Job Title: Clinic Director **FLSA Classification: Exempt**

POSITION SUMMARY

At Physical Therapy Plus, we believe movement is medicine and that exceptional care begins with genuine human connection. The Clinical Director serves as a key operational and cultural leader within the clinic, responsible for driving clinical excellence, team performance, patient satisfaction, clinic growth, and operational stability.

This role combines leadership, mentorship, patient care, and business awareness. The Clinical Director helps create an environment where patients feel supported, clinicians continue to grow, and the clinic operates with both efficiency and heart.

The ideal candidate is an experienced physical therapist who leads through action, communicates with clarity and compassion, values accountability, and is committed to building a high-performing, collaborative, and purpose-driven team.

SUCCESS METRICS / EXPECTATIONS

1. 90% Net Promoter Score (Clinic Total)
2. 92 % Arrival (Clinic Total)
3. 12 Visits Per New Patient (Clinic Total)
4. 1.17 Visits Per Clinical Hour (Clinic Total)
5. 3.24 Units Per Visit (Clinic Total)
6. 5.2 Units Per Clinical Hour (Clinic Total)
7. Meets budget expectations
8. 4 monthly Google Reviews (Clinic Total)
9. 90% Annual Team Retention (%)
10. 4.0 or better Q12 Staff Assessment – team engagement survey

ORGANIZATIONAL VALUES

Excellence	We are committed to clinical mastery, continual growth, and personalized care that goes beyond expectations. Every interaction is an opportunity to serve with intention, precision, and heart.

Teamwork	We show up for each other. We communicate honestly, support one another fully, and work together toward a shared mission because we know we go farther together.
Adaptability	Healing is not linear, and neither is growth. We stay flexible, open-minded, and solution-oriented while responding thoughtfully to the evolving needs of our patients and team.
Integrity	We lead with honesty, accountability, empathy, and respect. We follow through on our commitments and strive to do the right thing even when it is difficult or unseen.
Intentionality:	We bring focused energy, purpose, and care into how we move, communicate, treat, and lead. We act thoughtfully rather than reactively.
Lightness:	We believe growth happens best in a supportive and uplifting environment. We approach challenges with humility, curiosity, humor, and kindness.
Connection:	Connection is at the heart of healing. We create meaningful relationships with patients and teammates through presence, trust, empathy, and genuine care.

ESSENTIAL RESPONSIBILITIES: LEADERSHIP

This list of tasks is illustrative only and is not a comprehensive listing of all functions and tasks performed by position.

Clinical & Team Leadership

- Lead the clinic in creating an exceptional patient and team experience
- Foster a culture of accountability, professionalism, growth, and connection
- Mentor therapists, PTAs, and support staff in both clinical and professional development
- Provide constructive and supportive feedback to team members
- Lead by example in communication, work ethic, emotional intelligence, and patient care
- Support onboarding and integration of new team members
- Promote alignment between clinic goals and individual team goals

Operations & Performance

- Oversee day-to-day clinic operations including schedules, staffing coordination, PTO management, and workflow efficiency
- Monitor clinic productivity, arrival rates, patient retention, and operational performance
- Collaborate with front desk and leadership teams to maintain scheduling integrity and clinic flow
- Complete weekly Clinical Director operational responsibilities and reporting
- Help ensure compliance with documentation, billing, coding, and operational standards
- Assist with implementation of systems, process improvements, and growth initiatives
- Support development of a sustainable and profitable clinic environment

ESSENTIAL RESPONSIBILITIES - PATIENT CARE

This list of tasks is illustrative only and is not a comprehensive listing of all functions and tasks performed by position.

- Perform physical therapy evaluations and treatments according to clinic standards and patient needs
- Develop individualized treatment plans based on examination findings, physician orders, and patient goals
- Deliver evidence-based orthopedic and movement-focused care
- Address physical, functional, and psychosocial aspects of patient recovery
- Provide continuity of care through strong communication with patients, families, providers, and team members
- Complete timely and accurate documentation
- Submit billing and charges daily according to clinic standards

- Educate patients and families in home exercise and self-management programs
- Demonstrate effective time management and clinic efficiency
- Participate in quality improvement initiatives and clinical development efforts

POSITION RESPONSIBILITIES- OTHER

OSHA Category I: Duties performed routinely require exposure to blood fluid and tissue.
Additional:

- There is occupational risk of exposure to TB.
- Risk of exposure to injury while transferring/safeguarding the patient exists.
- Risk of electric shock exists in the use of electronic equipment.

QUALIFICATIONS

Required

- Graduation from an accredited school of Physical Therapy
- Current Physical Therapy license in the State of New Mexico (or eligibility)
- Current CPR certification
- Minimum 3–5 years of orthopedic clinical experience preferred

Preferred

- Leadership or mentorship experience
- Strong operational awareness and organizational skills
- Excellent communication and interpersonal skills
- Ability to lead with confidence, humility, and accountability
- Strong problem-solving and decision-making abilities
- Experience working in a fast-paced outpatient orthopedic environment
- Passion for movement-based care and whole-person healing

ABOUT PHYSICAL THERAPY PLUS

Physical Therapy Plus is an independent outpatient orthopedic and performance-based practice serving Northern New Mexico. We help active individuals of all ages move with strength, confidence, and purpose through expert physical therapy integrated with deep mind-body awareness.

We are building a team committed to:

- Growth
- Excellence
- Adaptability
- Human connection
- Professional mastery
- Meaningful impact

This is not simply a management role. It is an opportunity to help lead and shape a clinic culture centered around healing, performance, teamwork, and purpose.

MENTAL & PHYSICAL DEMANDS- ADA GUIDELINES				
Physical Demands				
Stand	☒ Constantly	☐ Frequently	☐ Occasionally	☐ N/A
Walk	☒ Constantly	☐ Frequently	☐ Occasionally	☐ N/A
Sit	☐ Constantly	☒ Frequently	☐ Occasionally	☐ N/A
Handling / Fingering	☐ Constantly	☒ Frequently	☐ Occasionally	☐ N/A
Reach Outward	☐ Constantly	☒ Frequently	☐ Occasionally	☐ N/A
Reach Above Shoulder	☐ Constantly	☒ Frequently	☐ Occasionally	☐ N/A
Climb	☐ Constantly	☐ Frequently	☒ Occasionally	☐ N/A
Crawl	☐ Constantly	☐ Frequently	☒ Occasionally	☐ N/A
Squat or Kneel	☒ Constantly	☐ Frequently	☐ Occasionally	☐ N/A
Bend	☒ Constantly	☐ Frequently	☐ Occasionally	☐ N/A
Lifting Requirements				
10 pounds or less	☒ Constantly	☐ Frequently	☐ Occasionally	☐ N/A
11 to 20 pounds	☒ Constantly	☐ Frequently	☐ Occasionally	☐ N/A
21 to 50 pounds	☒ Constantly	☐ Frequently	☐ Occasionally	☐ N/A
51 to 100 pounds	☐ Constantly	☐ Frequently	☐ Occasionally	☐ N/A
> than 100 pounds	☐ Constantly	☐ Frequently	☒ Occasionally	☐ N/A
Pushing and Pulling Requirements				
12 pounds or less	☒ Constantly	☐ Frequently	☐ Occasionally	☐ N/A
13 to 25 pounds	☒ Constantly	☐ Frequently	☐ Occasionally	☐ N/A
26 to 40 pounds	☐ Constantly	☒ Frequently	☐ Occasionally	☐ N/A
41 to 100 pounds	☐ Constantly	☐ Frequently	☒ Occasionally	☐ N/A
> than 100 pounds	☐ Constantly	☐ Frequently	☒ Occasionally	☐ N/A

Definitions

N/A	**Not Applicable**	Activity is not applicable to this occupation.
O	**Occasionally**	Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
F	**Frequently**	Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
C	**Constantly**	Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment nor does it alter your at-will employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.

Employee Name Employee Signature Date Signed



Supervisor Name	Supervisor Signature	Date Signed