

PODIATRIST POSITION DESCRIPTION

Reports To: Clinic Director
Prepared/Reviewed: December 2020

OVERVIEW OF WPG

Warrnambool Podiatry Group (WPG) is an innovative foot and ankle clinic that prides itself on clinical excellence and exceptional service.

WPG is built upon philosophy that the people of South West Victoria should not have to travel to Melbourne to receive cutting edge treatments. Recognising the growing need for quality podiatry care in SW Victoria, the regional footprint of WPG has expanded to include additional clinics in Hamilton, Port Fairy and Koroit. To this point, increasing the profile of podiatry within the community has been one such ambition. The team from WPG is very visible within the Warrnambool and surrounding districts with strong partnerships with hospitals and health services providers and footwear retailers and supporting local sporting teams and associations. The Clinic also supports its staff in benchmarking our practices against our metropolitan counterparts to ensure our patients are accessing best practice advice and treatments. WPG's social media presence supports these activities, providing useful blogs to followers.

OVERVIEW OF THIS POSITION

As a **Podiatrist** you are responsible for providing an outstanding level of care for the clients of Warrnambool Podiatry Group. You actively seek to develop your knowledge and techniques to align with our philosophy of care and concentrate your efforts on providing specialist skill and expertise for our clients. You enthusiastically participate in activities to prove your client caseload and contribute to the overall learning and development of other team members, always acting in the best interests of Warrnambool Podiatry Group.

THE WPG 'WOW' EXPERIENCE

Every member of the WPG team, regardless of their role, has a core responsibility to create the WPG 'WOW' Experience for each and every client. This means:

- Greeting and farewelling every client with a smile on your face and in your voice.
- Ensuring that each client is greeted at their expected appointment time in the waiting room and they are walked back to the waiting room after the consultation.
- Management of the client as though they are your mum/dad/family member.
- Creating absolute value for the client with amazing technical, communication and soft skills. This is very different to discounting our services – it means justifying our professional fees by excellence in service.
- Finding opportunities to go above and beyond for clients to create WOW!
- Understanding the importance of priming of the client's experience and enhances these areas where possible (sounds, smells, looks, feels of the environment/experience).

KEY TASKS AND RESPONSIBILITIES

AREA	TASK
Client management	<ul style="list-style-type: none"> Responsible for the provision of clinical services to clients including but not limited to: <ul style="list-style-type: none"> Biomechanical assessment Orthotics Surgical procedures Manual therapy techniques Routine treatment Development of management plans Actively promoting preventative maintenance care and early intervention. Maintaining clinical documentation to required standards. Implement and maintain sterile techniques. Using clinic templates if and as relevant Ensuring confidentiality is maintained at all times.
Client communication	<ul style="list-style-type: none"> Aim to connect with clients on personal level, being considerate and understanding of their needs, whilst maintaining professional boundaries. Actively listens to the client with empathy and care. Communicates verbally with care, confidence and clarity.
External engagement	<ul style="list-style-type: none"> Writing Letters: <ul style="list-style-type: none"> Letters to referrers and other health professionals to be completed by end of clinical week (excepting those required in real time under Medicare or other requirements eg EPCs) Referral Thank You letters sent as appropriate Writing reports for referrers and other health professionals involved in your client's care using Clinic templates or seeking colleague support if uncertain of requirements. Examples include: <ul style="list-style-type: none"> Medicare/DVA Legal reports Return to Work Reports Prepare requests for funding e.g. Workcover orthotic requests etc. Liaise with medical practitioners, physiotherapists, osteopaths, chiropractors and other health professionals and promote cooperative professional relationships, with Director approval available for flexible approaches to nurturing these relationships (eg attending appointments with other health practitioners) Engage in promotional events that may be held off premises. Contribute to Warrnambool Podiatry Groups Social medial platforms. Provide team with 1 x educational blog per month and content for 1 Social Media post per month Actively connects with referrers and creates events where appropriate to support referral networks and/or communicate engagement Has been active in using the allocated community budget (prepaid card system)

Performance	<p>Accountability:</p> <ul style="list-style-type: none"> • Fulfil Key Task requirements and chart accordingly (i.e. daily dashboard). • Adhere to documented and undocumented clinic systems, policies and procedures. • Obtain feedback from clients about your level of service and care (access to client feedback received to be provided to relevant Podiatrist). • Timely completion of weekly timesheets. <p>Security:</p> <ul style="list-style-type: none"> • Uphold security measures in the areas of clinical records, intellectual property, premises and equipment. <p>Development:</p> <ul style="list-style-type: none"> • Commit to the ongoing improvement of the business by recommending ways to do things better, training suggestions, and improvements for the client experience (including 'ideas' system). • Monitor your performance with reference to key performance indicators (KPI's) and targets. • Attendance to and active contribution in team and individual meetings. <p>Culture:</p> <ul style="list-style-type: none"> • Be an active ambassador for the courtesy system. • Contribute to the positive, healthy culture of the business, always acting in the best interest of Warrnambool Podiatry Group. • Live and breathe our Core Values.
Team expectations	<ul style="list-style-type: none"> • Teamwork - actively seek ways to improve your work environment and relationships with team members, and contribute to the learning and development of other team members. • Punctuality – be respectful of clients and team members by being punctual at all times. • Positivity – display positivity through communications with team, clients, referrers and suppliers. • Responsibility – live 'above the line' and take responsibility for personal and team actions, whether individually at fault or otherwise. • Organisation – plan appropriately to optimise effectiveness within the team. • Systems – contribute to the team by actively initiating system improvements and providing constructive feedback and ideas. • Actions – be proactive in executing tasks to the overall benefit of the team.

COMPULSORY PROFESSIONAL DEVELOPMENT (CPD)

As a Podiatrist, there is a core requirement to:

- Undertake activities to develop and maintain professional/ clinical knowledge and skills at an acceptable level, maintaining awareness of current best practice.
- Undertaking all requirements for practice as prescribed by AHPRA, including First Aid and CPR updates.
- Actively engage in progressing the Podiatry profession and the Warrnambool Podiatry Group team.
- Actively keeping up to date with literature (podcasts, website, journals, videos, etc).
- Attend regular monthly professional development evenings.
- Attend quarter cuddle personal and professional development days.
- Actively attend external professional development courses/ seminars/education.
- Actively engage in clinic funded professional and personal development opportunities such as reflective thinking or other identified practice programs

REQUIRED SKILLS AND ABILITIES

Skill / Ability	Level of Importance to Position (High, Medium, Low)
1. Communication – written	High
2. Communication – oral (i.e. telephone manner)	Very High
3. Client awareness – interpersonal skills	Very High
4. Initiative – problem solving	High
5. Ability to work effectively in a team environment	High
6. Ability to make decisions	High
7. Ability to take direction	Medium
8. Knowledge of Client Management Database	Medium
9. Ability to prioritise and manage tasks	High
10. Computing skills	Medium
11. Typing skills	Medium
12. Personal presentation and grooming	High
13. Contribution to business continual improvement	Very High

ORGANISATIONAL VALUES

All staff, irrespective of their role, are accountable to the Organisational Values which define the non-negotiables in the way we conduct our business at WPG. Behaving in line with these Values is core to overall employee performance.

WARRNAMBOOL PODIATRY GROUP CORE VALUES

BE THE EXAMPLE

We go the extra mile for you and one another. We bring innovative technology to you. We represent our profession with pride and integrity.

MAKE IT HAPPEN

We show initiative and take action. We bring energy and enthusiasm and don't stop until we get the job done. We hustle hard for outcomes.

EMBRACE THE CHALLENGE

We are not afraid to step out of the comfort zone for growth. We are passionate about learning. We dream big.

SHOW THE LOVE

We are family and welcome you to the WPG family. We love spending time with you to achieve your goals. We listen, we are kind and we are respectful.

KEY PERFORMANCE INDICATORS

Refer APPENDIX A – Key Performance Indicators for the relevant six month period.

QUALIFICATIONS AND EXPERIENCE

- Bachelor of Podiatry or equivalent
- Registration with AHPRA
- Member of the Australian Podiatry Association

HOURS OF WORK

- The hours of work applicable to this role are as per your contract of employment and any subsequent amendments agreed to both parties in writing from time to time. The role will encompass both clinical and non-clinical responsibilities as part of the Warrnambool Podiatry Group team.
- You are expected to make yourself available for some outside of hours involvement as part of your role to help your growth and progression as well as that of the Warrnambool Podiatry Group (e.g. presentation/education/involvement at community events, sporting groups, sporting clubs, events etc).

ADDITIONAL DOCUMENTATION

- Employment contract
- Appendix A: Key Performance Indicators
- Appendix B: Incentive Plan (as amended or withdrawn at any time at Clinic Director Discretion)

ACKNOWLEDGEMENT

I have read and agree to this position description, and understand my accountability in meeting these role requirements

Signature:

Director:

Name:

Name:

Date:/...../.....

Date:/...../.....