

## POSITION DESCRIPTION

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<b>POSITION</b>	<b>SPA THERAPIST</b>
<b>DATE</b>	November 2018
<b>PRIMARY PURPOSE OF POSITION</b>	To provide appropriate spa treatments in a professional, effective, safe and friendly manner to all clients attending for treatment as per QE Health Policies and Procedures.
<b>RESPONSIBLE TO</b>	Spa Manager
<b>FUNCTIONAL RELATIONSHIPS</b>	All QE Health staff. All clients.
<b>HOURS OF WORK</b>	As per employment contract.

*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.

## PERFORMANCE EXPECTATIONS

### KEY RESPONSIBILITIES

- To provide spa services that include, but not limited to; Aix Massage, Therapeutic and Relaxation Massage, Rachel Pools, Mud and Wax.
- Demonstrate sound knowledge of the Spa and Massage industry
- Promote standards of work by appearance, flexibility, competence and manner.
- Uphold excellent standards of customer service.
- Maintain the good reputation of QE Health and assist in the marketing of Spa services.
- 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 administration activities if requested.
- Report all incidents and accidents immediately to the Spa Manager. Follow up in writing as per QE Health Policies and Procedures.
- Provide treatment in a timely manner.

### CLINICAL

- 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.
- Prompt timekeeping.
- Works as an integral member of the multidisciplinary team.
- Responds to changing client needs and provides flexible service delivery.

### 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.

### 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.

### HEALTH & SAFETY

- 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.
- To comply with current Health and Safety legislation.

### PERSON SPECIFICATION

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Recognised Diploma in Therapeutic Massage.</li> <li>• Current Workplace First Aid.</li> </ul>	Member of a recognised professional body.
<b>Experience</b>		<ul style="list-style-type: none"> <li>• Customer service experience.</li> <li>• At least one year's experience in massage.</li> <li>• Experience with nursing, working with elderly or disabled people.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Able to work without direct supervision.</li> <li>• Able to work as part of a team.</li> <li>• Physically able.</li> <li>• Computer skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Able to speak another language, eg French.</li> </ul>
<b>Qualities</b>	<ul style="list-style-type: none"> <li>• Mature attitude</li> <li>• Outgoing personality</li> <li>• Flexible</li> <li>• Positive</li> <li>• Punctual</li> </ul>	