



POSITION DESCRIPTION REMEDIAL MASSAGE THERAPIST SENIOR REMEDIAL MASSAGE THERAPIST

Job Summary:

The Remedial Massage Therapist(s) and Senior Remedial Massage Therapist(s) are responsible for the assessment of clients, treatment planning and delivery of remedial massage treatments to clients and staff of Cairns Performance Massage.

These positions report to the Owner (Peter Grant). The Remedial Massage Therapist(s) will report to the Senior Remedial Massage Therapist (in the absence of the Owner).

Duties and Responsibilities:

MASSAGE THERAPY

- Confer with clients about their medical histories and problems with stress or pain to determine how massage will be most helpful. Interview patients to gather medical information.
- Assess physical conditions of patients to aid in assessment and treatment. Assess clients' soft tissue condition, joint quality and function, muscle strength, and range of motion.
- Develop and propose client treatment plans that specify appropriate choice of massage (e.g., remedial, sports, pregnancy).
- Massage and knead muscles and soft tissues of the body to provide treatment for medical conditions, injuries, or wellness maintenance. Administer therapy treatments to patients using hands or physical treatment aids.
- Perform other adjunctive therapies (e.g., myofascial cupping, dry needling and IASTM tools) or treatment techniques in addition to massage (in line with additional qualifications and the scope of practice of those qualifications).
- Use appropriate massage medium (e.g., oils, creams, balms). Prepare and blend oils and apply the blends to clients' skin.
- Use complementary aids, such as heat/cold compress, to promote clients' recovery, relaxation, and well-being. Maintain treatment records (i.e., SOAP notes) using appropriate terminology and abbreviations.
- Provide clients with guidance and information about techniques for postural improvement and stretching, strengthening, relaxation, and rehabilitative exercises. Demonstrate stretches/exercises and use of equipment (e.g., foam roller) to patients.
- Develop patient therapy programs. Refer clients to other types of therapists when necessary.
- Consult with (and refer to) other health care professionals, such as physiotherapists, chiropractors, physicians, and psychologists, to develop treatment plans for clients. Confer with other professionals to plan patient care.

GENERAL DUTIES

- Opening and Closing clinic when required.
- Managing complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.
- Other General duties as defined by the Owner.

ADMINISTRATION

- Conduct general admin/reception duties such as but not limited to answering the telephone, filing, word processing, data entry, scanning, and maintaining client records.
- Ability to work independently and in a team setting open to new learnings and sharing clinical information.
- Prioritise workload to enable smooth and efficient operation of the office environment.
- Accurately book, change and cancel clinic appointments using PowerDiary.
- Ensure adequate stock level of clinic consumables; inform Owner when stock is low.
- Use clinic computers with skill and proficiency; document client information in electronic record as directed.
- Maintain complete confidentiality in all clients matters in accordance with company policy.
- Other duties as delegated by the Owner.

FINANCIAL

- Ensure that the payment process is managed in accordance with company policy by processing HICAPS, cash, credit/debit card, invoices to third parties (e.g., Integrated Living), gift vouchers, Stripe, and invoicing transactions accurately.

SALES & MARKETING

- Actively promote the clinic, treatments, services, sessions, and retail, as well as programs, promotions and/or discounts available.
- Communicating with people outside the organisation, representing the organisation to customers, the public, government, and other external sources via in person, in writing, or by telephone or e-mail.
- Ensure adequate stock level of products; inform Owner when stock is low.

OCCUPATIONAL HEALTH AND SAFETY

- Ensure daily activities completed in a safe and efficient manner.
- Maintain a safe working environment.
- Maintain a clean, tidy, and safe workplace including cleaning clinic when required.
- Identify workplace hazards and ability to manage appropriately (or report up the line).
- Actively participate in a working environment supporting quality Human Resource Management practices including Workplace Health and Safety, Employment Equity, Anti-Discrimination and Ethical Behaviour.

EXTRA DUTIES – SENIOR REMEDIAL MASSAGE THERAPIST

- Coaching and Developing Others — Collaborating with the Owner, identifying the developmental needs of Remedial Massage Therapist(s) and Receptionist(s) coaching, mentoring, or otherwise helping others to improve their knowledge or skills.
- Manage clinic and staff operations in the absence of the Owner.
- Representing the Owner and business at BNI meetings and events when Owner cannot attend.

POSITION REQUIREMENTS

- Exceptional time management skills and demonstrated ability to manage clients accordingly.
- Must be meticulous and have ability to multi-task.
- Ability to be efficient and productive in a demanding environment.
- Must have enthusiasm and possess excellent customer service skills.
- Must possess basic math and money handling skills.
- Enjoy collaborating with people and possess a friendly and outgoing personality.
- Excellent communication and listening skills.
- Demonstrated computer skills in Microsoft Word, Excel, and Outlook.
- Initiative-taking and possess ability to work autonomously and as part of a team.

EXPERIENCE REQUIREMENTS

- Remedial Massage Therapist
 - new graduate to 5 years full-time hours equivalent, dependant on additional qualifications
- Senior Remedial Massage Therapist
 - Minimum 5 years full-time hours equivalent or greater, dependant on additional qualifications

CERTIFICATES, LICENCES, REGISTRATIONS

- Diploma of Remedial Massage Therapy (HLT52015 or equivalent)
- Current membership with Massage Association (and recognition with Health Fund Providers)
- Current Insurances (Medical Malpractice, Professional Indemnity and Public Liability)
- Senior First Aid Certificate & CPR
- Working with Children Check (Blue Card)
- Criminal History/Police Check
- Remedial Massage Therapist
 - Other qualifications desirable in (but not limited to): Dry Needling, Myofascial Cupping, Pregnancy Massage, Reflexology, Canine Myofunctional Therapy, Emmett Therapy (humans and dogs).
- Senior Remedial Massage Therapist

- MUST have additional qualifications in Dry Needling, Myofunctional Cupping and Pregnancy Massage (as a minimum)

HOURS OF WORK

- Clinic roster consists of morning and afternoon shifts. Days and shifts negotiated with Owner upon employment.
- As of October 2022, clinic trading hours are:

Monday	8:00am-1:00pm
Tuesday	8:00am-6:30pm
Wednesday	8:00am-6:30pm
Thursday	8:00am-6:30pm
Friday	8:00am-1:00pm
Saturday	8:00am-1:00pm
Sunday	CLOSED

- Trading hours are subject to change depending on therapist availability