



## **JOB DESCRIPTION MESSAGE THERAPIST**

**Position:** Massage Therapist

**Responsible to:** The Directors

**Objective:**

1. To provide support to physiotherapy staff.
2. To maintain a pleasant and professional work environment.
3. To provide a quality massage therapy service.
4. To provide a high quality environment for staff and patients.

**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

Measure – 100%

**Task – Massage Therapy Service/Quality of Treatment**

To provide massage to a high standard, in accordance with massage training and appropriate for the client's wishes and clinical presentation.

Measure: client surveys  
KPI – 90% and no complaints

**Task – Limitation of Service**

The Massage Therapist must introduce themselves as a Massage Therapist and make it clear that he/she is not a physiotherapist.

The massage therapist must consult a senior physiotherapist within 2 sessions if:

1. The client's is experiencing paraesthesia or other neurological symptoms.
2. The client's pain is worsening.
3. The client's presentation is outside the practice scope of a massage therapist.

KPI – to consult with Senior Physiotherapy Staff

Measure – to be checked by Directors.

Target – 100%

### **Task – Presentation of massage room**

The massage cubicle and waiting room must be kept clean at all times. All equipment must present well at all times.

Measure – Observation by Directors

KPI – 98%

### **Task - Laundry**

The sheets, towels, pillowcases and shorts are to be changed between each client. New linen will then be collected from this clinic.

KPI – All sheets and linen to be kept clean.

Measure – 98%

### **Task - Photocopying**

- No confidential information is to be left with the photocopying service.

KPI – photocopying to be done within 24 hours

Measure – 98%

### **Task - Ordering Equipment**

The massage therapist must order any equipment or materials through a Director or Senior Physiotherapist.

KPI – appropriate ordering of equipment

Measure – to be monitored by Directors

Target – 90%

### **Task – Professional Conduct**

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

KPI – no complaints.

### **Task – Personal Attire**

- The massage therapist will be expected at all times to dress to the highest standards, wear the Back in Motion uniform top 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.

KPI

- No notes / information are to be taken from practice.
- No discussion of practice matters outside work.
- No notes to be left in view of clients.
- The massage room, where notes are stored, must be locked when not in use.

Measure – observation by senior staff

Target – 100%

### **Task – Quality Outcomes**

To have at all times legible, completed notes as determined by the Policy and Procedure on patient records as applicable to the massage therapist.

Measure: Client Notes Audit (6 monthly)

KPI: 90%

### **Task - Quality Assurance**

The Massage Therapist will be involved in Quality Assurance checks, performance appraisals and other Quality Assurance measures.

Carry out allocated QA tasks in a timely manner

Attendance at meetings

Measure: to be checked by Directors

KPI: 98%

### **Task – Use of Computer**

The Instructor should make himself / herself familiar Gensolve and 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 will remain the property of Back in Motion Physiotherapy Ltd.

KPI – There is to be no inappropriate use of the computer or intellectual property.

Measure – to be checked by Directors and Executive Officer.

Target – 100%

### **Policy and Procedures Manual**

C:/business new / business/ contracts/reception job description

Task – The massage therapist 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 Directors.

Target – 98%

### **Task - Time Management**

- The employee must demonstrate good time keeping skills.
- 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%

### **Task – Clinical Notes**

All assessment and follow up notes to be entered on Gensolve.

Notes are to be completed by the end of each day

KPI – 100%

Measure – Directors to review notes

### **Task – Registration with National Body of Masseurs**

KPI – The massage therapist must be a member of a National Body of Massuers.

Target – 100%

Measure – membership displayed on clinic wall.

