

I. Senior Therapist/Patient Satisfaction & Care Officer

It is essential the senior therapist sets an example for the staff to follow. He/she must always demonstrate evidence of commitment to the team and the company. Along with the standard duties as a therapist the senior therapist will also assume the following specific responsibilities*:

1. Upholds all company policy and procedures.
2. Maintain a healthy and effective clinical staff (staff, consultants, contract professionals) by performing the following duties:
 - a. Recruit
 - b. Hire
 - c. Orient
 - d. Train
 - e. Review
 - f. Motivate
 - g. Promote
 - h. Discharge
 - i. Reprimand
3. Manage clinical supply ordering and inventory.
4. Maintain clinical treatment rooms, gym, and utility rooms.
5. Maintain clinical equipment.
6. Manage all clinical incidence and grievances.

Additional responsibilities:

7. Manage clinical statistics such as patient satisfaction, compliance, etc.
8. Conduct chart reviews, and quality of care reviews.

**This is not a comprehensive list of all responsibilities. Additional duties will be added from time to time.*

Minimum Qualifications:

Minimum of two years clinical experience as a physical therapist. Licensure in the state where the facility operates. Capable of developing a strong rapport with patients and staff. Capable of mastering all clinical skills.

II. Administrative Assistant

It is essential the clinical manager set an example for the staff to follow. He/she must always demonstrate evidence of commitment to the team and the company. He/she also demonstrates sound understanding of entire front and back office procedures. He/she demonstrates a basic knowledge of clinical procedures. Specific responsibilities* include:

1. Upholds all company policy and procedures.
2. Maintain a healthy and effective front and back office staff (receptionist, bookkeeper, marketer, administrative assistants) by performing the following:
 - a. Recruit
 - b. Hire
 - c. Orient
 - d. Schedule
 - e. Train
 - f. Review
 - g. Motivate
 - h. Promote
 - i. Discharge
 - j. Reprimand
3. Manage office supply ordering and inventory
4. Maintain front office, waiting area, and bathrooms.
5. Maintain office equipment and computer.
6. Manage all office incidence and grievances.

Additional responsibilities include:

7. Ensure accuracy with closing monies and statistics.
8. Ensure accuracy and efficiency with patient scheduling and intake.
9. Ensure accuracy with billing procedures.
10. Ensure accuracy and efficiency with collection procedures.
11. Ensure accuracy with payroll processing.
12. Ensure timely communication with doctors, attorneys, and other referral sources via fax, telephone, and personal visitation.
13. Ensure timely bookkeeping and marketing duties.

**This is not a comprehensive list of all responsibilities. Additional duties will be added from time to time.*

Minimum Qualifications:

Minimum of one year management experience. Capable of developing a strong rapport with patients and staff. Good communication skills. Organized and professional. Capable of mastering all office skills.

III. Staff Therapist

The staff therapist demonstrates strong evidence of his/her commitment to the rest of the team and the company. He/she has a sound understanding of all clinical policies and procedures. He/she has a basic understanding and knowledge of front office procedures. Specific fundamental responsibilities*:

1. Upholds all company policy and procedures.
2. Evaluates new patients logically, thoroughly, and in a timely manner.
3. Designs appropriate treatment plans and clearly completes the flow sheet.
4. Regularly evaluates regular patients to modify, progress, or discharge.
5. Documents daily for all patients via daily note, comparable sign, and/or clinical measurement.
6. Discharges patients when appropriate.
7. All documentation completed accurately and timely.
8. Actively participates in the training of aide/assistant staff.

Additional responsibilities clarified:

9. Prioritizes patients appropriately according to rehabilitation potential and needs.
10. Demonstrates understanding of company philosophy when it comes to teamwork and patient care.
11. Communicates with doctors appropriately.
12. Cooperates with administrative and front/back office staff.

**This is not a comprehensive list of all responsibilities. Additional duties will be added from time to time.*

Minimum Qualifications:

Licensure as a physical therapist in the state where the facility operates. Capable of developing a strong rapport with patients and staff. Capable of mastering all clinical skills.

IV. Rehab Aide

The rehab aide demonstrates strong evidence of his/her commitment to the rest of the team and the company. He/she has a sound understanding of all clinical and front office policies and procedures. Specific fundamental responsibilities*:

1. Uphold all company policies and procedures.
2. Initiates treatment on regular patients in a timely manner.
3. Renders treatments in an accurate, professional and timely manner.
4. Effectively instructs and supervises patient with exercises.
5. Communicates with therapist on appropriate changes in condition, etc.
6. Ensures patient completes visit on time.

Additional responsibilities clarified:

7. Makes sure treatment rooms are clean and stocked.
8. Makes sure gym is clean and organized.
9. Makes sure bathrooms are clean and stocked.
10. Makes sure linens are available.
11. Makes sure clinical supplies are plentiful and available.
12. Makes sure facility is opened and closed properly.
 - a. lights
 - b. air conditioning/heat
 - c. stereo
 - d. trash
 - e. treatment rooms
 - f. bathrooms

**This is not a comprehensive list of all responsibilities. Additional duties will be added from time to time.*

Minimum Qualifications:

High school graduate, or equivalent. Minimum age of 18. Good communication skills. Legible and organized handwriting. Good health. No history of back injury. Ability to follow instructions accurately. Moderate clerical skills and experience. Enjoys exercising. Enjoys working with people. Evidence of responsibility and professionalism.

V. Receptionist/Aide

The rehab aide demonstrates strong evidence of his/her commitment to the rest of the team and the company. He/she has a sound understanding of all clinical and front office policies and procedures. Specific fundamental responsibilities*:

1. Uphold all company policies and procedures.

Opening

2. Arrive early and open clinic
3. Check telephone messages.
4. Post new days schedule
5. Quick check of bathrooms and lobby.
6. Open cash register.
7. Greet patients.
8. Sign-in and collect copay.
9. Put up charts
10. Fax reports
11. Call referral sources
12. Process medical record copy requests
13. Answer telephone calls professionally.
14. Schedule patients

New patient

15. Organize new chart
16. Copy ID's
17. Verify eligibility
18. Verify appropriate documentation
19. Review all intake forms for completion
20. Put-up chart

Closing

21. Pull next day charts
22. Close register
23. Turn-on answering machine
24. Record statistics
25. Check bathrooms and lobby
26. Turn-off air/heat

Additional responsibilities clarified:

27. Monitor treatment rooms 1-3 and take patients off when timer sounds.

**This is not a comprehensive list of all responsibilities. Additional duties will be added from time to time.*

Minimum Qualifications:

High school graduate, or equivalent. Minimum age of 18. Good communication skills. Legible and organized handwriting. Good health. No history of back injury. Ability to follow instructions accurately. Moderate clerical skills and experience. Enjoys exercising. Enjoys working with people. Evidence of responsibility and professionalism.