



POSITION DESCRIPTION – Remedial massage therapist

Revision Date: **October 2025** (HR use only)

Position Title: Remedial massage therapist

Reports To: Office Manager

Position Summary:

The primary role of the remedial massage therapist at Scarborough Physio and Health is to build, maintain and sustain a full caseload of patients.

We require you to fulfill all professional obligations of your role – deliver your massage service at the highest level of quality, with optimal patient outcomes.

You will be required to complete all elements of the role in a timely manner including notes, correspondence, recalls, and marketing and non clinical tasks.

This role may include a future mentoring component to junior staff.

We require you to maintain your registration, insurance and all certificates that allow you to practice in an unrestricted capacity as a remedial massage therapist in Australia.

Being new to the profession there is a strong element of being required to learning the systems, policies and procedures of Winston Hills Physiotherapy Centre as well as the systems, nuances and local knowledge required to be a remedial massage therapist in Australia.

Due to your multiple special areas of interest we will work together with you to assist you in building your profile in our region, and this could involve doing talks in the community, meeting local business owners and potential referrers, creating educational content and being active on our social media channels.

Position Details:

Key Accountabilities	Indicators of Effectiveness
Build and maintain a full caseload of patients	<ul style="list-style-type: none"> - Goal of 85% utilisation (i.e. appointments are 85% of your in clinic time) - Target cancellation rate under 15% - Target rebooking rate 85%+ - All patients given a recommendation post their initial consult, that is therapist led
Fulfill conditions of optimal clinical care	<ul style="list-style-type: none"> - Client feedback via phone, email and net promoter score - Patient visit average (PVA) measured - Plan of Care given at first visit – written or emailed - Patient follow up for lapsed appointments using Luci/Cliniko
Proficiency learning Australian health system	<ul style="list-style-type: none"> - Understand different patient types and remedial massage therapy obligations - Understand local referral pathways
Proficiency learning WHPC systems	<ul style="list-style-type: none"> - Participating in all team training - Local referral pathways - Complete all notes and paperwork - Ability to do basic admin – take and make a call, take and make a payment, make bookings, do recalls
Maintaining performance based KPIs	<ul style="list-style-type: none"> - V score – internal feedback - Net promoter score - Patient visit average/weekly patient numbers
Proficient use of WHPC technology	<ul style="list-style-type: none"> - Cliniko - Slack/Facebook/Monday.com/Xero
Build rapport with fellow WHPC team members	<ul style="list-style-type: none"> - Participate in PD - 1:1 time with therapists - 1:1 time with admin - 1:1 time with leadership/management team

Marketing Assistance with marketing specific to your ideal clients	<ul style="list-style-type: none"> - Content creation (blog, photo, video) - Work with Social Media Leader/Office Manager to create content - Visit and network with existing and potential new referrers - Local talks and liaison with referrers and potential referrers
Mentoring of younger remedial massage therapists on our team	<ul style="list-style-type: none"> - Door open policy - Discuss cases - Present at PD where appropriate

Necessary Skills and Attributes

Skills and Attributes	Details	
Reliability	<ul style="list-style-type: none"> - On time for shifts - Doing what you say you will do 	
Accountability	<ul style="list-style-type: none"> - Open to feedback - Ask questions early if you don't know or if you suspect you have made an error 	
Openness to new learning	<ul style="list-style-type: none"> - Actively learning from every team member at WHPC - Seek help early if you are struggling 	

Initiative	<ul style="list-style-type: none"> - Identify issues/problems and concerns before they happen - Tell someone who may be able to help - Work with the team before bringing to management 	
Work ethic	<ul style="list-style-type: none"> - Work the hours that you are paid to work - Seek out work during gaps 	
Team player	<ul style="list-style-type: none"> - Attend team events - Get to know each member of the team 	

Key Relationships

Within Winston Hills Physiotherapy Centre

Director

Office Manager

Clinical team

Admin team

Consultants working with Winston Hills Physiotherapy Centre

External to Winston Hills Physiotherapy Centre

Referrers

Joint venture/strategic alliance partners

Community partners

Authorisation:

Name

Position

Signature

Date

Name

Position

Signature

Date