

POSITION DESCRIPTION - MASSAGE THERAPIST

Revision Date: 07/02/234 **(HR use only)**

Position Title: Remedial Massage Therapist

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 remedial massage consultations, assessment and treatment of soft tissue dysfunction, musculoskeletal imbalance or post-injury, and restricted range of motion.

Demonstrate knowledge of the anatomy and incorporate theoretical knowledge and concepts to massage techniques into practical care.

Understand the benefit of complimentary care and recommend other services to ensure the client's well-being.

Actively listen to client's problems and offer explanation and steps towards their recovery.

Knowledge of biological and biophysical aspects of massage.

Demonstrate professional behaviour at all times.

Clean up the massage room to ensure other therapists can use it straight away.

At times, provide admin support by taking payments and re-booking clients.

You will liaise with all key stakeholders at Winston Hills Physiotherapy Centre, including team members, patients, referrers, suppliers and external stakeholders.

Position Details:

Key Accountabilities	Indicators of Effectiveness
<ul style="list-style-type: none">Professional behaviour and duty of care	<ul style="list-style-type: none">Clients feel safe & know they will receive the best care, which is tailored to their needs, and they will re-book after their appointment.
<ul style="list-style-type: none">Remedial massage	<ul style="list-style-type: none">Clients have been treated and are happy with the service provided, they re-book on a regular basis
<ul style="list-style-type: none">Treatment plans	<ul style="list-style-type: none">New clients are given a brief treatment plan following their initial consultation using our A4 template
<ul style="list-style-type: none">Phone calls/recalls	<ul style="list-style-type: none">Calls clients who have missed appointments in conjunction with our admin team to follow up and rebook as necessary
<ul style="list-style-type: none">Attendance Notes	<ul style="list-style-type: none">All notes up to date at all times, detailing the treatment given at each session
<ul style="list-style-type: none">Room set up	<ul style="list-style-type: none">Put the music on, have Cliniko open, have table set up with appropriate towels, check oil is full, have head pads and back up towels. Create a welcoming atmosphere.
<ul style="list-style-type: none">Laundry duties	<ul style="list-style-type: none">Assist with washing, drying and folding towels is done throughout the day, ensure the basket is not full of dirty washing.
<ul style="list-style-type: none">Meet with business manager	<ul style="list-style-type: none">One on one meetings with the business manager to raise any issues you have and discuss your performance
<ul style="list-style-type: none">Taking payments	<ul style="list-style-type: none">All payments received and entered into Cliniko as needed
<ul style="list-style-type: none">Communication within the team	<ul style="list-style-type: none">Hand over notes and verbal communication with other members of the team especially with patients shared with other practitioners

Necessary Skills and Attributes:

Skills and Attributes	Details
<ul style="list-style-type: none"> ● Trigger point therapy 	<ul style="list-style-type: none"> ● Able to find and treat sore trigger points quickly and effectively
<ul style="list-style-type: none"> ● Remedial massage 	<ul style="list-style-type: none"> ● Incorporating different massage techniques to increase blood flow, circulation and relieve tension
<ul style="list-style-type: none"> ● Manual Lymphatic drainage 	<ul style="list-style-type: none"> ● Light technique to increase blood flow (if appropriate to your patients)
<ul style="list-style-type: none"> ● Pregnancy massage 	<ul style="list-style-type: none"> ● Confident in treating mum-to-be for lower back pain and fluid retention in lower legs
<ul style="list-style-type: none"> ● Using compression 	<ul style="list-style-type: none"> ● Depending on the problem, I use cold or heat compress (where appropriate)
<ul style="list-style-type: none"> ● Admin and computer skills 	<ul style="list-style-type: none"> ● Effectively re-book patients, take payments, use the Eftpos/Hicaps machine effectively. Taking payments and receipting.
<ul style="list-style-type: none"> ● EBP – Evidence based practice 	<ul style="list-style-type: none"> ● Able to search in online libraries to find the most appropriate treatment for each client.
<ul style="list-style-type: none"> ● Attitudes & Behaviour 	<ul style="list-style-type: none"> ● Refer to our values on our website
<ul style="list-style-type: none"> ● Team Management skills 	<ul style="list-style-type: none"> ● Ability to manage day to day elements of massage non clinical task completion, individual performance issues, implement and measure KPIs

Key Relationships:

Within Your Company:

Work closely with Director, all team members and existing clients

External to Your Company:

Work closely with referral partners, suppliers and third party account payers as needed (eg for NDIS patients, Workers Comp)

Correspond with existing and past clients, strategic alliances, new clients, local doctors, medical referrers and personal trainers

KPI's

Client satisfaction and re-booking

Utilisation rate, patient visit average, completion of tasks

Professional attitude and service to all clients

Authorisation:

Name Position

Signature Date

Name Position

Signature Date