

POSITION	SPA ASSISTANT
DATE	August 2019
PRIMARY PURPOSE OF POSITION	To provide Support Services by catering to staff & client's needs promptly and appropriately in all circumstances.
RESPONSIBLE TO	Spa Manager
FUNCTIONAL RELATIONSHIPS	All QE Health Staff All Clients, Provides and Stakeholders
HOURS OF WORK	As Per IEA

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/clients. 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 Tasks	Expected Results
Support Services	<ul style="list-style-type: none"> • QE Health Policies and Procedures are understood and adhered to. • Works as a team member with the ability to prioritise tasks; uses initiative and flexibility to ensure task completion. • Prepare and stock all treatment rooms between clients. • Assist in mudpack area as per therapists instructions i.e. making of mudpacks • Prepare and clean mud baths for clients. • Administer Wax treatments to clients. • Make sure water dispensers are well stocked and filled if needed. • Change lockers at the weekend for long stay clients i.e. French • Make sure the whole department is clean and well presented at all times. • Other tasks from time to time requested by manager are performed efficiently and effectively e.g. laundry support, Physio assistance.
Stock control	<ul style="list-style-type: none"> • Keep a record of all stock levels for reordering
Laundry	<ul style="list-style-type: none"> • Linen runs - dirty linen to laundry and clean laundry back to treatment areas • Help in laundry as required.
Front of house	<ul style="list-style-type: none"> • Cover receptionists breaks inc lunch/ dinner • Up sell of QE products
Pool Areas	<ul style="list-style-type: none"> • Take Rachel pool temperatures and keep at appropriate levels as per training • Ensure areas are clean and tidy
Team Player	<ul style="list-style-type: none"> • 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.
To recognise Individual Responsibility for Workplace Health and Safety under the Health and Safety at Work Act 2015.	<ul style="list-style-type: none"> • 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.
General	<ul style="list-style-type: none"> • Other duties as may be reasonably assigned to this position and for which the position holder has received adequate training or instruction

COMMUNICATION

- Responds appropriately to clients/staff questions, requests, and problems.
- Establishes and maintains rapport and trust with clients/ 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 clients/staff confidentiality and privacy regulations.
- Challenges practices that could compromise clients/staff safety, dignity, or privacy.
- Recognises expectations and limitations of own practice, i.e. 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.

PERSON SPECIFICATIONS

	Essential	Desirable
Qualifications		1 st Aid certificate/ CPR Certificate
Experience		Previous experience in a customer service environment
Skills	<ul style="list-style-type: none">• Ability to see if a task needs doing and to get on with it unsupervised.• Team work• Communication skills• Common Sense	
Qualities	<ul style="list-style-type: none">• Friendly• Approachable• Obliging• Flexible• Common Sense	