

A SHARPE'S PHYSIO PHYSIOTHERAPIST

Job Description

Employee:	
Developed by:	Jenna & Matt Sharpe
Date developed:	October 2020
Date last updated:	October 2020
Role Overview:	The purpose of this position is to provide a full range of physiotherapy services to clients of the practice. This includes examination and treatment to rehabilitate and improve people with movement disorders through evidence based or best practice natural methods. The quality of the overall client experience relies heavily on this position due to its service focus. The outcomes delivered will impact on whether clients choose to return to the practice and thus are an important aspect of the business.
Reporting Relationships:	Matt Sharpe
Collaboration Relationship:	Patients, our reception team, suppliers, referring Doctors, other health allied health and medical professionals.
Qualifications:	<ul style="list-style-type: none"> • Degree qualified in physiotherapy or health sciences with a physiotherapy course. • Currency of registration with AHPRA. • Be a member of the Australian Physiotherapy Association and comply with its Code of Practice.
Skills and Experience:	<ul style="list-style-type: none"> • Strong commitment to high profession standards. • Demonstrated empathy for the needs of patients. • Excellent communication skills. • Excellent time management and prioritisation skills. • The ability to adapt to changing environments. • A strong customer service focus. • The ability to examine and treat patients effectively. • The ability to function independently and within a team. • Ability to use computer based applications, especially practice management software. • Liaising with patients, referrers and compensable bodies and other health/medical professionals.

An important part of your role at Sharpe's Physio is knowing our mission statement and ethos and working in line with our values

Mission Statement:

It is our mission to provide *friendly, professional & effective* physio treatment for all. We are a small, family run business in the heart of Lake Macquarie, passionate about helping our patients live their best life, pain free.

Ethos:

The Sharpe's Physio ethos is guiding by the following values:

Passion: Passion is at the heart of our company. We are continuously moving forward and improving, using creative thinking and innovative ideas to improve our service. We strive to provide the best outcomes to our patients.

Kindness: We have a deep respect for human beings inside and outside our company. We are always friendly & professional and treat everyone with kindness, we are committed to our patients.

Honest: We pride ourselves on being honest, ethical and genuine.

Team Work – We are One Team! We value ourselves on our togetherness and enthusiasm. When we work, we work hard and we are a family.

Quality: What we do, we do well. We provide effective treatment and an efficient administration service, to the best of our ability, every patient, every time.

Performance Key Scorecard

This table provides a snapshot of what is expected of you in your role at Sharpe's Physio and the importance of each competency.

We will use this on an ongoing basis during your performance reviews as a reference guide to determine how you are performing in the role.

Key Competency	Relative Weighting
<i>Technical Competencies</i>	
1. Conducting assessments and examinations	9 %
2. Evaluate and develop treatment programs	8 %
3. Evaluate patient medical history	8 %
4. Person oriented care and communication	8 %
5. Primary healthcare responsibilities	8 %
6. Professional relationships and behaviour	8 %
7. Maintaining clinical notes	8 %
8. Professional business activities and development	8 %
Subtotal	65 %
<i>Personal Competencies/Attributes</i>	
1. Professional patient service skills	4 %
2. Communication (verbal and written) skills	4 %
3. Interpersonal skills	3 %
4. Active listening	3 %
5. Critical thinking & clinical reasoning	3 %
6. Attention to detail	3 %
7. Problem solving and decision making	3 %
8. Time management	3 %
9. Social perceptiveness	3 %
10. Team Culture	6 %
Subtotal	35 %
Grand Total	100 %

Technical Competencies

These describe the key outcomes that are to be achieved in the role as physiotherapist and the precise performance standards against which your performance will be measured.

No.	Competency Description
1.	<p>Conducting assessments and examinations</p> <p>Ability to gather information about a patient's health. The diagnosis and management plan should reflect the patient's health condition, assessed outcomes and include ongoing review. This capability addresses the way that the general and individual approaches to patient care are related to and integrated into general healthcare care concepts and practices. Practitioners must be aware of general and personal limitations of practice. This capability includes reflection and revision of healthcare delivery based upon an evidence-informed rationale. Utilise clinical reasoning skills to achieve the best outcomes for the patient.</p>
2.	<p>Evaluate and develop treatment programs</p> <p>Determine an appropriate treatment plan with treatment dates and expected result. An understanding of the clinical complexity /uncertainties inherent in practice is required and a commitment to manage these components to ensure good outcomes for patients.</p>
3.	<p>Evaluate patient medical history</p> <p>Ability to observe and interpret previous treatments and medical records in order to evaluate medical movement history.</p>
4.	<p>Person oriented care and communication</p> <p>Ability to adapt the consultation process to the individual patient. This involves being sensitive to their needs and goals, recognising their central place in ongoing decision making, whilst displaying cultural awareness, to ensure each patient is able to make informed decisions relating to their health. It also includes education about the diagnosis, prognosis, proposed management plan, self-management and other options of care that may become appropriate over time.</p>
5.	<p>Primary healthcare responsibilities</p> <p>The ability to situate the patient's healthcare needs in the context of the wider primary care team. The physiotherapist's role in the delivery of primary health care, both as a primary contact practitioner and as a member of the healthcare community. This capability requires the physiotherapist to be knowledgeable about health, disease, disease management and prevention and health promotion. It incorporates a physiotherapist utilising healthcare networks and community services and referral as necessary.</p>

6.	<p>Professional relationships and behaviour</p> <p>This capability incorporates a physiotherapist's actions in appreciating, respecting and operating in an educated, sensitive and informed manner with other healthcare providers. This includes how a physiotherapist acknowledges the values and procedures of those other individuals and groups and how the physiotherapist can best facilitate the most appropriate care.</p>
7.	<p>Maintaining clinical notes</p> <p>Ensure all clinical notes are maintained, up to date, well protected and compliant with legislative needs.</p>
8.	<p>Professional business activities and development</p> <p>This capability incorporates a physiotherapist's actions and responsibility relating to the development of themselves and the business of practice. It also incorporates their actions and accountability in managing the healthcare, regulatory and business systems of practice life.</p>

Personal Competencies

These are the personality traits and characteristics that Sharpe' Physio consider to be most important to be a successful physiotherapist within our clinic.

No.	Competency Description
1.	<p>Professional patient service skills</p> <p>Concerned to provide an ethical, prompt, efficient and personalised service to all patients. Follows procedure for 'patient experience' and goes out of way to ensure that individual patient needs are met.</p>
2.	<p>Communication skills</p> <p>Written communication – Communicates ideas on complex and sensitive issues clearly in writing, selecting language, tone and format to suit target recipients.</p> <p>Verbal communication – Speaks in a clear succinct manner and tailor's language to suit target audience.</p>
3.	<p>Interpersonal skills</p> <p>Able to communicate with others in a warm and helpful manner while simultaneously building credibility and rapport.</p>

4.	<p>Active listening</p> <p>Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate and not interrupting at inappropriate times.</p>
5.	<p>Critical thinking & clinical reasoning</p> <p>Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.</p>
6.	<p>Attention to detail</p> <p>Always seeks to provide accurate advice. Takes pride in output; analyses issues from different viewpoints, to identify hidden problems. Reads documents thoroughly.</p>
7.	<p>Complex problem solving</p> <p>Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.</p>
8.	<p>Time management & punctuality</p> <p>Ability to manage your own time and the time of others. Being prompt and on time for appointments to the best of your ability.</p>
9.	<p>Social perceptiveness</p> <p>Being aware of others' reactions and understanding why they react as they do. To be versatile and empathetic when responding to other personality types.</p>
10.	<p>Team Culture</p> <p>Able to co-operate and maintain a positive attitude working with both individuals and with the team. Help other team members when they need it. The ability to work with the team to achieve the Sharpe's Physio Vision of a positive team culture.</p>