

Position Description – Physiotherapist

POSITION SUMMARY			
TLC Values: Respect, Accountability, Excellence, Collaboration, Integrity, Innovation			
Position Title	Physiotherapist	Reports to	Physiotherapy Manager Head of Primary Care
Entity / Business Unit		Positions reporting to this one	None
Position Purpose	The Physiotherapist provides quality interventions to manage pain, maximise physical functionality, mobility and dexterity of Residents and Patients (as appropriate). The Physiotherapist works collaboratively with clinical staff, personal care staff, Lifestyle staff and ACFI staff to implement programs for the holistic wellbeing of residents and patients. The Physiotherapist will also support a safe workplace by delivering training and assessment of all TLC staff in manual handling techniques.		
Expenditure <i>Operating Expenditure (OpEx)</i> <i>Capital Expenditure (CapEx)</i> <i>Payroll</i>	None	ICT requirements	Manad Timetarget Payglobal ESS E3 E-learning Outlook
Qualifications / Experience	Bachelor of Physiotherapy	Compliance Requirements	Satisfactory Police Record Check AHPRA Registration Mandatory training
Other Requirements	Current Victorian Driver's Licence preferred	Date	January 2020

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COMPETENCIES		
JOB COMPETENCIES	PERSONAL COMPETENCIES	ORGANISATIONAL COMPETENCIES
Experience in care delivery in an aged care environment including working knowledge of OHS, infection control, ACFI, aged care standards, accreditation and documentation	Well-developed communication skills, interpersonal, written and verbal	TLC induction
Demonstrated commitment to Resident focussed care	Demonstrates a commitment to a culture of excellence and continuous quality improvement	Health Services induction including Diversity, OHS and infection control
Well-developed knowledge of appropriate quality interventions and support to enhance the mobility and dexterity of elderly residents and patients	Displays a strong service delivery focus	Identifying, reporting and responding to abuse of older people in care
Ability to provide effective training to internal stakeholders in relation to Manual Handling and safe working procedures	Ability to work autonomously and to effectively manage work priorities	Manual Handling (online and practical)
Ability to deal sensitively with residents and families and communicate effectively with clinical and administrative staff	Highly developed analytical and problem solving skills	Fire and Emergency Training
Respects the dignity, privacy and individuality of residents and keeps confidential resident information	Presents a positive attitude and an ongoing commitment to position responsibilities and organisational goals	Infection Control
Computer literacy (including MS Office, Power Point, Excel and industry specific software applications)		Compliance with TLC Policies and Procedures
Ability to deliver a high and consistent standard of work in line with TLC's policies and procedures, ensuring compliance with relevant legislation		

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KEY RESULT AREAS / ACCOUNTABILITIES		
KEY RESULT AREAS	KEY ACTIVITIES	MEASURES OF PERFORMANCE
<p>Demonstrates and upholds the Mission and Values of TLC Healthcare and Primary Care.</p>	<ul style="list-style-type: none"> Incorporate the values of TLC Healthcare into daily practices in relation to all duties and responsibilities 	<ul style="list-style-type: none"> Consistently shows respect and values each person's dignity Is accountable for a high standard of work Strives for and achieves excellence Actively participates and contributes as an effective team member Operates in an open, honest and professional manner Seeks opportunities to be innovative for improvement
<p>Provides high quality, effective physiotherapy services to residents (and patients where appropriate)</p>	<ul style="list-style-type: none"> Assess residents (and patients where appropriate) on a regular basis to ensure care planning is appropriate to care needs and up-to-date Develop and implement high quality programs designed to maintain or improve the quality of life including mobility and dexterity of residents in accordance with assessed needs Design and implement physiotherapy programs Participate in Falls Risk Assessment programs and committees to minimise incidences of falls Ensure Physiotherapist Aides are implementing resident treatment plans Assess resident's suitability to participate in high impact exercise group run by external contractor Assess and provide high quality physiotherapist care to community Primary Care clients. 	<ul style="list-style-type: none"> Develop and deliver highly individualised physiotherapy programs, maintaining a focus on residents' and community client needs Prioritise residents' and community client needs Residents assessed according to required schedules Physiotherapy programs and interventions in place for residents are appropriate Resident mobility and dexterity is supported by programs and interventions that are in place High quality programs and interventions in place are appropriate to assessed care needs. Provide high quality customer service to residents and community clients. Proactive participation in falls minimisation and committee groups Falls are minimised on site Physiotherapist Aides are actively involved in resident and community client care as directed

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		<ul style="list-style-type: none"> • High impact exercise group list is up to date and ensure effective communication with external contractors providing exercise group.
<p>Ensures completion of high quality clinical documentation to support the delivery of holistic care</p>	<ul style="list-style-type: none"> • Generate and implement detailed care plans for residents • Generate and implement detailed care plans for community clients to meet Medicare and insurance requirements for claims. • Maintain accurate documentation of care including evaluations of individual program plans and individual resident plans • Ensure all appropriate records/reports are maintained in a timely and accurate manner • Follow appropriate reporting mechanisms to meet duty of care requirements including incidents and mandatory reporting • Complete documentation in accordance with legislation and TLC policies and procedures 	<ul style="list-style-type: none"> • Physiotherapist components of care plans are generated and implemented appropriate to assessed care needs • All clinical documentation, including assessments, care plans and interventions, is up-to-date and accurate • Physiotherapy programs and interventions are evaluated in a timely manner to ensure effectiveness • Incidents and mandatory reporting incidents are completed in a timely manner • Documentation is completed in accordance with legislation and internal policies and procedures • Documentation is completed and claim requirements met for all community clients.
<p>Demonstrates exceptional commitment to Resident focussed care</p>	<ul style="list-style-type: none"> • Involves the Resident in their care • Respects the individual wishes of each Resident • Contributes to a positive environment for Residents and other workplace participants • Promotes a Resident focused approach in all activities and behaviours • Ensures that Residents are aware of their rights and responsibilities and are provided with information about their treatment and care. • Follows established procedures regarding the access, updating and sharing of Resident personal and sensitive information 	<ul style="list-style-type: none"> • Increased satisfaction for each Resident • Demonstrated attitude which is positive and supportive • Treats each Resident as an individual, by actively listening and respecting their wishes • Encourages feedback and support from Residents • All documents utilise a language that reflects a strong Resident focused approach • Residents articulate that they feel that they are the focus of care • Communication reflects respect • Personal and sensitive information is stored securely, accessed only when required and updated accurately

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<p>Delivery of highly effective training to staff and other internal stakeholders in relation to Manual Handling and safe work practices</p>	<ul style="list-style-type: none"> • Coordinate and deliver regular manual handling training to care staff and other internal stakeholders • Provide resident/family/representative education and support to address residents' physical and self-care needs as assigned • Provide individualised education to staff and other stakeholders in relation to safe work practices 	<ul style="list-style-type: none"> • Manual handling training is organised and delivered on a regular basis • 100% staff completion of manual handling training on site • Positive feedback on delivery of manual handling training from attendees • Individualised education provided to staff and stakeholders as required
<p>Demonstrated commitment to Quality and continuous improvement</p>	<ul style="list-style-type: none"> • Systematically identifies and communicates opportunities for continuous improvement • Works in a manner that ensures TLC Aged Care and TLC Primary Care meets accreditation requirements • Identifies areas for improvement and actively works to implement improvements • Meets TLC Aged Care risk management requirements • Regularly reviews performance in operational areas and discusses proposed improvements and goals with General Manager and/or Physiotherapy Manager • Regular review of performance with Primary care Manager. • Maintains skills and competencies to an appropriate standard through participation in ongoing professional development 	<ul style="list-style-type: none"> • Active involvement in continuous improvement processes • Demonstrated knowledge of accreditation standards • Compliant with current legislative and statutory requirements and standards • Accreditation standards met • Continuous improvement opportunities identified, communicated and implemented • Evidence of compliance with risk management policies and procedures • Evidence of compliance with internal policies and procedures • Attendance at professional development activities
<p>Demonstrates appropriate team work and cooperation</p>	<ul style="list-style-type: none"> • Undertake work collaboratively with all stakeholders and display an understanding of team qualities and the capacity to participate in and contribute to team goals 	<ul style="list-style-type: none"> • Provide support and guidance to all stakeholders • Encourage and display collaborative work behaviours
<p>Delivers exceptional customer service for stakeholders</p>	<ul style="list-style-type: none"> • Exceptional customer service provided to residents, representatives and family members including in the delivery of care as well as in day-to-day interactions • Exceptional customer service is provided to internal stakeholders including staff 	<ul style="list-style-type: none"> • Communication with relevant stakeholders is proactive and timely • Minimal customer complaints • Timely, accurate and proactive responses to feedback and queries from stakeholders

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	<ul style="list-style-type: none"> • Receive relevant feedback and respond to queries in a timely and accurate matter 	<ul style="list-style-type: none"> • Positive working relationships with internal stakeholders
<p>Takes reasonable care to protect health and safety of themselves, colleagues and others in the workplace</p>	<ul style="list-style-type: none"> • Completes incident reports • Supports health and safety representatives • Contributes to risk assessments • Participates in training and meetings regarding safety 	<ul style="list-style-type: none"> • Reports hazards, near misses and injuries immediately • Uses personal protective equipment • Complies with risk management policies and procedures and instruction • Attends all safety meetings and training sessions