



## **JOB DESCRIPTION PHYSIOTHERAPIST**

### **RESPONSIBLE TO:**

- Directors
- Senior Physiotherapist

### **PRIMARY OBJECTIVES:**

- Treatment of patients
- Communication with colleagues and referrer's
- Administration
- Evaluation
- Public relations
- Education
- Market Back in Motion Physiotherapy
- Work Pilates studio when necessary
- Manage Pilates patients
- Teach Pilates Mat Classes
- Sports physiotherapy
- Legislation

### **Task - Patient Treatment and Notes**

**Key Task:** To treat patients as determined by Policies and Procedures Manual;  
Adequate clear notation; Patients consent to be gained.

#### **KPI**

To have legible, completed notes at all times, as determined by the policy and procedure on Patient Records.

**Measure** - Review of patient notes.  
Target 98%

#### **Key Task** - Professionalism

Task – To maintain a high level of professionalism with all patients

KPI – No complaints regarding professional conduct from patients and staff

Measure - Patient satisfaction questionnaire and no complaints.

Target 98%

**Key Task:** Personal development and education.

#### **Expected Result:**

- To attend post graduate courses.
- To attend practice education sessions.
- To attend meetings.

#### **KPI**

To attend all inservice meetings organised by Back in Motion.

Attendance of a post-graduate course is encouraged for professional development but is not mandatory.

**Key Task:** Communication skills to be consistent and of a high quality.

#### **Expected Result:**

- Regular liaison with colleagues.
- Regular liaison with referrer's.
- To be involved in Q.A. planning.

**KPI**

- To attend all QA meetings
- To attend organised peer review sessions
- Regular communication with senior staff
- Have a professional phone manner
- Attendance at team meetings
- Timely reports

Target – 90%

**Key Task:** Public relations.

**Expected Result:** To seek out and participate in public activities.

**KPI**

- Perform allocated marketing tasks in a timely fashion.
- NO complaints

Target – 90%

**Task:** Evaluation of patient care

**KPI**

- Second opinions in difficult cases to be sought after the 6<sup>th</sup> treatment.
- Continuation forms (ACC 32) to be discussed with senior colleague.
- Communication to referrer's to be discussed with senior staff member
- To participate in all peer review activities.
- All letters to referrers to be reviewed by senior staff.
- (no KPI values have been placed on patient numbers but this may be introduced at any stage in consultation with staff)

**Measure**

Review of notes

Target – 98%

**Task:** Administration

All patient notes and associated administration to be completed and finished in a timely manner.

**KPI**

- Patient notes to be finished at end of day.
- Appropriate forms to be completed.
- ACC 32 to be checked by senior staff
- Patient letters to be written as required and checked by senior staff.
- All Private patients and non – ACC patients to be warned of any incurring charges.

**Measure** – Review of notes

Target – 98%

**Task: Practice maintenance.**

- To have a clean, tidy and professional working environment
- Tidy up after each patient and at end of day.
- Close windows at end of day.

**KPI**

Rooms to be tidy at all times

**Measure** – observation by senior staff

Target – 90%

**Key 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.

**KPI**

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

**Measure** – observation by senior staff  
Target – 100%

**Key Task: Professional Conduct.**

To have read and abide by the Physiotherapy Board's recommendations on professional conduct.

To be professional at all times to patients and any third parties.

**KPI**

No complaints

**Measure** – Observation by senior staff  
Target – 98%

**Key Task - Quality Assurance**

The physiotherapist will be involved in Quality Assurance checks, performance appraisals and other Quality Assurance measures including Accreditation.

**KPI**

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

**Measure**

Check against yearly timetable of QA tasks.  
Target – 95%

**Key Task - Follow Up on Patients**

All patients are to be followed up in accordance with the Policy and Procedures Manual.

**KPI**

All patients to be processed one month following last treatment unless otherwise specified.

**Measure**

Monthly review of non attending patients in filing cabinet.  
Target – 95%

## **Personal Attire**

### **Key Task** – All staff must dress in a professional manner.

- The Physiotherapist will be expected at all times to dress to the highest standards and to present a clean and hygienic appearance.
- To wear the uniform provided by BIM.
- 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 midribs, buttocks, undergarments or 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.
- One ear ring in each ear is acceptable but not other body piercing should be visible.
- Jewelry that may cause risk to clients should not be worn.
- Collared shirts must be of a good standard.
- Skirts must be long enough to sit just above the knee or longer.
- Footwear must be clean at all times.

## **KPI**

Adherence to above policy

## **Measure.**

Review by senior staff.

Target – 100%

## **Availability to Client**

### **Key Task:**

The Physiotherapist is expected to be available to clients at all times under the terms of this contract / job description and will endeavor to not turn any client away. This may mean fitting in some acute patients even if it is just to give them some advice and reassurance.

## **KPI**

New patients to be booked in with in 48 hours, daily if possible.

**Measure**

Review by senior staff

**Team member****Key Task:**

The Physiotherapist is expected to work as part of a team and this may mean assisting other physiotherapists with their treatments in the form of second opinions or in assisting another physiotherapist if he/she is falling behind. Staff are also encourage to become in non-work activities

**KPI**

Assist colleagues where possible.

Target – 90%

**Out of Clinic Duties (Sports Clinic/ Industry/ Pilates / Other)**

**Key Task:** The Physiotherapist may be required to offer Physiotherapy services to events, Pilates classes, Sports Injury Clinic and other.

**KPI**

- Presence at non-clinic event
- Work outside the clinic will be paid at an hourly rate.

Target – 100%

**Ordering of Equipment**

The Physiotherapist has the rights to order equipment for patients on an individual basis so long as it is written in the order book. The patient is to be informed of the cost and billed accordingly. Any bulk orders to be made should be made through the Directors.

KPI – Appropriate ordering of equipment

Target – 90%

**Key Task – Use of Computer**

The Physiotherapist 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 are the property of Back in Motion Physiotherapy Ltd.

#### **KPI**

No inappropriate use of computer or intellectual property.

Target – 100%

#### **Marketing**

**Key Task** - The Physiotherapist will be expected to assist in marketing the practice by attendance to sports clubs, practices and games. This may also include public speaking and talks if and when they become available. Writing articles in club newsletters and journals is also encouraged.

#### **KPI**

One public talk per year to sports group or club

Target – 95%

#### **Discharge and letter writing**

**Key Task** - It is expected that a high standard of reporting be given to referrers in the form of progress letters and discharge letters when appropriate.  
(refer Policy and Procedure Manual)



**KPI** – all letters to be reviewed by senior staff and approval sought before sending.  
Target - 98%

### **Policy and Procedures Manual**

**Key Task** - The Physiotherapist 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 commencing employment.

Measure – To be checked by senior staff member.  
Target – 98%

### **Professional Liability Insurance**

**Key Task** - The Physiotherapist must have their own liability insurance.

Measure – a copy of liability insurance to be presented annually  
Target – 100%

### **Legislation**

**Key Task** – It is the responsibility of all physiotherapists to present a copy of their annual practising certificate on or before March 31<sup>st</sup> of each year. The physiotherapist must be responsible for their HPCA requirements (see attached folders)

Measure – APC to be produced to director before April 1 every year.  
Target 100%

### **Back in Motion Physiotherapy Clinics**

**Key Task** - The Physiotherapist may be expected at times to work at other Back in Motion Physiotherapy Clinics as and when needed.

**KPI** – To attend alternative Back in Motion clinics if required.  
Target - 100%

### **Rejected ACC claims**

**Key Task** - If ACC reject a patient's claim and the physiotherapist has been negligent in keeping up to date with ACC forms, the physiotherapist maybe responsible for reimbursing the company.

**KPI** – no ACC rejections due to inadequate paper work  
Target – 100%

### **Sports Clubs**

**Key Task** - The physiotherapist will support a Dunedin Sports Club by assisting at practices, games and organising physiotherapy students. Time at matches and practices will be paid. (3 hours for games and ½ hour for practice)

**KPI** – involvement is one sports club  
Target 95%

### **Pilates & Pilates Classes**

**Key Task** – The physiotherapist maybe required to take Pilates classes. The physiotherapist will be adequately trained for taking classes. The physiotherapist may also be required to assist with rehabilitation programmes at the Studio.

KPI – Attend Level One and Level Two Mat Pilates Courses within first year.

KPI – refer 20% of caseload of physiotherapy patients to the studio for rehabilitation.

### **Key Task - Attitude**

- A professional attitude shall be demonstrated at all times.
- The employee will be co-operative with other physiotherapy staff and reception staff.
- All complaints are to be taken up by the senior staff person only.
- All staff will assist with cleaning if necessary.
- Public outbursts of anger must not be directed to wards staff or clients.
- Matters unrelated to Back in Motion must not affect daily business.

Measure – observation by staff  
Target – 100%

### **Key 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

Target 98%

### **Key Task – Company Vision and Strategic Plan**

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

**KPI** – Read Business Plan within 1 week of employment.

Target – 100%

### **Key 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%