

Job Description – Hydrotherapist

Job Title	Hydrotherapist – Tudor Hydrotherapy
Location	Sheffield / Chesterfield
Responsible To	Senior Hydrotherapist
Date	September 2026

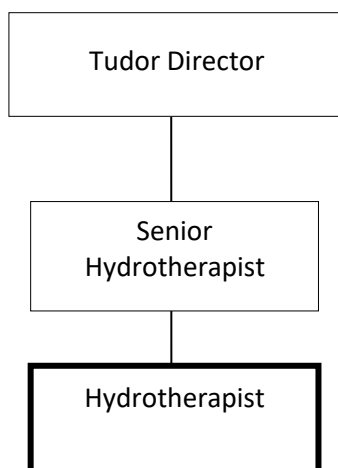
Job Purpose

To provide hydrotherapy services.

To assist in the ongoing development of the hydrotherapy centre.

To assist in the effective day to day management of the hydrotherapy centre.

Reporting Structure



Main Duties & Responsibilities

- To provide a canine hydrotherapy service
- Organise treatment programmes for individual patients
- Ensure the clinical / environmental well-being of the dogs using the facility
- To assist in developing a suitable customer base to ensure maximum use of the facilities
- Maintain accurate records of all patients to the standard required by the Canine Hydrotherapy Association (CHA) and the Institute of Canine Hydrotherapy (ICH)
- Maintain the hydrotherapy unit in terms of water quality and to a level consistent with those required by the CHA and ICH
- Ensure that all Health & Safety procedures, as deemed necessary after assessment of risk, are implemented and followed

Customer Service / Relations

- Develop and build a client bases for hydrotherapy appointments
- Respond to all customer enquiries in a professional manner and within the timescales agreed
- Respond to all customer complaints promptly in line with Company procedures

Administration / Finance Administration

- Manage the electronic diary
- Take payments for treatment sessions and sales of goods
- Liaise with the finance department on supplier invoices and any overdue payments
- Maintaining stock levels, ordering chemicals and cleaning supplies

Other

- Attend exhibitions as required
- Ensure the treadmill and centre are kept clean and well maintained
- To complete any required training and maintain CPD requirements in line with the CHA and ICH

General

- Ensure all KPI's (key performance indicators) and targets are met
- To adhere at all times to all the Company's policies and procedures, including Health and Safety, Data Protection, Quality Assurance and Equality and Diversity and Lone Worker Policy
- Any other duties which may be commensurate with the post
- The ability to work flexible hours when required and be subject to changes in shift patterns based on demand for appointments

Disclaimer

This job description is only a summary designed to indicate the general functions of the role. It is not an exhaustive list expected of this post and therefore the duties and responsibilities might differ from those outlined in this description. The company reserves the right to modify duties or job responsibilities at any time. Any job description provided to you by the Employer will not form part of your contract of employment unless specified otherwise.

Person Specification – Hydrotherapist		
Knowledge	Essential	Desirable
Knowledge of canine behaviour with the ability to recognise and act upon canine body language (in particular stress signals)	✓	
Knowledge of the standards required by the Canine Hydrotherapy Association (CHA) and Institute of Canine Hydrotherapy (ICH)		✓
Experience	Essential	Desirable
Prior experience of canine hydrotherapy	✓	
Experience of handling dogs	✓	
Skills	Essential	Desirable
Customer focused with excellent networking and communication skills, both face to face and over the telephone	✓	
Conscientious and self motivated	✓	
Articulate, with an eye for commercial opportunity	✓	
Well organised and the ability to effectively manage own workload	✓	
A strong team player with the ability of work on their own initiative	✓	
Excellent record of attention to detail and accuracy	✓	
The ability to identify problems and identify and implement workable solutions	✓	
The ability to work flexible hours	✓	
Qualifications	Essential	Desirable
Qualified Hydrotherapist for Small Animals / Canine Hydrotherapy – level 4	✓	
Canine First Aid		✓
UK Driving Licence	✓	