

Position	CLINICAL SPA THERAPIST
Date	June 2025
Primary purpose of position	To provide appropriate spa treatments in a professional, effective, safe and friendly manner to all clients attending for treatment as per QE Health Policies and Procedures.
Responsible to	Clinical Spa Manager
Functional relationships	All QE Health staff. All clients.
Hours of work	As per employment contract.

PERFORMANCE EXPECTATIONS

Key tasks	Expected results
KEY RESPONSIBILITIES	• To provide spa services that include, but not limited to; Aix Massage, Clinical Massage, Rachel Pools, Mud and Wax. • Demonstrate sound knowledge of the Spa and Massage industry • Promote standards of work by appearance, flexibility, competence and manner. • Uphold excellent standards of customer service. • Maintain the good reputation of QE Health and assist in the marketing of Spa services. • Be responsible for the tidiness of own work areas and perform assigned cleaning duties in other areas. • Involvement in overall evaluation of the service and participate in plans to improve or develop the services. • Assist with administration activities if requested. • Report all incidents and accidents immediately to the Spa Manager. Follow up in writing as per QE Health Policies and Procedures. • Provide treatment in a timely manner.
CLINICAL	• Up-to-date statistics. • Follows organisation standards and procedures. • Attendance at team meetings as necessary. • Competently assesses client in order that they receive appropriate treatments according to their treatment schedules or their individual requirements. • Provide relevant feedback and liaise with other members of the multidisciplinary team as/when necessary. • Explain treatment and alternatives – gain Informed Consent. • Ensure all paperwork is analysed and discussed with client. • Keep accurate records and documentation. • Management of work and organisation of workload. • Prompt timekeeping. • Works as an integral member of the multidisciplinary team. • Responds to changing client needs and provides flexible service delivery.

HEALTH & SAFETY	• Company health and safety policies are read and understood and relevant procedures applied to their own work activities. • Workplace hazards are identified and reported, including self management of hazards where appropriate. • Can identify health and safety representative for area. • To comply with current Health and Safety legislation
SAFE ENVIRONMENT RESPONSIBILITIES	• Complies with relevant legislation, codes of practice and organisational policies and procedures. • Takes responsibility for personal health and safety, and of clients and staff. • Demonstrates a working knowledge of QE Health procedures in emergency and disaster situations. • Undertakes any other duties requested by the employer from time to time.

COMMUNICATION

- Responds appropriately to patients/staff questions, requests and problems.
- Establishes and maintains a rapport and trust with patients/ staff.
- Communicates clearly and appropriately within own team and with other teams in QE Health.
- Uses skills to clarify and to confirm understanding of information received.

PROFESSIONAL DEVELOPMENT

- Seeks to learn, develop and improve own practice.
- Contributes to continuous quality improvement in QE Health-wide service delivery.
- Participate in regular Professional supervision.

LEGAL AND ETHICAL RESPONSIBILITIES

- Acknowledges own personal beliefs and values, and works in a way that respects the right of others to hold their own personal beliefs and values.
- Operates within the intent of the Treaty of Waitangi by demonstrating cultural awareness through partnership, protection and participation.
- Complies with patients/staff confidentiality and privacy regulations.
- Challenges practices that could compromise patients/staff safety, dignity or privacy.
- Recognises expectations and limitations of own practice, ie scope of practice.
- Takes responsibility for own actions and outcomes.

	Essential	Desirable
Qualifications	• Recognised Diploma in Therapeutic Massage or equivalent • Level 5 or 6 in Wellness and Relaxation Certificate or equivalent • Current Workplace First Aid.	• Member of a recognised professional body.
Experience		• Customer service experience. • At least one year's experience in massage. • Experience with nursing, working with elderly or disabled people.
Skills	• Able to work without direct supervision. • Able to work as part of a team. • Physically able. • Computer skills.	• Able to speak another language, eg French.
Qualities	• Mature attitude • Outgoing personality • Flexible • Positive • Punctual	