



JOB DESCRIPTION	
Job Title:	Rehabilitation Therapist
Location:	Redcliffe, Bristol
Reports To:	Senior Therapist
<p>Job Purpose:</p> <p>As part of the therapy team, you will work with clients to reduce back pain and restore function using our MedX lumbar extension machine, rehabilitation techniques and manual therapy.</p> <p>You will assess clients and work with them throughout their journey, advising on the most suitable course of treatment from consultation through to graduation onto a maintenance programme.</p> <p>You will have an appreciation of the culture and level of service of the organisation and won't mind getting involved in the day-to-day running of the studio.</p>	
<p>Key areas of accountability</p> <ul style="list-style-type: none"> • Provide consultations in line with company and individual KPIs • Maintain at least a 70% client conversion rate from consultation to programme • Attend regular team meetings • Graduate at least 50% of clients from initial programmes onto maintenance programmes • Display exemplary customer service throughout the customer journey and maintain a customer satisfaction rate of at least 95% within your client database • Assist the team in maintaining the cleanliness and appearance of the studio • Keep accurate records for all clients and take progress notes throughout their session • Wear clean and tidy uniform and name badge at all times whilst on duty • Maintain your online diary in line with the company system <p>To undertake other duties relevant to the company's activities commensurate with the level of the post and as directed by the senior therapist/managing director.</p>	

Person Specification		
Attributes	Essential	Desirable
Qualifications & experience	<p>Vocational or degree level qualification in sports therapy, sports rehabilitation or physiotherapy</p> <p>Sports massage qualification</p> <p>Current first aid qualification</p> <p>Full professional indemnity insurance</p> <p>Experience of working with clients with back pain</p> <p>Experience of managing own client base and being responsible for own workload</p>	<p>Pilates qualification</p> <p>Personal training qualification</p> <p>Fitness Instructor qualification</p> <p>Experience of working with clients in a fitness environment</p> <p>Experience of teaching Pilates</p>
Skills	<p>The ability to work independently and make decisions with minimal supervision</p> <p>Excellent written and verbal communication skills</p> <p>Excellent interpersonal skills and the ability to make clients feel at ease</p> <p>Excellent customer service skills and the ability to put the client first</p> <p>Ability to work as a team with a strong and positive attitude</p> <p>Ability to build relationships with clients</p> <p>Good organisational skills</p> <p>Good administrative skills</p> <p>Good IT literacy</p>	<p>Ability to help people make decisions</p>
Specific Requirements	<p>Working knowledge of back pain, conditions of the back and associated contra-indications and treatment</p> <p>Commitment to helping people with a strong desire to make a difference</p> <p>A dynamic, motivated and positive approach</p>	

