



PILATES INSTRUCTOR JOB DESCRIPTION

Position: Pilates Instructor

Responsible to: the Directors, Laura Dawson (Mat Classes)

Objective:

1. To promote and market the studio.
2. To be responsible for a safe, professional and high quality studio.
3. To maintain a pleasant and professional work environment.
4. To provide quality Pilates instruction.
5. To provide support to physiotherapy staff.

Task – Company vision and strategic plan

The employee must be aware of and actively support the Company's vision and strategic plan including short and long term goals.

KPI – Read Company plans within 1 week of employment.
Performance of tasks allocated to them

Target – 100%

Task – Presentation of Studio

The studio must be kept clean at all times. All equipment must present well at all times.

Measure – Observation by directors
KPI – 98%

Task – Pilates Classes

- The Pilates Instructor is to be involved in taking Studio and Offsite Pilates Classes, at venues specified by BIM.
- The Pilates Instructor is to be involved in developing and growing the Pilates classes offered by BIM.
- The Pilates instructor will be involved in the quality control of Pilates classes delivered by BIM. The co ordination of this is the responsibility of the Dunedin Pilates Instructor.

Task – Quality Pilates Instruction

- The Pilates Instructor is to provide quality Pilates Instruction and service to all clients.
- The Pilates Instructor is to be available to all clients if not involved in a 1-on-1 session or doing specific administrative tasks.
- The Pilates Instructor will have a presence in the studio and provide advice and assistance to clients when required.

Measure – by Unit Manager and Graeme Moginie.

KPI – 95 % (no more than 2 complaints per annum)

Task – Equipment safety and clean

The studio equipment is to be cleaned and checked for safety once a week.

Measure – documented weekly and reviewed by Unit Manager monthly.

KPI – 100%

Task – Memberships

Memberships and related services are to be reviewed and promoted once a month. This involves:

- Send out renewal letters for memberships (last Thursday of each month)
- Update membership spreadsheet (last Thursday of each month)
- Review letters to be sent out (once a month).

Measure – by Graeme at monthly Pilates meeting.

KPI – 100%

Task – Marketing

- To be actively involved in promoting the Pilates studio.
- This can involve discussing marketing ideas, liaising with marketing personnel external to BIM, promoting the Pilates Studio offsite, giving informative presentations and so on.

Measure – by Directors

KPI – 98%

Task - Laundry

All sheets, towels, shorts, to be changed weekly or as required. KPI – All sheets to be kept clean.

Measure – 98%

Task - Photocopying

No confidential information is to be left with the photocopying machine.

KPI – photocopying to be done within 24 hours

Measure – 98%

Task – Accounts

- All Pilates Class accounts must be up to date and presented to director monthly. (Dunedin only)
- The monthly invoices for Pilates Clients are to be checked before sending). Any non payments and outstanding amounts are to be brought to the attention of the Unit Manager immediately).

Measure – to be done within 2 working days of receiving them.

KPI – 100%

Measure – Monthly accounts

KPI – 98%

Task – Statistics

- Collate monthly statistics for the unit manager by the 8th of each month. These include memberships purchased and studio capacity.

KPI – 100%

Measure – on time to unit manager each month.

Personal Attire

- The Pilates Instructor will be expected at all times to dress to the highest standards and to present a clean and hygienic appearance.
- No denim is to be worn.
- No visible body piercing to be worn or inappropriate hairstyles.
- Body odour including, smoke and cooking must be attended to immediately
- No exposure of midriffs, buttocks

- No exposure of body parts that may cause offense to staff or clients.
- Hair styles should reflect a professional image. Long hair should be tied back.
- Tattoos should not be visible.
- Earrings - One small ring or stud per ear but no other body piercing should be visible.

- Jewellery that may cause risk to clients should not be worn.
- Collared shirts must be of a good standard.

Measure – observation by directors

KPI - 100 % Adherence to above policy

Task - Confidentiality.

- Patient's confidentiality is to be protected at all times.
- Notes and any other personal material are not to be taken from the office.
- No discussion of patients or business matters outside work.
- No discussion of business matters including patients to be discussed with media.
- Practice information can only be taken with permission of a senior staff member and there should be no access from a third party.

- No notes / information are to be taken from practice.
- No discussion of practice matters outside work

Measure – observation by senior staff

KPI – 100%

Task - Quality Assurance

The Pilates instructor will be involved in Quality Assurance checks, performance appraisals and other Quality Assurance measures.

Measure:

- Carry out allocated QA tasks in a timely manner
- Attendance at meetings

KPI: 100%

Task – Use of Computer

- The Instructor should make himself / herself familiar with the basics of data entry on the computer system so that he / she can handle basic enquiries which may occur.

- The computer and use of the internet is for work purposes only.
- Downloading of offensive material from the internet is prohibited.
- Accessing web-sites containing offensive material is prohibited.
- Inappropriate use of intellectual property is prohibited.
- (No unauthorised copying of material; no unauthorised sending of material to a third party)
- Patient notes are not to be taken from the office.
- Practice information taken from the office must be done at the permission of the senior physiotherapist. Computer files have to be secured and there should be no access to a third party.
- Back up discs remain the property of Back in Motion.

KPI

No inappropriate use of computer or intellectual property.

Target – 100%

Policy and Procedures Manual

- Task – Instructor will read and abide by the policies set out in the Policies and Procedures Manual.
- KPI – P&P manual to have been read within four weeks of starting practice
- Measure – To be checked by senior staff member.
- Target – 98%

Task - Time Management

- The employee must demonstrate good time keeping skills.
- The employee must manage his or her own appointment book.
- The employee must show an ability to organise clinical and non-clinical activity on a daily basis.

KPI – Demonstrate good time management at all times.

Measure – senior staff observation patient count and use of non clinical time

Target 98%

Task - Change in Management

- The employee will be proactive in any changes made by the company. .

- The employee will assist in minimising lost production and planning.

KPI – Become actively involved with company change

Target – 98%