

Job Class Profile: Clinical Physiotherapist III**Pay Level: CG-46 Point Band: 1190-1253**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	8	7	4	6	8	7	6	6	5	
Points	373	117	25	29	240	152	124	129	54	1243

JOB SUMMARY

The Clinical Physiotherapist III provides advanced professional administrative and clinical supervisory work either as regional clinical leader for a Physiotherapy program across separate sites and locations within a region, or in an area of specialization where there is responsibility for other physiotherapists, physiotherapy support workers and clerical staff. Work in the area includes planning, development, implementation and evaluation of the services being offered.

Key and Periodic Activities

- Provides supervision for staff within the program area. Ensures staff coverage, schedules staff, manages, assigns and monitors caseloads, plans and evaluates work, monitors professional competence, provides orientation and performance appraisal, resolves disputes, preceptors students, chairs staff meetings, acts a clinical education co-ordinator for the program area.
- Provides clinical leadership within the program area. Communicates on behalf of the program area, represents the program area at meetings and at the administrative/senior management level, consults/advises staff or intervenes with problem clients, develops procedures, guidelines, standards, etc., to optimize client safety during application of physiotherapy techniques, resolves space and equipment issues, consults with physicians on individual client treatments, promotes the development of services, ensures standards of practice meet the goals and objectives of the program, assists in formulation of budgets, advises on staff educational needs, facilitates flow of information between management and staff.
- Provides direct and indirect client care including assessment and intervention with clients and prepares related documentation, develops and administers treatment plans, educates clients and their support groups about the condition and treatment plans.
- Oversees quality initiatives for the program area to ensure professional standards of care are met, reviews client care practices, and participates in chart audits for acceptable levels of detail.
- Develops and implements strategies to improve program efficiency.
- Collaborates on strategic planning activities for the profession.
- Organizes and chairs practice area committees and groups.
- Provides professional experience and knowledge to assist with program development, develops and delivers educational in-services, lectures to the medical profession and public service education talks, develops and evaluates patient educational materials.
- Conducts formal and informal research and participates in research projects.

Key and Periodic Activities

- Assists with the recruitment and hiring of staff, conducts interviews and makes hiring recommendations.
- Prepares proposals for program development, and briefing notes related to new programming and requests for staffing.

SKILL

Knowledge

General and Specific Knowledge:

Specialized knowledge of:

- Therapeutic intervention within the practice of physiotherapy.
- Physiotherapy practice, including neurology, cardio-respiratory, wound care, orthopedics. etc.
- Physiotherapy treatment techniques and skills.
- The organization's mandate and development strategies.
- Various modalities for physiotherapy therapeutic intervention such as ultrasound, and interferential and muscle stimulators.

Formal Education and/or Certification(s):

- Minimum: Graduate Degree in Physiotherapy; Licensure as a Registered Physiotherapist in Newfoundland and Labrador, and successful completion of the National Physiotherapy Competence Exam.

Years of Experience:

- Minimum: 4 to 5 years of experience.

Competencies:

- Ability to translate current research into best practices.
- Strong leadership and communication skills to supervise or mentor physiotherapists and students.
- Ability to follow specific policies and procedures.
- Strong written skills to prepare reports for management and physicians, to prepare instructions for clients on exercise programs, write policies,
- Use of audiovisual equipment and software to produce and deliver educational sessions. Use of physiotherapy equipment for administering treatments.

Interpersonal Skills

- A range of interpersonal skills are used for observing and listening during client interviews and asking questions to gather information, determine appropriate treatments and best method of communicating complex information and directions to ensure treatment plans are understood; presentation skills to teach clients and staff; gaining the co-operation of clients to ensure effective treatment; and staff for effective collaborative work. Skills are also used for providing expert advice both within and external to the organization, providing care/comfort/ to ensure clients focus on their accomplishments; reassuring emotional family members that they can assist in carrying out treatment plans; promoting/selling/motivating clients to follow treatment plans; conducting formal client and recruitment interviews, and

facilitating/moderating skills to engage staff in planning activities and program development. Additionally, may be required to provide counselling to clients and family members and advocate on behalf of the Physiotherapy program.

- Communications occur with employees within the immediate work area and department, supervisor/manager, clients/patients, the general public/care givers and on a weekly or monthly basis with student/trainees, professional associations. Skills are most frequently used to listen and articulate clearly and effectively when asked for advice or guidance and to communicate program concerns to senior management.
- The most significant contact is with patients and care givers to discuss care, and with co-workers and employees at various levels of the department to provide advice on client intervention and service delivery.

EFFORT

Physical Effort

- Work demands occasionally result in fatigue and is primarily generated from the volume of clients seen.
- Regularly required to lift equipment up to 50 lbs., and to have strength and endurance when physically mobilizing clients who have balance and co-ordination challenges and when holding or lifting parts or all of a client's body during therapy.
- There is a regular requirement to be in awkward or cramped positions when administering muscle stretches, and when kneeling or bending to demonstrate exercise techniques.
- Regularly required to sit to complete paperwork, stand in a stationary position, or walk when working with clients; regularly uses gross and fine motor skills (machinery that requires controlled movement such as walking aids, exercise equipment, lasers, ultrasounds). May have to work with clients that have impaired cognitive strength, balance and co-ordination challenges; and regularly required to use fine finger movements when performing laser treatments, administering acupuncture, massaging joints and injuries.

Concentration

- **Visual** concentration includes direct client observation for assessment, treatment and safety, observation of staff for safety and fatigue issues, observing monitor readings for changing conditions, observing group exercise sessions to ensure safety and correct performance of techniques, reading documentation such as policies and procedures, medical charts, and research articles, analyzing data, entering statistics and writing memos and letters.
- **Auditory** concentration is required to listen to multiple stakeholders including clients and families, co-workers and management to ensure all information provided is understood; and to assess client conditions i.e. quality of breathing/cough, and listening for bells on equipment.
- Other sensory demands include **touching** patients during exams to detect abnormalities in muscle tone, skeletal changes, joint impairments, skin temperature, etc., and smell for odours emanating from catheters and fluid drains for signs of infection.
- **Higher than normal levels of concentration** are required to perform certain procedures such as ultrasound, chest physiotherapy, etc., when managing workload issues, assessing the work area for any safety hazards, observing patients on life support. **Alertness and concentration** is required to balance patient care concerns, employee concerns, facility issues and program

demands at the same time.

- **Repetition requiring alertness** is required when leading exercise classes, applying laser and ultrasound treatments, performing chest physiotherapy (5-20 minutes duration) and checking monitor readings.
- **Do not always have control of work pace** and may have to work around various **interruptions**, for example, acute patient situation arises with a patient, or if patient referrals increase in which case administrative duties may be deferred to meet clinical demands. Similarly, if administrative emergencies come up incumbents may have to defer patient treatment or have another therapist assist with the clinical caseload so time can be devoted to more administrative duties.
- **Exact results and precision and require eye/hand coordination** include assessment and use of standardized outcome measures i.e. range of motion, normal/abnormal physiological movements, preparing exact exercise documentation regarding client assessment progress and status, using ventilation machines, position lasers for treatments, recording of workload measurement statistics, adjusting laser controls using the device on areas being treated, performing manual therapy, etc.

Complexity

- Tasks are generally different, unrelated and vary greatly where the incumbent must call upon a broad range of skills and knowledge to define the problems and draw from a variety of treatment options. Tasks could range from administrative tasks such as staffing, site coverage, caseload management, co-ordinating services to meet clinical demands, program development/refinement to clinical tasks such as assessing patients to determine the presenting conditions and developing/administering appropriate treatment plans.
- Problems tend to require creative problem definition and analysis and the development of complex solutions. They are often unique and multi-faceted. In some cases guidelines are not available and trial clinical approaches must be applied, evaluated and modified to optimize client treatment.
- In other cases reference materials such as resource texts and equipment manuals, physiotherapy practice guidelines, research and medical journals are available to assist in solving problems, in addition to advice from clinical staff.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are generally not prescribed or controlled.
- Has autonomy in the daily operation/management of the physiotherapy service. Also has full autonomy related to client care (i.e. priority, treatment plans, frequency of intervention and discharge, ability to re-assign staff and delegate tasks, provide education to internal and external stakeholders, make specific programming decisions). As the clinical lead, prepares the groundwork for all decisions made within the service area.
- Formal approval is required to initiate staff hiring and discipline, make policy changes, and procure larger capital equipment.
- Exercises a high degree of discretion and independent judgement in the areas of peer review

and competency reviews of staff, client evaluations and decision regarding the direction the therapy will take, staff allocation and development requirements.

Impact

- Work tasks and activities impact the immediate work area, department, outside the organization and on client/patients.
- Impacts are also felt on resources such as equipment, processes and systems, finances, material and human resources, health and safety and corporate image.
- There can be positive impacts such as patients receiving quality treatment in a timely manner and wait lists appropriately managed, equipment is in good repairs and safety concerns are minimized, staff are provided with increased educational opportunities, patients return to normal function levels, and there is a equal workload distribution across staff members resulting in increased staff satisfaction.
- Potential impacts are varied if errors occur and can include situations such as client's being administered too high a dose of ultraviolet light which could result in a burn. There is also an impact of injury to a client if incorrect treatments are administered or if equipment is not working properly causing injury. These errors are usually detected by physicians or co-workers however, the results could be long term disability or loss of function for the client.
- Another impact is providing inaccurate workload information. As a result there could be possible impacts on staffing levels and workloads which would result in inappropriate levels of service for clients. The results include low staff morale, and negative corporate image, and loss of trust by patients.

Development and Leadership of Others

- Responsible for supervision of a large size work group. (>10 employees).
- May take on team lead roles, providing guidance, feedback and direction to other staff, delegate and assign tasks, provide formal classroom/training to others, act as technical mentor and subject matter expert, and organize and coordinate the work of students.

WORKING CONDITIONS

Environmental Working Conditions

- Required to follow safety precautions and proper body mechanics when working with clients, use specific sterilization techniques when suctioning and treating burns, wear masks, gloves and gowns as when working around infectious diseases and other circumstances as appropriate, wear goggles to protect against ultraviolet and laser rays, and use proper equipment and lifts when working with clients to ensure the safety of the client and self.
- There is limited likelihood of minor cuts bruises, illnesses or other more serious concerns.
- Constant exposure to distracting noise and lack of privacy from working in an open area; regular exposure to vibration from mechanical percussor (used continuously for 15 minute intervals), awkward or cramped positions when supporting clients during therapy, and bodily fluids and disease from open wounds and clients with respiratory diseases. Occasional exposure to harmful cleaning agents used to sterilize equipment, sharp objects such as acupuncture and injection needles, shocks from equipment, temperature extremes when working near Hubbard tanks and whirlpools, radiation from electromagnetic and sonic

treatments devices, and portable x-ray equipment, threats from unpredictable and delirious clients who punch, bite, kick, etc., and exposure to adverse weather conditions when travelling around the region to assess the service in remote sites or visit clients.