# POSITION DESCRIPTION: CLINICAL SPECIALIST – UPPER LIMB

**Redefining Prosthetics**
**Transforming Lives**

| POSITION DETAILS | | | |
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| **Position Title** | Clinical Specialist – Upper Limb | **Location** | USA |
| **Reports To** | Commercial Director – Americas | **Major Relationships** | Technical Consultants, Commercial Director – Americas, Quality Team, Products Team, Clinicians (CPO's), Occupational and Physical Therapists, Clinics, Patients and Users, Distributors |
| **Direct Reports** | NIL | **Date** | July 2026 |

| COMPANY MISSION | |
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| **Mission** | To instil confidence through innovation, enabling others to unlock life's full potential. |

| COMPANY VALUES | |
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| **Excellence** | We have passion for our progress |
| **Courage** | Owning our beliefs and actions takes courage |
| **Collaboration** | Our success comes from team effort |
| **Care** | We foster a culture of kindness and responsibility |

## POSITION PURPOSE

The Clinical Specialist works alongside the Technical Consultants as the deeper layer of clinical and technical expertise in the Americas. Where the Technical Consultant owns the commercial relationship, this role earns the clinical one – supporting the fitting and onboarding of patients on to TASKA technology as a trusted partner of the treating CPO.

The role is deployed into the technical sales regions on demand and covers a wider geography than any single Technical Consultant. It enters other clinicians' environments as a guest, contributing specialised knowledge in a way that advances the patient's outcome alongside the CPO rather than in place of them, and leaves the clinician more confident and more capable than before.

While the role carries no territory revenue target, it is measured on the quality and reach of the education it delivers – to clinicians and to users – in the formats and through the mediums the CPO actually wants, so that adoption deepens and users continue their journey of discovery with TASKA technologies.

| MAIN ACCOUNTABILITIES | | |
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| **Quality** | **Promotes clinical excellence and evidence-based practice.** | • Maintains expert knowledge of upper limb prosthetic care and TASKA products.<br>• Supports clinical evaluations and outcome measurement initiatives.<br>• Provides structured feedback to support product development and continuous improvement.<br>• Ensures clinical support activities align with relevant regulatory and quality requirements.<br>• Develops educational resources and clinical best practice materials in the formats and mediums customers prefer, from bench-side coaching through to written guides, video and virtual sessions. |
| **People** | **Builds capability and strengthens clinical partnerships** | • Acts as the clinical counterpart to the Technical Consultants, deploying into their regions on demand and keeping them briefed on clinical activity in their accounts.<br>• Develops strong relationships with clinicians, universities and rehabilitation professionals.<br>• Feeds clinical learning from the field back into the wider organisation.<br>• Acts as a trusted advisor and advocate for best clinical practice. |

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| **Customer** | **Drives education and clinical expertise that improves patient outcomes** | • Delivers clinical education programs, workshops and competency-based training.<br>• Provides hands-on clinical guidance alongside the treating CPO during patient assessment, fitting and follow-up.<br>• Supports clinicians with patient selection and implementation strategies.<br>• Develops relationships with key opinion leaders and leading upper limb clinics.<br>• Represents TASKA at conferences, educational events and professional meetings.<br>• Supports the onboarding of both the clinic and the user, through to confident, independent use of the device.<br>• Assists with challenging clinical cases as required.<br>• Delvers user-facing education and training that builds device competence and confidence, so adoption continues to deepen after the fitting is complete.<br>• Earns repeat invitations to clinics by making every visit measurably useful to the CPO and their patient. |
| **Finance** | **Delivers high-value clinical service that supports TASK Americas growth aspirations** | • Delivers a highly valuable clinical service that strengthens customer confidence, deepens adoption and supports the growth aspirations of TASKA Americas.<br>• Contributes to increased product adoption through clinician education and capability development.<br>• Supports customer retention through exceptional clinical support.<br>• Provides input into territory planning and clinical engagement strategy.<br>• Manages travel, education resources and territory expenditure responsibly and in accordance with company policy. |

| **CORE BEHAVIOURS** | |
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| **Clinical Excellence** | • Demonstrates expert clinical knowledge and a commitment to outstanding patient outcomes.<br>• Maintains a deep understanding of upper limb prosthetic assessment, fitting and rehabilitation.<br>• Applies evidence-based clinical reasoning and is comfortable saying when TASKA technology is not the right answer for a patient.<br>• Demonstrates sound judgement when supporting complex clinical cases.<br>• Remains current with emerging technologies, research and industry developments.<br>• Provides accurate, practical and clinically relevant guidance to customers and colleagues.<br>• Consistently upholds ethical and professional standards of practice. |
| **Education & Coaching** | • Develops the capability and confidence of clinicians through effective teaching and mentoring.<br>• Delivers engaging, practical education for clinicians, clinic teams and users.<br>• Adapts content, format and medium to suit the audience and the way each customer prefers to learn – bench-side, classroom, written, video or virtual.<br>• Creates a positive learning environment that encourages participation and knowledge sharing.<br>• Evaluates learning outcomes and continuously improves educational content.<br>• Simplifies complex clinical concepts into practical, real-world applications.<br>• Shows patience with clinicians at every level of experience, and never makes anyone feel behind. |

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| **Relationship Management** | • Builds credibility and trust with clinicians, customers and industry leaders.<br>• Establishes strong partnerships with prosthetists, therapists, rehabilitation professionals and distributors.<br>• Maintains positive relationships that support long-term customer engagement and retention.<br>• Works collaboratively with customers to understand their goals and challenges.<br>• Reads a clinic quickly – its people, its workflow and its pressures – and adapts to it rather than expecting it to adapt to them. |
| **Communication** | • Communicates complex clinical information in a clear, practical and engaging manner.<br>• Delivers professional presentations, workshops and conference sessions.<br>• Listens more than they talk and asks before advising.<br>• Facilitates constructive discussions and encourages knowledge exchange.<br>• Provides clear and timely communication to customers and colleagues.<br>• Demonstrates confidence when presenting to clinicians, patients and industry stakeholders.<br>• Produces high-quality educational and clinical support materials. |
| **Continuous Learning** | • Actively pursues professional development and remains at the forefront of clinical practice.<br>• Embraces feedback and uses it to improve performance.<br>• Participates in professional networks, conferences and continuing education activities.<br>• Encourages a culture of learning and innovation. |
| **Collaboration** | • Works effectively with commercial, technical and clinical teams to achieve shared outcomes.<br>• Shares information openly and contributes to team success.<br>• Partners closely with the Technical Consultants, responding to demand across their regions and supporting – never cutting across – the commercial relationship they own.<br>• Collaborates with Product Development and Quality teams to provide clinical insights.<br>• Supports cross-functional projects and organizational initiatives.<br>• Respects diverse perspectives and values the expertise of others.<br>• Contributes positively to a culture of teamwork, respect and accountability.<br>• Raises the standard of care in a clinic without every making the resident clinician feel diminished or displaced.<br>• Holds deep expertise lightly – offers it when it is wanted and useful and holds it back when it is not.<br>• Acts as a respected advocate for innovation in upper limb prosthetic care.<br>• Influences clinical decision-making through education and evidence-based recommendations.<br>• Supports adoption of new technologies through patient-focused outcomes.<br>• Gives the credit for good outcome to the clinician and the user. |

| **SKILLS, QUALIFICATIONS AND EXPERIENCE** | |
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| **Qualifications** | Certified Prosthetist Orthotist (CPO) credential preferred. An experienced occupational or physical therapist with strong upper limb prosthetic exposure will also be considered.<br>Prosthetic licensure as required by applicable state regulations. |

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| | Tertiary degree in Prosthetic and Orthotics, Occupational Therapy, Physical Therapy or a related discipline. |
| **Experience** | Minimum 5 years of hands-on clinical practice in prosthetics, occupational therapy or physical therapy.<br>Experience with upper limb prosthetics strongly preferred.<br>Experience delivering training, education or professional development programs.<br>Experience supporting complex patient cases.<br>Experience presenting at conferences, workshops or industry events preferred.<br>Experience working in, or alongside, clinical environments other than their own. |
| **Skills** | Advanced clinical consultation capability.<br>Upper limb prosthetic assessment and fitting expertise.<br>Education and facilitation skills.<br>Strong presentation and public speaking skills.<br>Clinical problem-solving capability.<br>Relationship management and stakeholder engagement.<br>High emotional intelligence, with the self-awareness to advance a patient's outcome without competing with the clinician responsible for it.<br>Willing and able to travel extensively across a multi-region territory at short notice and in response to clinical demand. |

FINAL