



# Serine Physio Clinics

Healing in Tranquility

**Job Role:** Physiotherapy Assistant

## **Job Summary:**

We are looking for a passionate and highly capable Physio Assistant to join our team. The ideal candidate will provide excellent support to our physiotherapy team and ensuring smooth operations within the clinic. This role requires a proactive individual who can manage overall operations effectively in the absence of management. If you are enthusiastic about helping patients, possess strong organizational skills, and thrive in a collaborative environment, we encourage you to apply.

## **Key Responsibilities:**

### **1. Patient Care:**

- Assist physiotherapists in delivering treatment plans and therapies.
- Prepare treatment areas and equipment for patient sessions.
- Monitor and document patient progress under the supervision of a physiotherapist.
- Provide patients with exercises and instructions as directed by the physiotherapist.

### **2. Administrative Support:**

- Manage patient appointments and scheduling.
- Maintain accurate and up-to-date patient records and documentation.
- Handle phone calls, emails, and other communications promptly and professionally.
- Assist with billing, insurance claims, and other administrative tasks as needed.

### **3. Clinic Operations:**

- Ensure the clinic is clean, organized, and well-maintained.
- Order and manage inventory of supplies and equipment.
- Oversee day-to-day operations in the absence of management.
- Implement and maintain clinic policies and procedures.

### **4. Patient Experience:**

- Greet patients warmly and assist with check-in and check-out processes.
- Address patient inquiries and concerns with empathy and professionalism.
- Provide educational materials and instructions to patients and their families.
- Foster a welcoming and supportive environment to enhance patient satisfaction.

### **5. Professional Development:**

- Stay current with best practices and advancements in physiotherapy.
- Participate in training sessions and workshops for continuous learning.



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- Seek feedback and engage in performance reviews to improve skills and knowledge.
- Demonstrate a commitment to personal and professional growth.
- 6. Collaboration:**
  - Work closely with physiotherapists, administrative staff, and other healthcare professionals.
  - Participate in team meetings and case discussions to ensure coordinated patient care.
  - Communicate effectively with colleagues to support seamless clinic operations.
  - Contribute to a positive and collaborative team culture.

## **Qualifications:**

- Previous experience as a Physio Assistant or in a similar role is preferred.
- Strong organizational and multitasking abilities.
- Excellent communication and interpersonal skills.
- Compassionate and patient-centred approach to care.
- Ability to work independently and as part of a team.
- Proficiency in using clinic management software and other administrative tools.
- A commitment to always maintaining confidentiality and professionalism.

**Salary Range:** GBP 24,500 to GBP 25,960 annually

## **Benefits:**

- Competitive salary and benefits package.
- Opportunities for professional development and career advancement.
- A supportive and collaborative work environment.
- The chance to make a meaningful impact on patients' lives.

If you are enthusiastic about providing exceptional patient care and have the skills to support the smooth operation of our clinic, we invite you to apply for the Physio Assistant position.