBILITY FOR RECORDS MANAGEMENT**

All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 1937. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment.
9. PHYSICAL DEMANDS OF THE JOB

The postholder has :-

A high level of hand/eye co-ordination and physical dexterity. This is required for the daily operation of the high-speed industrial sewing machine.

To stand for long periods when working at bench.

To work in awkward positions especially when upholstering heavy wheelchairs and equipment.

To occasionally work wearing personal protective equipment to ensure that exposure to dust, solvent fumes and noise when working with wood, plastics and metals, is not detrimental to health.

To occasionally lift loads up to 18kg (the weight of a heavy-duty wheelchair) in compliance with load handling regulations.

To occasionally work with agitated and sometimes aggressive patients and carers.

The postholder :-

May be exposed to health hazards from body fluids and bacteria when handling patient’s wheelchairs and associated equipment.

May be subject to periods of intense concentration when trying to find solutions to complex design problems.

May be exposed to distressing situations when dealing with patients with severe physical or behavioural problems, or with life limiting conditions.
10. DECISIONS AND JUDGEMENTS

The postholder works within specified procedures and guidelines of the AT Service and NHS Tayside.

Within the specified procedures, the postholder is responsible for their own work. The workshop manager or AT Service staff are routinely available for advice or assistance.

The post holder is based in the engineering/fabrication workshop. The workshop manager allocates various jobs to the post holder via the computerised work management system, after which the day to day management and prioritisation of the workload will be the responsibility of the post holder.

The post holder liaises directly with clinical scientists, therapy staff, nursing staff, patients and carers to assist in the determination of the best prescription for the patient.

The postholder has to use their own initiative when designing the best solutions to upholstery problems, discussing with clinical staff as required.

In clinical matters relating to interventions with patients of the AT Service, works within the guidance of clinical staff including Clinical Scientists, Specialits Therapists and similarly qualified Healthcare Professionals.

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Carrying out particularly difficult modifications in a time constrained clinical environment.

Responding to urgent or unscheduled requests whilst managing the normal throughput of work.

Coping with stress when dealing with challenging/difficult patients and carers.

12. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each postholder to whom the job description applies.

<table>
<thead>
<tr>
<th>Job Holder’s Signature:</th>
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