

POSITION DESCRIPTION



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| Position Title: | Physiotherapist |
| Reports To: | Senior Physiotherapist |
| Salary/Classification Level: | Helping Hand Health Professional Collective Workplace Agreement 2009, Allied Health |
| Reporting To This Position: | Therapy Assistants |

Purpose of the Position

The Physiotherapist is responsible for assessing, treating and preventing disorders in human movement caused by injury or disease and works to prevent disease and disability through physical means.

Your Team

The Physiotherapist is a professional role within Metropolitan Community Services - a single team comprising three sectors, each managed by a member of the Metropolitan Community Services Management Group. The sectors include:

- Access & Coordination
- Service Delivery
- Development & Specialisation

Metropolitan Community Services provides a wide range of services to meet the individual needs of clients in regions of Metropolitan Adelaide.

Other Key Relationships

The Physiotherapist works closely with the Senior Physiotherapist, Clinical and Allied Health professionals, and other staff across both Community Services and Residential Facilities. In addition, the incumbent will develop and maintain external networks related to community and residential care and support services.

Key Outcomes & Responsibilities

1. Leading and training staff

- Provide information, coaching and mentoring for therapy assistants, students and volunteers, to support routine physiotherapy treatments and meet Standards of practice.
- In conjunction with Allied Health Seniors, provide leadership and role modeling, particularly in the areas of contemporary and best practice allied health service and quality assurance programs.
- Support the development and maintenance of a culture of positive teamwork across Metropolitan Community Services and Residential Facilities.
- Foster effective communications and feedback both externally and internally.

This position description forms part of the contract of employment.

- Assist the Senior Physiotherapist in the assessment, planning, implementation and evaluation of allied health education and staff development programs.
- Actively seek and engage in the ongoing development of professional and personal skills, knowledge and competencies.

2. Customer service

- Provide comprehensive and contemporary allied health practice in partnership with clients in accordance with each client's individual needs, barriers and interests.
- In conjunction with clinical and allied health staff, conduct assessments and establish measurable rehabilitation focused goals, individual progress plans and rehabilitation lifestyle outcomes in consultation with each client.
- Liaise with the Clinical staff and Senior Physiotherapist in prioritising services to clients and liaise with Service Coordinators, Therapy Assistants and Service Delivery staff as required.
- Support a culture of high quality customer service to clients.
- Establish and monitor processes and standards to ensure excellent customer service to clients.
- Monitor client care plans and participate in quality auditing to ensure appropriate outcomes are achieved.
- Identify and implement opportunities to improve the perceptions and service experience of clients and residents.
- Provide input to the development and review of allied health, assessment and admission practices within all areas of the Metropolitan Community Services and Residential Facilities to ensure current practices are appropriate and best practice.
- Contribute to team and organisational outcomes through co-operative and collaborative interactions.
- Actively promote a wellness and enablement approach to engage and motivate clients in achieving their goals.
- Identify opportunities for service development and delivery innovation, growth and expansion.
- Promote open and responsive feedback to monitor and evaluate client satisfaction via the Helping Hand client feedback and engagement processes.

3. Safety, Quality and Risk

- Monitor competencies of Therapy Assistant staff to meet required Standards.
- Contribute to the development and maintenance of a quality management system for Metropolitan Community Services that provides a continuous improvement focus consistent with the Organization Plan and any legislative requirements.

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- Provide coaching and mentoring to Therapy Assistants.
- Ensure quality accreditation systems are effective, functional and ongoing and meet the quality accreditation Standards for Community Services and Residential Facilities.
- In conjunction with the Senior Physiotherapist, ensure effective and efficient responses to complaints, suggestions and comments.
- Ensure that the workplace is monitored to effectively manage risks to staff and that health and safety policy, procedures and guidelines are implemented and monitored.
- Ensure that the health and safety responsibilities of staff are understood and adhered to by all staff.

All personnel in the organisation are always responsible for:

- developing appropriate working relationships through effective communication and interpersonal skills and role modelling good team behaviour.
- identifying and reporting any opportunities for improvement or any potential risks arising from the duties of their position in the organisation.
- remaining informed of and acting in accordance with the philosophy, policies, procedures and guidelines of the organisation.
- utilising and sharing their specific skills and knowledge with other team members to provide opportunities for growth.
- engaging in teamwork and adopting a collaborative team approach toward problem solving.
- respecting and maintaining confidentiality in all matters related to the organisation.
- showing respect towards anyone involved with the organisation.
- ensuring the workplace is free from discrimination, harassment and bullying.
- adhering to the published Code of Conduct of the organisation.
- participate in Performance Appraisal.

Selection Criteria

Essential

- / Registered with the AHPRA as a physiotherapist.
- / Experience in assessing and evaluating functional needs of clients and supervising staff involved in the provision of groups and physiotherapy services.
- / Experience in the induction and training & development of staff.
- / Experience in working with a management group to plan the efficient use of resources to provide high quality community services.

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- / Demonstrated commitment to efficiently meet the needs of external and internal clients.
- / Demonstrated high level of interpersonal skills, with the ability to liaise with people from a diverse range of backgrounds and the ability to be cross culturally sensitive.
- / Demonstrated experience in establishing and maintaining a positive team environment within a multi-disciplinary group.
- / Excellent verbal, written and electronic communication skills including the development and delivery of presentations.
- / Demonstrated commitment to continual professional and personal development including active involvement in relevant professional organisations.
- / Ability to initiate and maintain effective working relationships at any level within a large-scale organisation.
- / Current cardiopulmonary resuscitation certificate
- / Current Police clearance.
- / A current Driver's Licence.

Desirable

- / Experience in the aged care sector.
- / Experience in the provision of clinical education or other tertiary provision of education (e.g. tutoring, lecturing, mentoring).



Customer Service ...the Helping Hand Way

We deliver our service guided by our **5 Golden Standards**

- 1** We always offer choice.
- 2** We engage.
- 3** We speak clearly, politely and respectfully.
- 4** We deliver on our promises.
- 5** We make their day!

Helping Hand's Code of Conduct

Our Code of Conduct reflects **The Helping Hand Way** and expects you to act with:

Compassion

- / Demonstrate your concern for others and do everything you can to help.
- / Recognise and consider people's feelings and circumstances.
- / Treat others with respect, courtesy, care and compassion.
- / Support and value the contribution of other team members.

Respect

- / Recognise and consider people's feelings, choices and rights.
- / Maintain the privacy and confidentiality of others at all times.
- / Conduct yourself with honesty, fairness and integrity.

Excellence

- / Undertake your work with professionalism, to a high standard and with the appropriate skill and care.
- / Take responsibility for your actions and behaviours.
- / Strive to improve the quality of services to our clients and to each other.
- / Go the extra mile in order to deliver the best outcomes.
- / Strive to create new and better ways of doing things.

Community

- / Foster connection with our clients, our teams, each other and our community.
- / Value and support difference in our community and value the contribution that difference provides to us.

Work, Health & Safety

Arrive Safe, Work Safe and Go Home Safe

- / Make sure you keep your safety and others safety top of mind. Work safe all the time!
- / If you notice someone doing something unsafe, ask them to stop or find a safer way.
- / Do the training we ask you to do....it's for your own and others safety.
- / If you notice something that is a potential risk or hazard to your safety or others safety – report it. Hazards – turn into accidents! Watch out for spills, things in the way of people, equipment that isn't working.
- / If you report it...be a part of the solution. We need your ideas, solutions and feedback.
- / If you need equipment to do your job safely – make sure you use it. It's there to keep you safe...
- / If equipment isn't working properly – tell everyone around you and then tell us so we can fix it.
- / If you are involved in an incident or are injured...tell us straight away. Your supervisor will be able to help you.

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