

## EAST LANCASHIRE HOSPICE

Registered Charity No: 1075653

**Job Title:** Complementary Therapist

**Responsible to:** Head of Support and Wellbeing Therapies

### KEY PERFORMANCE AREAS

- To work proactively as a Complementary Therapist within the Support and Wellbeing Team providing individualised therapeutic treatment programmes on both an out-patient basis and for those receiving care and support within the hospice Inpatient Unit.
- Exercise professional responsibility for the assessment and treatment of the patient ensuring an approach that complements existing medical provision.
- Formulate and implement treatment plans, based on evidence of their efficacy; with a particular therapeutic focus on, for example, reducing anxiety, pain, stress and insomnia, enabling relaxation, a feeling of wellbeing and overall quality of life
- Undertake risk assessment and risk management of clients/patients and work in partnership with healthcare professionals/others involved in the patients care to manage identified risks
- Use empathy, tact, sensitivity and discretion when working with clients with long-term illness and those who may be approaching the end of their life
- Manage a caseload and participate positively in prioritising referrals and using time efficiently to minimise waiting times
- Provide patients with a clear synopsis of the assessment process and treatment plan including aftercare advice notifying relevant healthcare professionals and the multi-disciplinary team once treatment is complete.
- Provide advice and support to the multi-disciplinary team and other professionals on the complementary therapy dimensions of illness and early death
- Lead and / or contribute to developments and projects to evaluate the effectiveness of Complementary Therapy provision
- Be responsible and accountable for own actions, working within the boundaries of the role and standards of practice set by own professional body.
- Contribute to the development of staff / volunteers and informal carers to enable continuity of support for the patient where this is appropriate for example M Technique
- Work collaboratively with the wider clinical team to maximise outcomes for patients
- Engage pro-actively with colleagues across the hospice community to develop own understanding of the contributions of each department to patient care
- Support the line manager in service development, evaluation and monitoring.

### PROFESSIONAL RESPONSIBILITIES

- Maintain appropriate and respectful professional relationships with colleagues and other staff
- Exercise good personal time management, punctuality, appearance and consistent reliable attendance
- Ensure that personal actions and conduct apply with hospice policies and procedures
- Ensure effective use of hospice resources
- Act as an ambassador for the East Lancashire Hospice promoting at all times our vision which is to help everyone who comes into contact with the hospice to make the most of life. We do this by committing to our values: to care, listen, respect and work together to support people to live well until they die and support those affected by death
- Ensure patients and their families are treated as individuals and respect their right to involvement, information, privacy, dignity and choice
- Where appropriate, work in partnership with local and national organisations for the benefit of our patients and their families.

## **PERSONAL DEVELOPMENT**

- Access mandatory training appropriate to the role
- Participate in the hospice appraisal system and access training opportunities to improve own knowledge and skills
- Participate in the education and training of others as appropriate to the role
- Attend and contribute to departmental meetings
- Maintain own professional expertise and adhere to the requirements of practice related professional bodies

## **MANAGING SERVICES**

- Ensure a safe environment by ensuring the reporting of hazards and incidents, completion of relevant risk assessments, investigation of incidents and implementation of risk reduction measures
- Ensure effective use of all resources within allocated budget
- Record and submit own activity data accurately and within required time frames using existing hospice systems including IT.
- Be responsible for maintaining clear and concise electronic patient records in accordance with the requirements of your professional body and East Lancashire Hospice policies
- Monitor and maintain stock levels and seek approval prior to ordering stock/equipment in keeping with departmental processes

## **MANAGING PEOPLE**

- Contribute to the recruitment of volunteers in accordance with hospice policy and procedures
- Contribute to the induction of new staff and volunteers in accordance with hospice policy and procedures to ensure they have the appropriate information and training to carry out their role
- Contribute to staff development to enhance service delivery
- Organise volunteers in accordance with hospice policies and procedures

## **STATUTORY DUTIES**

- Ensure the security of information accessed in the course of your duties ensuring compliance with the Data Protection Act, Caldicott principles and information governance best practice guidance
- Report any hazards or incidents in accordance with the Health Safety and Risk Management Policy and procedures
- Comply with the East Lancashire Hospice 'no smoking' policy in all hospice premises and grounds
- Be responsible for maintaining own vaccinations including Hepatitis B immunity (as applicable)
- Ensure that infection control measures are followed in relation to your role
- Work at all times to safeguard the rights of individuals promoting their wellbeing and protecting those at risk from harm, acting on any concerns related to safeguarding children and adults at risk in line with policy and local guidance
- Work at all times to respect people's individuality, rights and diversity to ensure equality

## **WORKING HOURS**

The post holder will work their hours flexibly. These will be worked according to a rota of up to any 5 days of a 7 day working week.

## **NOTES**

This job description reflects how the post currently meets the needs of the service. Since the hospice is constantly developing and changing its services to ensure it meets the needs of the community it serves, the role and responsibilities of the post holder may change accordingly.

This job description will be reviewed annually at the annual PDR and may change as is deemed necessary.

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**ACCEPTANCE OF JOB DESCRIPTION**

I confirm I accept the duties contained in the above job description.

**PRINT NAME:** .....

**SIGNED:** .....

**DATE:** .....

Person Specification

Date	Post Complementary Therapist	Recruiting manager Hazel Booth		
	Criteria	Essential	Desirable	Tested By
<b>Experience</b>	E1 Post qualification experience of assessment and provision of complementary therapy to individuals with a range of physical and emotional needs	E1		Application/Interview
	E2 Experience working with clients with life limiting conditions including those at the end of life		E2	Application/Interview
	E3 Experience working in a time limited way	E3		Interview
	E4 Experience of identifying assessing and managing client risk	E4		Application/Interview
	E5 Provision of informal/formal education		E5	Application/Interview
	E6 Experience of evaluating complementary therapy treatments / service provision.		E6	Application/Interview
	E7 Audit / evaluation of practice		E7	Application
<b>Qualifications</b>	Q1 Diploma level professional qualification in at least three complementary therapies (massage, aromatherapy, reflexology, reiki)	Q1		All: Application
	Q2 Degree level professional qualification in at least three complementary therapies		Q2	
	Q3 M Technique		Q3	
	Q4 Registration with the Federation of Holistic Therapists(FHT)	Q4		
	Q5 Evidence of professional development.	Q5		
<b>Knowledge</b>	K1 Benefits of an extended range of complementary therapies	K1		All: Interview
	K2 Code of ethics relevant to own professional body.	K2		
	K3 Confidentiality and consent.	K3		
	K4 Issues facing palliative and end of life patients and their families		K4	
	K5 Impact of disease and psychological distress on an individual's wellbeing	K5		
	K6 Safe use of equipment and supplies necessary to deliver a complementary therapy service.	K6		
	K7 Guidance to be followed regarding toxicity or contraindication of substances for clients with cancer.	K7		
<b>Skills</b>	S1 Accurate assessment of clients including risks to enable delivery of the most appropriate evidenced based treatment to meet need.	All Essential		Application/Interview
	S2 Good written and verbal communication skills			Application/Interview
	S3 Ability to quickly develop a good therapeutic relationship to enhance the clients experience.			Interview/Test

	<p>S4 High degree of professionalism in the face of highly emotive and distressing issues,</p> <p>S5 Able to establish and maintain professional boundaries.</p> <p>S6 IT skills including use of clinical systems</p> <p>S7 Ability to evaluate the impact of therapies</p> <p>S8 Able to complete accurate and legible records in accordance with ELH policies and own professional body.</p>			<p>Interview/Test</p> <p>Interview</p> <p>Application</p> <p>Interview</p> <p>Interview</p>
<b>Personal Attributes</b>	<p>PA1 Robust strategies for personal resilience</p> <p>PA2 Commitment to driving and contributing to a high quality service provision and leading by example</p> <p>PA3 Value the contribution of others at all levels of the organisation.</p> <p>PA4 Punctuality and reliability</p> <p>PA5 Willingness to provide and accept feedback to develop and improve self, the service and the organisation</p> <p>PA6 Car driver with access to a vehicle for work, with a full driving license</p> <p>PA7 Able to travel as required to provide a service to clients in locations other than the hospice as required</p> <p>PA8 Able to act as an ambassador for the hospice promoting the services we offer and breaking down barriers to wider access from all across all sectors of the community.</p>	All Essential		<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Application</p> <p>Interview</p> <p>Interview</p>