

Job Description and Person Specification

Senior Massage Therapist JD

A Lambeth to be proud of



Job Title: Senior Massage Therapist

Department: Active Lambeth

Division: Residents & Commercial Services

Business Unit: Residents & Enabling Service

Grade: £22/hour

Reports to: Jacqueline Gayle

Responsible for: N/A

Context

A Treatment Massage Therapist is a professional who provides clients with therapeutic and relaxing massages. They will work in our leisure centres across Lambeth Council under Active Lambeth.

Job Purpose

To provide treatments to customers when they visit Active Lambeth spa treatment facilities at our leisure centres in Lambeth.

Responsibilities

The day-to-day duties of a Massage Therapist may include a combination of the following:

- Conferring with clients in order to schedule appointment and sessions
- Consulting with clients to gauge their massage needs and preferences and adjusting techniques to meet their individual needs
- Guiding clients through the service offerings, helping them to choose what type of massage would be most appropriate for them
- Maintaining a detailed history of each client, including information like chronic illness, medication, lifestyle, and past injuries
- Informing the client about available massage treatments and providing advice as to which treatments may be the most beneficial to them
- Performing therapeutic massages and applying the correct level of pressure to specific areas of the body
- Providing clients with advice about things like posture, relaxation techniques, and stretching, for improved general wellbeing
- Promoting and advertising their business when self-employed
- If necessary, referring clients to medical professionals
- Travelling to corporate locations to deliver on-site massages for employees when necessary
- Evaluating clients' soft tissue condition, joint quality and function, muscle strength, and range of motion

- Consulting with clients about their medical histories and any problems with stress and/or pain in order to determine whether massage would be helpful
- Massaging and kneading the muscles and soft tissues of the human body in order to provide treatment for medical conditions, injuries or wellness maintenance
- Preparing and blending oils, and applying the blends to clients' skin
- Discussing with other health care professionals such as physiotherapists, chiropractors, physicians, and psychologists in order to develop treatment plans for clients
- Maintaining detailed and accurate treatment records of clients
- Attending and participating in meetings and training sessions

PERSON SPECIFICATION

<p>It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" (✓) on the person specification when you complete the application form.</p>			Shortlisting Criteria
<p><i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i></p>			
Key Knowledge	K1	<p>A current and valid state license for massage therapy. MUST also have:</p> <ul style="list-style-type: none"> • Public liability insurance min coverage - £6,000,000 • Treatment liability insurance min coverage - £6,000,000 • Product liability insurance – min coverage - £6,000,000 	✓A
	K2	Professional knowledge of reflexology, Swedish, prenatal, hot stone, trigger point, sports, and deep tissue massage.	✓A
	K3	To advise customers on treatment plans	✓A
	K4		
Relevant Experience	E1	Excellent communication skills, both verbal and written	✓A
	E2	Exceptional computer skills	
	E3	Great interpersonal skills	✓A
	E4	Dexterous and able to stand for extended periods	✓A
	E5	Ability to keep a well-groomed, professional appearance	✓A
Qualification	Q1	Level 3 in massage therapy (awarding body iTECH is desirable)	✓A

<p>Core Values and Behaviours</p>		<p>Equity</p> <ul style="list-style-type: none"> • Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part • Take positive action to ensure everyone in my team has opportunities to learn and grow at work • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals. 	
		<p>Kindness</p> <ul style="list-style-type: none"> • Treat each member of my team with respect and dignity just as I would want for myself. • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions. 	
		<p>Accountability</p> <ul style="list-style-type: none"> • I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way • I ensure my team and employees take individual and collective accountability for 	

		<p>performance and delivery, making sure that they have clear plans and performance objectives.</p> <ul style="list-style-type: none"> • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. • I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs 	
		<p>Ambition</p> <ul style="list-style-type: none"> • Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together • Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes • I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. • Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries. • Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth. 	