

Job Description:

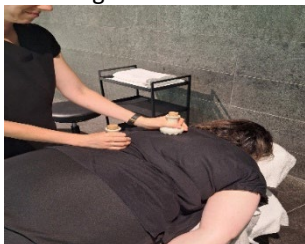
Job overview: The Day Spa Therapist is responsible and accountable for maintaining knowledge of all spa products and services and has the required skills to perform professional spa treatments. This team member contributes to the effective operation of the RACV Spa.

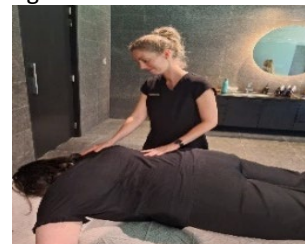
Environment: Inside

Psychosocial demands: Low job control

Shifts: Due to the 7day/week nature of the operation, flexibility is required by the incumbent to assist with occasional unscheduled or on call duties and will require a presence on weekends. Maximum

PPE: Closed toe shoes, uniform

Use of Massage Tools

Treatments

Massages

Key Tasks:

1. Massages Including full body, feet, shoulder
2. Administer beauty therapies, such as, waxing, tinting, manicures, pedicures, make-up, tanning (site varying)
3. Cleaning of treatment rooms and spa equipment
4. Monitoring of par levels of products and consumables in treatment rooms
5. Assist with reception duties including booking appointments, end of day procedures, client relations and taking enquiries face to face, over the phone and online, monetary management and member relation items (relaxation lounge – teas, water, kitchenette, magazines, Change rooms – lockers, robes, slippers, amenities, candles, towels, products).

Postural Tolerance	O	F	C	Comments
Sit	√			Some treatments
Stand			√	Most tasks
Walk		√		As required
Kneel	√			Some treatments
Squat	√			Some treatments
Crawl				N/A
Twist				N/A

Material Handling	O	F	C	Comments
Lift	√			Linen and Laundry
Carry	√			Linen and Laundry
Push		√		Massages/Linen
Pull	√			Linen Trolley
Reach		√		All treatments
Grip		√		All treatments
Dexterity		√		All treatments

Job Modifications:

- Limit massages treatment times
- Task Rotation
- Client Positioning
- Modify Treatment Techniques

Alternate Duties:

- Reception Duties
- Inventory Management

Table of tasks duration and frequency

Treatment	Duration of treatment	Break time in between treatments	Number per day (max)	Number per week (max)
Massage	30 to 60 mins	15 to 20 mins	6	24
Facial	30 to 60 mins	15 to 20 mins	6	24
Waxing	15 to 60 mins	15 to 20 mins	2	8
Manicure	45 mins	15 to 20 mins	2	8
Pedicure	30 to 75 mins	15 to 20 mins	2	8
Make up	30 to 60 mins	15 to 20 mins	1	1

Note: in the table above, make up is not a popular treatment. Waxing, manicures and pedicures are not treatments that a therapist would undertake on a daily basis but must have the capability to do so. Also not all sites carry out the above treatment