

POSITION DESCRIPTION

POSITION:	SENIOR BEAUTY THERAPIST/MASSAGE THERAPIST
DATE:	June 2020
REPORTS TO:	Clinical Spa Manager
STAFF RESPONSIBILITIES:	Nil
FUNCTIONAL RELATIONSHIPS:	All QE Health Staff All QE health Clients
HOURS OF WORK:	As set in IEA
POSITION PURPOSE:	To provide appropriate Beauty and Spa treatments in a professional, effective, safe, and friendly manner, enabling a high standard of customer service.

QE Health is located on the lakefront at the northern end of the Rotorua central business district. It is close to many amenities including hotels and motels. QE Health is a private company delivering a range of holistic services including rehabilitation, musculoskeletal conditions/rheumatology, orthotics, medi-spa and fitness programmes to local, national, and international clients/patients. These services are funded through both privately paying clients and government contracts (primarily District Health Boards and ACC). The business has been in operation since 1942 and has a proud history in Rotorua based on the healing properties of thermal waters fed by geothermal springs. During the 1940s it was the centre of rehabilitation and treatment for returning servicemen from WWII and since that time has developed into a nationally renowned specialty centre including involvement in rheumatology and rehabilitation research. QE Health has a team of skilled practitioners and dedicated staff who are passionate about the work they do.

Vision: Enhancing Mind, Body, and Spirit

Mission: We maximise quality of life through an holistic focus on wellbeing and a person-centred approach using medi-spa and rehabilitation therapies.

Values:

Professionalism and Integrity – we will provide the highest quality of care whilst delivering our service in accordance with legislative, contractual, and ethical requirements

Respect and trust – we will treat our clients and each other with dignity and respect, creating an environment of trust, and recognise and respond to the cultural diversity of others

Teamwork – we will work together helping each other to achieve outstanding results

Open communication – we will communicate constructively with openness and honesty

Strategic Goals: The Board and Community Trust have set out the following strategic goals for the organisation:

Enable people to live productive lives – provide quality and good value services to those who will benefit;

Build trust and confidence in QE Health – as a service provider and as a business;

Be the provider of choice – for Medi-spa, rehabilitation and musculoskeletal programmes;

Work with stakeholders to build value – identify key local and national relationships appropriate to QE Health goals and services, and purposefully develop these to mutual benefit;

Maintain good clinical and business practice – so as to be a solid and sustainable business.

KEY RESPONSIBILITIES

- Meet and greet clients and make them comfortable, and explain the services you will be providing.
- To provide spa services that include, but not limited to; Relaxation Massage, Rachel Pools, facials and beauty treatments.
- Demonstrate sound knowledge of the Beauty, Spa and Massage industry
- Ensure all paperwork is analysed and discussed with the client.
- Provide treatment in a timely manner.
- Report all incidents and accidents immediately to Spa Manager. Follow up in writing as per QE Health Policies and Procedures.
- Demonstrate knowledge and use of protective clothing and adhere to all health and safety rules and regulations.
- Be responsible for the tidiness of own work areas and perform assigned cleaning duties in other areas.
- Involvement in overall evaluation of the service and participate in plans to improve or develop the services.
- Assist with administrative activities if requested.
- Promote beauty products recommended by QE Health.
- Seek new business.
- Assess/review current practices with Spa, and implement new practices as and when required.
- Actively stay current with new technology/trends.
- Any other activity as deemed appropriate by the employer.

CLINICAL DUTIES

- Up-to-date statistics.
- Follows organisation standards and procedures.
- Attendance at team meetings as necessary.
- Competently assesses client in order that they receive appropriate treatments according to their treatment schedules or their individual requirements.
- Provide relevant feedback and liaise with other members of the multidisciplinary team as/when necessary.
- Explain treatment and alternatives –
- Gain Informed Consent.
- Ensure all paperwork is analysed and discussed with client.
- Keep accurate records and documentation.
- Management of work and organisation of workload.
- Works as an integral member of the multidisciplinary team.
- Responds to changing client needs and provides flexible service delivery.

TEAM PLAYER

- Support and encourage other team members.
- Identify and/or develop collaborative working relationships.
- Contribute to the wider team by supporting projects and wider QE Health activities.
- Actively contributes to the development and success of QE Health's performance.

SELF MANAGEMENT

- Manage your time to adhere to daily rosters
- Maintain self-development using available resources, identify, and suggest developmental training needs.
- Be adaptable and respond appropriately to on-going changes.
- Maintain business standards for behaviours and professionalism at all times
- Prompt timekeeping.
- Manage your personal health and wellbeing, including complying with scheduled work breaks and workplace health and safety requirements.

HEALTH AND SAFETY

- To recognise Individual Responsibility for Workplace Health and Safety under the Health and Safety at Work Act 2015.
- Company health and safety policies are read and understood and relevant procedures applied to their own work activities.
- Workplace hazards are identified and reported, including self management of hazards where appropriate.
- Can identify health and safety representative for area.

COMMUNICATION

- Responds appropriately to patients/staff questions, requests, and problems.
- Establishes and maintains a rapport and trust with patients/ staff.
- Communicates clearly and appropriately within own team and with other teams in QE Health.
- Uses skills to clarify and to confirm understanding of information received.

PROFESSIONAL DEVELOPMENT

- Seeks to learn, develop and improve own practice.
- Contributes to continuous quality improvement in QE Health-wide service delivery.
- Participate in regular Professional supervision.

LEGAL AND ETHICAL RESPONSIBILITIES

- Acknowledges own personal beliefs and values, and works in a way that respects the right of others to hold their own personal beliefs and values.
- Operates within the intent of the Treaty of Waitangi by demonstrating cultural awareness through partnership, protection, and participation.
- Complies with patients/staff confidentiality and privacy regulations.
- Challenges practices that could compromise patients/staff safety, dignity, or privacy.
- Recognises expectations and limitations of own practice, ie scope of practice.
- Takes responsibility for own actions and outcomes.
- Demonstrates cultural awareness/sensitivity to all clients.

SAFE ENVIRONMENT RESPONSIBILITIES

- Complies with relevant legislation, codes of practice and organisational policies and procedures.
- Takes responsibility for personal health and safety, and of clients and staff.
- Demonstrates a working knowledge of QE Health procedures in emergency and disaster situations.
- Undertakes any other duties requested by the employer from time to time.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	Recognised qualification in Beauty Therapy. Minimum certificate level.	Recognised qualification in massage. Current First Aid Certificate
EXPERIENCE	At least two year's experience in the massage, wellness, or beauty industries.	Experience with nursing, working with elderly or disabled people.
SKILLS	Able to work without direct supervision. Able to work as part of a team. Physically able.	Customer service experience. Able to speak another language, eg French.
QUALITIES	Mature Flexible Positive Punctual Reliable	