

## **ST ANDREW'S HOSPICE** **JOB DESCRIPTION**

<b>Job Title</b>	: Complementary Therapist
<b>Department</b>	: Support & Wellbeing Services
<b>Reports to / Line Manager</b>	: Head of Support & Wellbeing Services
<b>Pay Range</b>	: C3

### **Purpose of Job**

To be a key member of the Complementary Therapy team contributing to the forward planning and development of complementary therapy services.

To contribute to the effective and efficient delivery of care to patients with life limiting illness and their families.

To promote the highest quality of complementary therapy care and support to inpatients, outpatients, wellbeing patients and community patients as well as carers, bereaved, staff and volunteers working alongside other members of the multi-disciplinary team.

### **Main responsibilities**

#### **Clinical**

- To work unsupervised delivering and maintaining high standards of care to patients and carers in Inpatients, Wellbeing, Outpatients and on occasions in the community
- To ensure a comprehensive holistic assessment is undertaken prior to treatment and ongoing evaluation of interventions.
- To uphold and maintain confidentiality.
- To provide a range of specified Complementary Therapies which meet a variety of patient/carer needs.
- To comply with the requirements of the Professional Code of Conduct and Practise in accordance with National guidelines for the use of Complementary Therapies in Supportive and Palliative Care.

#### **Education and training**

- To be responsible for maintaining own professional development.
- Ensure all relevant mandatory training is kept up to date and completed within a timely manner, prior to expiration. Attend face to face training where appropriate.
- To access regular 121's/supervision
- To take part in annual contribution and development process.

- Develop skills and expertise in complementary therapies within palliative and supportive care, especially in safely adapting therapies to meet individual patient need.

### **Communication and Administration**

- Communicate effectively with the multi-disciplinary team, liaising with the Wellbeing Services Lead Nurse, Complementary Therapy team and nursing staff as appropriate including staff members of the partnership teams.
- Maintain patient and complementary therapy electronic records, to ensure accurate up to date information is maintained and ensuring confidentiality at all times, in line with GDPR
- To work within the Hospice Complementary Therapy Policy and guidelines.
- To maintain awareness of all hospice policies and procedures and act in accordance with them, especially with regards to health & Safety and Infection Control.
- Participate in the collation of statistics, evaluation and audit of complementary therapies
- Participate in relevant Team Meetings.
- Provide annual evidence of current insurance cover in relation to the therapy/ies practised
- The Post holder must carry out his / her duties with full regard to all policies and procedures.

### **Management of People**

**Direct:** Volunteers

**Indirect:** None

### **Contacts & Relationships**

Regular contact with staff, volunteers and managers to ensure optimum service levels.

Attend staff meetings, which may be on an informal or formal basis.

Follow processes to satisfy the requirements of the Hospice policies and procedures and Care Quality Commission regulations and standards.

To continually seek to improve systems within the Hospice, by means of personal contact, written communications and meetings.

## **Resources**

No specific budgetary control.

Use of resources efficiently

## **Person Specification**

### **Qualifications**

#### **Essential**

Diploma in one or more complementary therapies (massage, reiki, aromatherapy...) as a minimum

Post registration experience as a therapist (experience in a health care setting is highly desirable)

Membership/ Registration with a recognised professional association.

#### **Desirable**

Diploma in Massage

Diploma in Aromatherapy

Diploma in Reflexology

Indian Head Massage

Crystal Healing

Bowen Technique

Oncology massage

Other relevant training to the role

Complementary Therapy qualification in relation to Palliative care or a willingness to undertake relevant training.

### **Experience**

#### **Essential**

To be able to deliver a variety of therapies

To have up to date Therapy Skills

Evidence of previous practical experience delivering therapies

#### **Desirable**

To have experience working within palliative care

To have nursing/ caring experience

To have experience of working with children

### **Knowledge/Skills**

Excellent organisational, planning and prioritisation skills.

Ability to adapt therapies to meet individual patient needs.

Excellent ability to communicate effectively both verbally and in writing.

Excellent interpersonal skills.

Computer literate and proficient in the use of Microsoft Office suite of programmes; word/excel.

Ability to work autonomously and collaboratively. Ability to work effectively with the multidisciplinary teams involved in the support setting

### **Attributes**

To be receptive to change and to act as a change agent.

Ability to maintain excellent rapport with patients, colleagues and visitors to the Hospice.

To demonstrate a calm and logical approach to problem solving.

To consistently demonstrate a dedicated approach to the quality of patient services in a constructive and efficient way.

### **Personal attributes**

Consistently demonstrate a dedicated approach to the quality of patient services.

Commitment to develop knowledge and skills related to the care of patients requiring supportive and palliative care.

Personal grief/loss resolved sufficiently to perform & cope in an environment that has potential exposure to bereavement concerns.

## **General**

**To maintain confidentiality at all times.**

**Policies and Procedures** – The post holder must carry out his/her duties with full regard to all relevant Policies and Procedures. The post holder will remain responsible and accountable to any professional body and professional code of conduct appropriate to the role.

**Other Duties** – The duties and responsibilities in this job description are not restrictive and the post holder may be required to undertake any other duties, which may be required from time to time. Any such duties should not however substantially change the general character of the post.

**Contribution and Development Review** – The post holder should proactively assess his/her own development needs and seek out development opportunities, which will enable enhanced contribution to meet the objectives of the Hospice Business Plan, always following the 'Staff Development and Contribution' process.

**Equality and Diversity** – The post holder must carry out his/her duties with full regard to the Hospice's Equality and Diversity Policy.

**Health and Safety** – The post holder must carry out his/her duties with full regard to the Hospice's Health and Safety Procedures.

**The managerial and clinical philosophy of the Hospice is based upon a multi-disciplinary approach. Staff regardless of grade or discipline are required to participate in this concept. The role of volunteers is integral**

with the work of St Andrew's and paid staff are required to underpin this in their attitude and actions.

All staff must be sympathetic to and able to project the philosophy and concept of hospice care.

The Hospice has in place provision for staff support. Staff are expected to exercise responsibility in accessing whatever forms of support might be appropriate for them to ensure that they are able to offer the professional care for which they are employed.

St Andrew's Hospice is very much a community and all members of staff are encouraged to support the various social and fundraising events which are part of its day to day life.

An extract from the summary of the Health & Safety at Work Act 1979 stated:-

"Employees at Work: It is the duty of every employee while at work to carry out their work in a manner which is safe and free from risk to the health of himself/herself and other persons who may be affected by his/her acts or omissions. It is an employee's duty to assist and co-operate with his/her employer in complying with any relevant statutory regulations imposed on his/her employer".

This Job Description may change and the duties listed are not exhaustive, but such change will only be made following consultation between the (relevant) "Manager" and the post holder. A job description review automatically takes place as part of the Contribution and Development Process.

<u>Signature</u>	<u>Date</u>
Prepared by	
Confirmed by.....	.....
Received by.....	.....
Name (Print).....	.....