

POSITION DESCRIPTION – PHYSIO TEAM LEAD

**Revision Date:  23/9/18          (HR use only)**

**Position Title:** Physio Team Leader\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Reports To:** Director\_\_\_\_\_\_\_\_\_\_   \_

**Position Summary:**

This role's primary objective is to manage all clinical elements of the business.

You will assist the Director in operational business tasks and will lead and co-ordinate your Physio team. You will liaise with all key stakeholders at Scarborough Physio and Health including team members, patients, referrers, suppliers and external stakeholders. When the Director is not present you will perform agreed elements of his role.

You will manage all Physio systems procedures, including customer service, clinical development and mentoring, tracking of statistics, non-clinical Physio task planning, and managing Physio elements of practice operations for co-ordination of clients and team.

**Position Details:**

|  |  |
| --- | --- |
|  **Key Accountabilities** | **Indicators of Effectiveness** |
| * Team meeting co ordination
 | * Input from each present team member at fortnightly team meeting, minutes posted on SPaHtans FB page
 |
| * New employee onboarding
 | * assist MD and Practice Manager introducing new team members to clinic culture and procedures
 |
| ● Face to face team based patient communication | ● Net Promoter Score - team member satisfaction |
| ● Complex case management with Physio team | ● All complex cases discussed with junior staff weekly |
| ● Delegation of non-clinical tasks | ● Weekly task list generated, delegated and completed to appropriate team |
| ● 1 minute management with team | ● Weekly 1 minute management with all members of Physio team |
| ● Analyse weekly reports for PPMP | ● Weekly analysis of standard reports generated by Ruth Woollett |
| ● Updating and maintaining Physio related company policies and procedures. | ● Reviewed quarterly with MD for updates |
| ● New employee interviewing | ● Assist MD with interview process |
| ● Co ordination of patient recalls | ● Recall for all patients discharged 3 months ago made by all Physios monthly. |
| ● Physio Team co ordination | ● Physio team tasks delegated and completed weekly |
| ● Development of Physio Team Leader role | ● Physio Team Leader How To Manual developed and kept current |
| ● Provide feedback to direct team | ● Feedback given as needed on clinical performance, organisational and big picture issues |
| ● Organise team bonding events | ● Organise quarterly team bonding events, assist with team members birthday celebrations  |
| ● Team mentoring | ● Assist your direct team with clinical, organisation and personal challenges |

**Necessary Skills and Attributes:**

|  |  |
| --- | --- |
| Skills and Attributes | Details |
| ● Physio Team Leadership | ●  Co ordinate Physio team, task delegation, 1 on 1 Physio management |
| ● Knowledge and Experience | ●  People and task management procedures |
| ● Computer Skills | ●  Excel, PPMP stats, Mailchimp & Social Media i.e. Facebook |
| ● Proficiency creating policies and procedures | ● Ability to analyse, systematise and optimise existing and create new operational policies and procedures for Physio tea, |
| ● Advanced conflict resolution skills | ● Ability to manage and resolve customer objects and staff conflict issues |
| ● Communication skills | ● High level verbal and written communication with patients, team and stakeholders |
| ● Attitudes and Behavior | ●   Refer culture points and[Above and Below the Line](https://coachbrad.wistia.com/medias/a43gv54vxm)https://coachbrad.wistia.com/medias/a43gv54vxm |
| ● Team Management skills | ● Ability to manage day to day elements of Physio non clinical task completion, individual performance issues, implement and measure KPIs |

**Key Relationships:**

**Within Your Company:**

* **Work closely with Director, all team members, contractors and existing clients**

**External to Your Company:**

* **Work closely with referral partners, suppliers and third party account payers**
* **Correspond with existing and past clients, strategic alliances, new clients, local Doctors and radiologists and personal trainers**

**Authorisation:**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name           Position

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature        Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name           Position

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature        Date