

## JOB DESCRIPTION

<b>Job Title</b>	Complementary Therapist. Band 4
<b>Reports To</b>	Complementary Therapy Coordinator
<b>Location</b>	St Peters Hospice (SPH) Brentry and community locations
<b>Department</b>	Day Services and Therapy Team
<b>Job Purpose</b>	<ul style="list-style-type: none"> <li>• To work as part of the hospice multidisciplinary team delivering individualised evidence-based complementary therapies to Hospice patients</li> <li>• To work as part of the complementary therapy team (including volunteer therapists) maintaining a safe and effective complementary service for St Peter's Hospice patients</li> <li>• To deliver complementary therapy in a group setting.</li> <li>• Work within MDT to help symptom relief and enhance well-being</li> <li>• To work flexibility to provide therapies across the Brentry site and other community settings.</li> </ul>
<b>Key Relationships</b>	<ul style="list-style-type: none"> <li>• Complementary Therapy Coordinator</li> <li>• Complementary therapy SPH volunteers</li> <li>• Day Services and Therapy team Manager.</li> <li>• In patient unit multi-disciplinary team</li> <li>• Day Service and Therapy team</li> <li>• All Clinical staff within SPH</li> <li>• Director of Patient Care.</li> <li>• Head of Locality Engagement</li> <li>• Community health care professions and 3<sup>rd</sup> sector organisations</li> <li>• SPH Volunteers and volunteer resources.</li> <li>• SPH Fundraising, Marketing and Communication team</li> <li>• SPH Learning and developing Team and Clinical Quality Improvement Team.</li> </ul>
<b>Key Responsibilities</b>	<p><b>Clinical:</b></p> <ul style="list-style-type: none"> <li>• To provide appropriate complementary therapies relevant to own competency/training</li> <li>• To assess client's needs and identify appropriate treatments approved for use by the Hospice and be able to modify the treatment within agreed level of competence.</li> <li>• To monitor and review patients progress within their treatment plan.</li> <li>• Inform appropriate staff of any changes in the patient's condition, or of any concerns with the patient's consent if possible</li> </ul>

### **Communication (KSF 2)**

- To communicate with patients and families in a sensitive, supportive, and caring manner, taking account of others' culture, beliefs, background, understanding and preferred way of communicating
- Maintains highest standards of integrity when communicating with patients and wider public
- Maintains timely, accurate, comprehensive, and up-to-date documentation using electronic patient record systems in a manner that ensures safety, continuity of care and respects people's privacy, dignity, and individuality.
- Work in accordance with hospice policies and information governance requirements to ensure that confidentiality is always maintained
- Act as an ambassador of the hospice, embodying our hospice values. Maintaining the highest standards of integrity when communicating with patients and the wider public
- Actively contributes to multi-disciplinary working, including attendance at meetings within the hospice team
- Manages people's expectations
- In collaboration with the Complementary Therapy Coordinator reviews and updates written and website information

### **Personal & People Development (KSF 2)**

- Takes responsibility for identifying and meeting own development needs
- To keep up to date with all mandatory and statutory training and apply learning to practice. Ensuring that you are compliant with the expectations and raising any issues with your line manager should there be legitimate reason for non-compliance.
- Attends relevant training and study days as identified in Personal Development Plan and in line with the needs of the organisation
- Understands what sustains own resilience and proactively invests in this.
- Seeks feedback from others about work to help identify own development needs
- Offers feedback promptly
- Ensures through continuing professional development that high quality clinical practice is maintained and developed using evidence-based approach.
- Attends and use clinical supervision effectively to aid professional development.
- In collaboration with the Complementary Therapy Coordinator mentors, supports Hospice qualified complementary therapy volunteers. This includes supervision.
- Assist in prioritising and co-ordinating workload of the complementary therapy volunteer team according to the needs of patients' and skills of therapists.
- To participate in teaching sessions where appropriate

### **Health & Safety, & Security (KSF 2)**

- Looks for potential risks to self and others in work activities and processes
- Manages identified risk in the best way possible
- Works with Complementary therapy coordinator to ensure COSHH safety data sheets for all products are updated regularly.
- In collaboration with the Complementary Therapy Coordinator monitors the quality and effectiveness of aromatherapy oils. Ensure essential oils are stored safely and correctly. Liaises with line manager re supply of essential oils and carrier oils, ensuring adequate stock supplies.
- In collaboration with the Complementary Therapy Coordinator ensures that risk assessments are up to date and reviewed on an annual basis or sooner if required.
- Takes action to manage an emergency, calling for help immediately when appropriate
- Reports actual or potential problems that may put health, safety or security at risk and suggests solutions
- Supports and challenges others in maintaining health, safety, and security at work
- Works within the guidance policy for the protection of vulnerable adults.
- Ensures is up to date and adheres to hospice policies, procedures, and risk assessments to keep self and others safe at work.
- Actively promote the prevention of cross infection to and from all patients, visitors' staff, and the environment, by encouraging and educating others in the use of standard precautions.
- Report any accidents, incidents and near misses via the SPH reporting system.
- Looks for potential risks to self and others in work activities and processes
- Is mentally and emotionally resilient in order to offer support to patients and their carers

### **Service Improvement (KSF2) Contribute to the improvement of services**

- Evaluates own and others' work when needed
  - Make suggestions to improve the service
  - Constructively identifies where new ways of working, policies or strategies are having a negative impact on the service given to users or the public
  - Takes on new work when agreed and make changes to own work, evaluating changes made. This includes consideration of how service improvements will enable equal access to our services and build collaborative services that reach all communities in alignment with SPH strategic intentions.
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- Identify and utilise appropriate outcome and service impact measures, which accurately evaluate patient response and service development needs

**Quality (KSF 2) Maintain quality in own work and encourage others to do so**

- Works within the limits of own competence, area of responsibility and accountability. Seeks help and advice where needed
- Works to support the team. Can be counted on when people ask for help or support
- Prioritises own workload and manages own time to ensure priorities are met and quality is not compromised
- Monitors the quality of work in own area and alerts others to quality issues, reporting any errors or issues to the appropriate person
- Participates in audit and relevant research
- Maintains professional registration with appropriate professional body
- To attend internal MDT meetings as appropriate

**Equality & Diversity (KSF 2)**

- Promotes equality and diversity in own practice, acting as a role model, ensuring adherence to policies.
- Challenges bias, prejudice, and intolerance if appropriate or brings it to the attention of a manager
- Treats everyone with dignity and respect
- Aware of the impact of own behaviour on others
- Demonstrates sensitivity and respect for people from different religious and cultural background and sexual orientation

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**St Peter's Hospice Values**

**Excellence** - to strive to be the best we can, listen, learn and innovate

**Compassion** - to show understanding and care in everything that we do

**Respect** - to value everyone and embrace the value of our differences

**Passion** - to be proud of our work and the impact we have

**Collaboration** - to work as one team - built on shared goals and effective relationships

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**Health and Safety**

Under the provisions of the Health & Safety at Work Act 1974, it is the duty of every employee

i) to take reasonable care of themselves and others at work

ii) to co-operate with the Hospice as far as is necessary to enable them to carry out their legal duty.

iii) Not to intentionally or recklessly interfere with anything provided including personal protective equipment for health and safety or welfare at work.

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## **Rehabilitation of Offenders**

The Hospice promotes equality of opportunity for all individuals with the right mix of talent, skills and potential and welcomes applications from a wide range of candidates, including those with criminal records.

We undertake not to discriminate unfairly against anyone who has previous criminal convictions and having a criminal record will not necessarily be a bar to employment with the Hospice.

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## **Scope of Job Description**

This job description reflects the immediate requirements and objectives of the post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantive changes will be carried out in consultation with the post holder.

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## PERSON SPECIFICATION

<p><b>Qualifications</b></p>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Trained and qualified in their core discipline at a level underpinned by occupational Standards and to a minimum level 3 Diploma in a minimum of 2 out of the 3 core treatments - (A) <ul style="list-style-type: none"> <li>○ Massage</li> <li>○ Reflexology</li> <li>○ Aromatherapy</li> </ul> </li> <li>• Evidence of Anatomy and Physiology Qualification at Level 3 or above. (A)</li> <li>• Be a member of a professional organisation which holds Accredited Register Status with the Professional Standards Authority for Health and Social Care. e.g., FHT, CNHC, NAMMT (A)</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Further qualifications /certificates in working with people with life limiting illness e.g., M Technique (A)</li> </ul>
<p><b>Knowledge &amp; Experience</b></p>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Minimum 3 years of practice of delivering a range of complementary therapies (A)</li> <li>• Experience of delivering complementary therapy in a clinical/care setting (A/I)</li> <li>• In current practice, either paid or voluntary (A)</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Experience of working with people with a life limiting illness. (A/I)</li> <li>• Supervisory experience either paid or volunteer staff. (A)</li> </ul>
<p><b>Skills</b></p>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Ability to work independently and collaboratively within an MDT (internal and external) with a diverse patient population (A/I)</li> <li>• Ability to prioritise workload and organise own work (I)</li> <li>• Ability to evaluate and assess interventions (A/I)</li> <li>• Ability to pass on skills/knowledge to others within both formal and informal environments (A/I)</li> <li>• Excellent communication and social skills, able to demonstrate the ability to use these skills in an environment associated with regular exposure to highly emotional and distressing circumstances. (A/I)</li> <li>• Takes responsibility for own actions. (A)</li> <li>• Competent IT skills. Able to use Microsoft office, Word, and an aptitude for learning and developing IT skills necessary for post. (A)</li> </ul>
<p><b>Personal Attributes</b></p>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Flexible and adaptable (A)</li> <li>• Innovative and enthusiastic (A/I)</li> <li>• Reliable and punctual(A/I)</li> <li>• Self-motivated and able to motivate others(I)</li> <li>• Non-judgemental, and empathetic (A/I)</li> </ul>

- Positive, approachable and engaging with the common goals and strategy of the hospice. (A/I)
  - Works inclusively and has a genuine appreciation of the value of diversity (A/I)
  - Committed to personal and team development including sharing knowledge and teaching skills in 1:1 and group setting (A)
  - Reflective practitioner who has resilience to being alongside suffering, loss and grief. (A/I)
  - Able to maintain judgement under pressure (A/I)
  - Willingness to learn and adapt (A/I)
  - Works well in a team, being open and honest (A/I)
  - Self-aware with mechanisms in place to maintain work/life balance (A)
  - Commitment and ability to demonstrate St Peter's Hospice values (A/I)
  - A skilled facilitator, able to get the best out of people within a group situation (A/I)
  - An understanding and empathy for the work of the Hospice (A/I)
  - Driving license and own transport (A)
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