

POSITION DESCRIPTION – PHYSIOTHERAPIST

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

**Position Title:** Physiotherapist\_\_\_\_\_\_\_\_\_\_\_

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

**Position Summary:**

This role's primary objective is to build and sustain a caseload of patients as discussed with the Director.

Your role includes Physiotherapy consultations of a musculoskeletal nature, including pilates consultations and gaitscan consultations (if agreed upon with the Director).

The role includes all administrative aspects which are required as part of these consultations, marketing and profile building with support to aid in recruitment and retention of new patients, duties to assist the Director of Scarborough Physio and Health, and interactions with all key stakeholders at Scarborough Physio and Health which include patients, staff, referrers and external stakeholders.

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 working within your team.

**Position Details:**

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| **Key Accountabilities** | **Indicators of Effectiveness** |
| * Perform up to75 musculoskeletal consultations per week | * Acute conditions resolved in 4-6 sessions, chronic conditions managed in 8-10 sessions, maintenance patients coming in either weekly, fortnightly or monthly. Average patient will attend 5 sessions (clinic average). Patient statistics to be reviewed monthly with major reviews every 3 months for planning and goal setting |
| * New patient initial assessment | * Following consultation planning recommendation protocol consisting of new patient pan at the end of each consultation |
| * Face to face team based patient communication | * Net promoter score – team member satisfaction. |
| * Complex case management with Physio team | * All complex cases discussed with physio staff weekly |
| * Completion 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 Practice Manager |
| * 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 |
| * Provide feedback to direct team | * Feedback given as needed on clinical performance, organisational and big picture issues |
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**Necessary Skills and Attributes:**

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| 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 team |
| * 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 & Behaviour | * 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:**

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Signature        Date

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