

Job Class Profile: Clinical Physiotherapist II**Pay Level: CG-43 Point Band: 1038-1081**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	7	6	4	5	7	6	5	4	5	
Points	327	100	25	24	210	130	103	86	54	1059

JOB SUMMARY

The Clinical Physiotherapist II provides responsible professional clinical leadership/supervisory physiotherapy work. Works in partnership with clients, caregivers and other team members to identify, achieve and maintain optimal health outcomes. Work involves clinical supervision and co-ordination for overall delivery of physiotherapy services; plans, co-ordinates, implements and evaluates quality initiatives for the practice area; develops educational programs; provides patient/client management; performs program planning and development; consultation and communication.

Key and Periodic Activities

Work may be performed either in the capacity of sole charge for a site of a multi-site organization, supervisory over other physiotherapists and physiotherapy support personnel, or co-ordinating physiotherapy service which is unique within the province. As such, may perform some or all of the following activities:

- Provides clinical leadership in overseeing the physiotherapy services within assigned area. Consults and advises on appropriate approaches of care; acts as a resource on clinical specialty issues; provides supervision to physiotherapists and physiotherapy support staff within the clinical practice area; mentors staff; initiates and participates in performance reviews; analyzes and evaluates workload and caseload assignment; conducts chart audits to ensure adherence of professional standards of care and to provide feedback to staff; evaluates physiotherapy service delivery; recommends and implements change.
- Performs program planning, evaluation and development by prioritizing caseload to ensure referrals are addressed in a timely manner; monitors wait list management system to ensure appropriate screening of referrals; evaluates standards of care; reviews workload statistics; and plans, develops and implements physiotherapy service delivery.
- Develops and maintains effective communication with staff and colleagues; provides in-service and orientation; participates in meetings with clinical leaders and/or management and represents the division on committees.
- Provides expert knowledge on a clinical level to clients, families and community groups, as well as on a professional level for physiotherapy students, physiotherapist and other health care providers.
- Collaborates with managers, physiotherapy staff and team members on strategic planning

Key and Periodic Activities

- activities and quality initiatives to ensure professional standards for care are met.
- Develops and monitors physiotherapy service budgets; evaluates financial and equipment needs; prepares and submits patient charge information for billable services.
- Performs clinical duties such as screening referrals to determine appropriateness and priority level of client; interviewing clients to collect relevant information; analyzing assessment and diagnostic tests and establishing intervention strategies and treatment plans; evaluating treatment effectiveness, and collaborating with interdisciplinary team.
- Conducts research and participates in policy development relating to new program areas.
- Reviews all therapeutic equipment and makes recommendations for repairs, replacement or purchase.
- Participates in educating the general public on a variety of physiotherapy topics.
- Participates in on-going professional development to keep current on trends and development.
- May perform crisis management.

SKILL

Knowledge

General and Specific Knowledge:

- Program development and service delivery.
- Strategic planning and quality initiatives.
- New and evolving assessment, treatment and intervention techniques, emerging technologies and modalities used in clinical practice.
- Knowledge of acute care service and specialty areas.
- Best practices in patient/client care.
- Knowledge of relevant legislation, regulations, professional standards of practice and professional code of ethics.

Formal Education and/or Certification(s):

- Minimum: Master's Degree in Physiotherapy; Licensure as a Registered Physiotherapist in Newfoundland and Labrador, and successful completion of the National Physiotherapy Competency Exam.

Years of Experience:

- Minimum: 3 – 4 years.

Competencies:

Clinical leadership; supervisory; ability to apply established techniques (assess patients/clients); co-ordinate physiotherapy services; develop new solutions (evaluation of service delivery, recommend and implement change); develop programs, treatments, methods, quality initiatives; provide advice (to other health care providers, staff and caregivers/families) and operate various types of equipment used for treatment. Analytical, written and verbal communication skills are also required.

Interpersonal Skills

- A range of interpersonal skills are used to communicate with other health care providers and

management for efficient and effective service delivery, promote services, discuss program changes and quality initiatives, and provide clinical leadership. Listening, asking questions and interviewing patients/clients are required in the performance of assessment and treatment. Provides routine and specialized information to patients/clients and to other health care providers to promote understanding of condition and treatment. The provision of care, comforting and nurturing is on-going in the performance of tasks and activities to reassure patients/clients of their progress. Gaining the co-operation of others is vital to delivery of services. Instructing, teaching and patients/clients in their intervention programs and participating in education sessions for students, support workers and other members of the health care team occurs on a regular basis.

- May facilitate meetings, make formal presentations to groups, deal with upset or angry people and resolves disputes.
- Interaction typically occurs with employees/peers, supervisor/manager, clients/patients and with third-party stakeholders (Worker's Compensation Boards, Insurance Agencies, Canada Pension, and employers), other government representatives, suppliers or sales representatives (equipment), group executives and professional association/advisors.
- Most significant contacts are: clients/patients (to conduct assessment and provide treatment – daily); peers/colleagues/interdisciplinary team members (to communicate patient care, delegate tasks to support staff, consult with colleagues on work related problems and problem solving strategies and consult with members of the health care team regarding care/discharge plans); clinical leader/resident care manager/professional practice co-ordination (to discuss project/program planning, quality initiatives, workload data and human resources).

EFFORT

Physical Effort

- The demands of the job occasionally result in considerable fatigue, requiring periods of rest.
- There is a need for strength and endurance and maintaining physical balance as many tasks and activities performed in the assessment and treatment of clients require bending, kneeling and stretching and physically lifting, pulling and or manoeuvring individuals. Typically, lifting and moving involves a weight range of 10 – 50 lbs. As mechanical lifts and walking aids are used for assistance in moving patients, there is only an occasional requirement when this weight would be exceeded.
- Majority of activities regularly require a combination of sitting, standing and walking.
- Occasionally uses hand tools and equipment that requires accurate control and movement such as electrotherapy modalities (such as ultra sound and laser treatment).
- Fine finger/precision work is used to apply specific tissue tension to various body parts such as muscles, ligaments or tendons and in the use of a computer to compile various reports.

Concentration

- **Visual and auditory** concentration is required on a regular basis when observing patients/clients for any change in status and to their response to intervention and treatment plans; when interviewing individuals to obtain pertinent information; when assessing vitals like blood pressure and cardio respiratory status (using a stethoscope); and need for awareness of physical, cognitive and emotional response.

- Other sensory demands such as **touch** is used to assess muscle tone, muscle strength, flexibility and joint movement, heart rate, skin temperature and swelling.
- Activities such as performing range of motion of a joint, scanning of monitors and patient response to treatment, chest physiotherapy and other techniques, mobilizing patients and preparation of presentation/educational material can be **repetitious and require alertness**.
- **Time pressures and deadlines** are experienced as a result of balancing a variety of workload responsibilities (clinical work, program and policy development and professional responsibilities) such as performing assessments, setting priorities, managing caseloads, discharge planning, completing required documentation and dealing with third-party stakeholders.
- **No control over work pace** can occur when there is a requirement to attend meetings, coordinating schedules and when addressing referrals.
- **Higher than normal level of attentiveness/alertness** is required when performing activities in an Intensive Care Unit with critically ill patients; dealing with other clients with complex medical conditions; and generally ensuring that treatment plans and exercises are performed in a safe environment.
- Performing a variety of assessment techniques, balance and coordination exercises and the use of a variety of equipment requires **eye/hand coordination**.
- Physiotherapy assessment findings require **exact results and precision** as they are used to determine physiotherapy diagnosis, appropriate treatment techniques and to monitor patient progress and treatment effectiveness. Accuracy is required in applying treatment techniques appropriately, timely and safely.

Complexity

- Tasks and activities are different/unrelated and require the use of a broad range of skill and a diversity of knowledge.
- Some challenges/problems/issues can be addressed by following procedures or guidelines, however, many are unique problems that must be defined where creative problem definition, analysis and complex solution development is required. As positions function as either sole charge, supervisory over other physiotherapists and physiotherapy support personnel, or co-ordinating physiotherapy service which is unique within the province, complexities vary. From a clinical perspective, however, must manage and balance the high expectations of families with services that can realistically be provided. Policies are often challenged and efforts are made to adapt to situations as they arise.
- Required to keep abreast of trends and developments in this specialty field to facilitate involvement in strategic planning and quality initiatives; to ensure extensive clinical knowledge in the treatment a variety of clinically complex conditions and to ensure safe and effective management of client care; to keep current on latest technology and physiotherapy aids and to remain current on best practices.
- Reference material available includes Standards of Practice as outlined by the Newfoundland and Labrador College of Physiotherapists; Code of Ethics and policies as set out by the employer; Quality Initiatives Team; relevant legislation, regulations, policies and procedures; other staff, textbooks and journals.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities relating to clinical assessment and treatment plans are generally not prescribed nor controlled.
- Can develop, implement, review and evaluate client care programs, strategic planning activities and standards of care. Plan, co-ordinate, implement and evaluate quality initiatives for the practice area/division/program. Provide clinical leadership and supervision to physiotherapists and physiotherapy support staff within the clinical practice area and ensure efficient coordination of personnel already within the area and address issues which impact on the overall delivery of physiotherapy services. As well, has full autonomy of client/patient care relating to assessment and treatment.
- Policy changes, interaction with media, hiring, termination of employees, leave and equipment purchases, requires supervisory approval.
- Clinical work requires discretion and judgement at all times when working with patient/clients, caregivers and family members and must be used when interpreting directions and applying guidelines to make decisions. Individual patients/clients often present with changing conditions whereby a treatment may be considered too risky. In such instances, the treatment may be altered or a decision made not to provide therapy. Professional judgement and discretion must be used in determining the most appropriate means to meet the client's needs.
- Acts independently and must balance clinical, supervisory/administrative duties and may require judgement calls daily in ensuring effective service delivery. Treatment programs developed by the physiotherapist are patient/client specific and address each individual's needs based on a thorough assessment. Based on clinical findings, judgements are made regarding the appropriate treatment and intervention strategies.
- Advice, recommendations and consultation is continuously provided to patients, caregivers, family members and other health care professionals on program/policy development, strategic planning and quality initiatives, patient/client conditions, injuries, treatment, plan of care and use of equipment.

Impact

- Impacts are felt internally within the immediate work area/department/organization as well as externally with clients/patients and general public. Resources affected include equipment (various modalities and aids); processes and systems (scheduling and referrals); human resources (physiotherapeutic services); information (knowledge transfer, medical history and social/family dynamics); health and safety (assessment and treatment) and corporate image (strategic planning and quality initiatives). When a client follows a prescribed physiotherapy program, it enhances quality of life; potentially prevents further health problems; and can lead to a more active lifestyle.
- The consequences of a mistake or error can impact all of the above noted individuals and resources with the greatest degree of impact affecting individual patients/clients, most notably on their health and safety. Injury can occur if a thorough assessment and treatment plan is not properly conducted. Failure to refer a client/patient to other professionals could result in the individual not receiving the required comprehensive care.
- As a licensure to practice is required, employees follow guidelines and practices within the

scope of practice of their professional association.

Development and Leadership of Others

- Typically responsible for the supervision of a small size work group (1 to 4 employees).
- Others perform development and leadership responsibilities such as providing on-the-job advice/guidance, direction, (to health care professionals), feedback, input into performance assessments (students), delegating tasks (administrative staff), co-ordinating work and acting as a technical mentor to students involved in clinical placements. May also be required to mentor a physiotherapist prior to receiving their license. Acts as functional teams leads and organizes/co-ordinates team members as part of role of patient case co-ordinators.

WORKING CONDITIONS

Environmental Working Conditions

- Personal risks require the use of safety equipment and/or precautions such as respirators, gowns, gloves, masks, transfer belts, mechanical lifts, use of proper body mechanics and lifting/transferring techniques. There is some exposure to physical hazards.
- There is limited likelihood for injuries, illnesses or disability resulting from hazards given that all health and safety regulations are followed.
- Exposure to unusual/distracting noise, bodily fluids and waste, infectious diseases, odours, awkward or confining spaces occur on a regular basis when performing physiotherapy assessments and treatments.
- There is occasional exposure to dirt, dust, filth or garbage, glare, physical dangers, sharp objects, travel and adverse weather conditions.