



## **JOB DESCRIPTION**

### **PHYSIOTHERAPIST**

#### **RESPONSIBLE TO:**

- Directors
- Senior Physiotherapist

#### **PRIMARY OBJECTIVES:**

- Exhibit BIM Values of honesty, integrity, teamwork, quality service, progression, education and reaching potential.
- Quality and timely treatment of patients
- Deliver excellent clinical care
- Support the objectives of our practices.
- Communication with colleagues and referrer's
- Sports physiotherapy
- Legislation
- Develop Clinical Pilates as part of rehabilitation approach
- Offer full complement of Back in Motion allied services for client's such as Massage, Pilates services, fitness programmes, Cancer Rehabilitation, Women's Health, ACC Vocational Contracts.
- Administration
- Evaluation
- Public relations
- Committed to Continuing Professional Development

#### **KEY TASKS**

## 1. Values

To demonstrate and exhibit BIM values when dealing with clients, with colleagues, the wider public and medical profession.

Values of honesty, integrity, teamwork, quality service, self progression, education and reaching potential.

**KPI** - Compliance with above standards

**Measure** - Observation; no complaints

**Target** - 95%

## 2. 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.

**Measure** - Signed off Orientation Plan

**Target** - 100%

## 3. Provide Best Practice and Evidence Based Practice treatment regimes

To continue to strive to provide best and safe practice to clients. To continually educate and learn to keep up to date with current guidelines.

**KPI** - Adhere to above guidelines

**Measure** - Observation by Senior Staff; Clinical Notes Audit; Peer Review; Seek 2<sup>nd</sup> Opinions

**Target** - 100%

## 4. Patient Treatment and Notes

To treat patients as determined by Policies and Procedures Manual (See Treatment Guidelines and Records Policy and Procedure) and in accordance with ACC Legislation and Guidelines.

- Adequate and clear notation
- Patients consent to be gained.
- To use the New Patient Treatment sheet (the initial treatment plan) on the first or second session.
- Notes completed by end of day

**KPI** - To have accurate, completed notes at all times, as determined by the policy and procedure on Patient Records and to comply with accreditation standards.

**Measure** - Review of patient notes.

**Target** - 95%

## 5. Professionalism

To maintain a high level of professionalism with all patients, staff and referrers and other related service staff.

**KPI** - No complaints regarding professional conduct from patients and staff

**Measure** - Patient satisfaction questionnaire and no complaints.

**Target** - 98%

## 6. Personal Development and Education.

To comply with continuing professional development legislative requirements as per Physiotherapy Board NZ

- To attend post graduate courses.
- To attend BIM manual practice sessions.
- To attend BIM inservice trainings.
- To attend BIM meetings

**KPI** - To comply with Physiotherapy Board requirements

- To attend all inservices and meetings organised by Back in Motion.

**Measure** - Up to date CPD folders and/or PhysioLog App or similar

**Target** - 100%

## 7. Communication

To ensure communication, both written and verbal, is consistent, professional and of a high quality. To ensure communication is in line with BIM Communication Policy and Procedures.

- Timely, accurate and informative liaison with colleagues.
- Timely, accurate and informative liaison with referrers.
- 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

**Measure** - Achievement of above standards; no complaints

**Target** - 95%

## 8. Public relations

To seek out and participate in public activities / events / sport teams external to clinic work.

### KPI

- Perform allocated marketing tasks in a timely fashion.
- One external event / association per annum

**Measure** - Observed by Director

**Target** - 100 %

## 9. Evaluation of Patient Care

To ensure patient care and evaluation is done for best patient outcomes and in accordance with BIM policies and procedures.

- Second opinions in difficult cases to be sought after the 3<sup>rd</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.
- Satisfy the audit criteria from HDANZ audit body
- Ensure full range of services are offered to client throughout the course of the treatment including long term management

**KPI** - Compliance with above standards

**Measure** - Review of notes; Monthly Treatment Average

**Target** - 98%

## 10. Administration

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

- Patient notes to be finished at end of day.
- Appropriate forms to be completed.
- 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.
- Assist junior staff with administration duties/medical notes/ referral forms/ACC 32 documentation
- Discharge procedure adhered too.

**KPI** - Compliance with above standards  
**Measure** - Review of notes monthly and audit annually  
**Target** - 98%

### **11. Clinical Room / 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.
- Ensure opening and closing procedures are adhered too.

**KPI** - Compliance with above standards  
**Measure** - Observation  
**Target** - 95%

### **12. 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%

### **13. Professional Conduct**

- To have read and abide by the Physiotherapy Board's recommendations for professional conduct.
- To be professional at all times to patients, staff and any third parties.

**KPI** - No complaints  
**Measure** - Observation by senior staff  
**Target** - 100%

### **14. Patient Follow Up**

- All patients are to be followed up in accordance with the Policy and Procedures Manual.
- Patient lists are reviewed fortnightly

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

**Measure** - Monthly review by Directors of Discharge List, less than 3 pages (1FTE)

**Target** – 95%

## 15. Personal Attire

- All staff must dress in a professional manner
- Black or navy trousers
- 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 midriffs, 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%

## 16. Availability to Client

The Physiotherapist is expected to be available to clients at all times under the terms of this contract / job description and will endeavour 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.

- New patients to be booked in within 48 hours or daily if possible.
- Acute patients to be booked in within 24 hours or on the day if possible.

**KPI** - Adherence to above policy

**Measure** - Review by senior staff.

**Target** - 100%

## 17. Team Member

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 encouraged to become involved in non-work activities.

**KPI** - Adherence to above policy

**Measure** - Review by senior staff.

**Target** - 100%

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

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

**KPI** - Adherence to above policy; achieves x 1 per annum (minimum)

**Measure** - Review by senior staff.

**Target** - 100%

### **19. Ordering of Equipment**

The Physiotherapist has the rights to order appropriate 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 Equipment Officer.

**KPI** - Adherence to above policy

**Measure** - Review by senior staff.

**Target** - 100%

### **20. Use of Computer**

The Physiotherapist should make himself/ herself familiar with BIM software and computer systems so that he / she can handle basic enquiries which may occur.

- Use Gensolve in accordance with Policy and Procedures.
- 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 related material 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.
- All developed intellectual property is the property of Back in Motion Physiotherapy Ltd.

**KPI** - No inappropriate use of computer or intellectual property.  
 - Compliance with above standards

**Measure** - Observation

**Target** - 100%

## 21. Marketing

To promote BIM to continue to maintain and build our presence in the Dunedin community.

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; involvement with sports club; involvement with speciality group

**Measure** - As above

**Target** - 95%

## 22. Discharges and letter writing

It is expected that a high standard of reporting be given to referrers in the form of progress letters and discharge letters when appropriate.

**KPI** - Adherence to above policy.

**Measure** - All letters to be reviewed by senior staff and approval sought before sending.

**Target** - 100%

## 23. Policy and Procedures Manual

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** - Checked by Directors

**Target** - 100%

## 24. Professional Liability Insurance

- The Physiotherapist must have their own liability insurance.

**KPI** - Adherence to above policy

**Measure** - A copy of liability insurance to be presented annually

**Target** - 100%

## 25. Legislation

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)

**KPI** - Current APC

**Measure** - APC to be produced to director before April 1 every year

**Target** - 100%

## 26. Back in Motion Physiotherapy Clinics

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

**Measure** - By Directors

**Target** -100%

## 27. Sports Clubs and / or Pilates & Pilates Classes

The physiotherapist will support Pilates or a Sports Club. To assist a sports club the expectation is to assist at practices, games and organising physiotherapy students. 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** - involvement is one sports club or one Pilates class per week

**Measure** - Observed by Directors; achievement of task

**Target** - 100%

## 28. 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.
- Professionalism at all times with colleagues and patients

**Measure** – observation by staff

**Target** – 100%

## 29. 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 / administrative observation

**Target** - 100%

## 30. 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

**Measure** - Not prohibit or present barriers to Company Change; Observation by Directors.

**Target** - 98%

Name:

Name:

Signed:

Signed:

Date:

Date: