## JOB DESCRIPTION

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| POST TITLE | Complementary Therapy Team Co-ordinator |
| DEPARTMENT | Complementary Therapy Team |
| BAND/SALARY | Band 5 |
| HOURS | 21 hours per week |
| LOCATION | Arthur Rank Hospice, Shelford Bottom Site |
| REPORTS TO | Living Well Services Team Lead |
| ACCOUNTABLE TO | Living Well Services Team Lead |

Arthur Rank Hospice Charity is committed to safeguarding and promoting the welfare of children, young people and adults who draw on care and support and expects all colleagues and volunteers to share this commitment.

### Organisation and team context:

Founded in 1981, Arthur Rank Hospice Charity supports people living in Cambridgeshire with an advanced serious illness or a life-limiting condition and those in need of end-of-life care. We care for more than 4,000 patients each year at our Hospice in Cambridgeshire, the Alan Hudson Day Treatment Centre in Wisbech and in patients’ own homes via the Arthur Rank Hospice Charity Community Team.

Our team of complementary therapists’**tailor programmes to each person’s needs** and may involve a single therapy or a combination of techniques**.**  Sessions provide a safe space where patients and their carers can take a little time out of their daily challenges and achieve a sense of wellbeing. The service consists of highly trained therapists who provide outpatient appointments in bespoke therapy rooms in the Hospice, on the Inpatient Unit, in people’s own homes or as part of the Living Well Service programme.

### Job Purpose:

## The co-ordination of the complementary therapy team and service across the hospice services. To holistically assess and deliver a high standard of Complementary therapy services to patients and their families referred for Specialist Palliative Care (including bereaved clients).  To plan and deliver those services in partnership with multi-disciplinary team colleagues on the in-patient unit, out patients, living well service and with those living in the community, in order to achieve/ maintain quality of life regardless of diagnosis and prognosis.

### Main Responsibilities:

* Co-ordination of complementary therapy team to ensure complementary therapy services are provided across the different service areas to best meet the needs of the population.
* To be the direct support for well-being of team members and the cohesiveness of the team (supported as required by LWS Team Lead).
* Ensure complementary therapy team are aware of hospice standards and policies, and that those specific to complementary therapy are regularly reviewed by the team as required.
* Chair regular complementary therapy team meetings and set team objectives with support from Living Well Services Lead.
* Carry out one to ones and appraisals with complementary therapy team with support from Living Well Services Lead.

**Clinical**

* To plan, implement, review, and evaluate the complementary therapy treatments to meet individual needs at each therapy session.
* Supervise HCAs and volunteers in the use and benefits of complementary therapies.
* Each day to prioritise, with other members of staff, treatment sessions for patients/ family members according to their needs.
* To work with the multidisciplinary team to provide a supportive role in symptom control, such as relieving tension, anxiety, pain, and nausea by delivering the above therapies.
* To consult with the patient/ family member and obtain their permission and offer the appropriate complementary therapy treatment.
* To be able to adapt the appropriate therapy without supervision and to be able to relate relevant information to the nurse/therapist in charge.
* To evaluate and document specifically the treatment given to individual patients or family members, including any medium used *eg* oils/creams *etc*.
* To be sensitive to the needs of relatives and friends of the patient and when appropriate offer them complementary therapies.
* To provide treatment sessions and support to Bereaved clients as appropriate.
* Undertake clinical supervision.
* Provide patients and their families /carers with information on standards they should expect from the team

#### **Operational**

* To have oversight of each team members caseload, and review how each complementary therapist is managing at their 1:1.
* To work with Living Well Services Team Lead to ensure complementary therapy team goals fit in with overall ARHC vision and aims.
* To support complementary team with complex cases and authorize/ decline extension of complementary sessions as required.
* Arrange audit of service and developments with support from Living Well Services Lead.
* Ensure Complementary Team representation at ARH service meetings.
* Observe and maintain strict confidentiality with regards to any patient/family/staff records and information in line with the requirements of the Data Protection Act.
* Always ensure the safe use of equipment and that the treatment rooms are fully equipped.
* Assist with setting standards and completing audits as required.
* In accordance with Health and Safety guidelines, monitor purchase and expiry dates of oils and other therapy materials. Ensure that oils are blended by the qualified therapist and used in the correct dilutions and stored in a locked container when not being used
* Any data that is taken/shared as part of a phone call, is transported, or transferred electronically must be undertaken with regard to the Charity’s Information Governance and Information Security policies.
* Actively participate in the objective setting appraisal process and be willing to attend courses to improve personal skills and professional development connected with the post.
* To adhere to infection control procedures: Cleaning of therapy equipment between patients and at end of the day, laundry disposal, cleaning of all work surfaces and therapy equipment including oil bottles, couches, handheld controls, CD players etc.
* To share knowledge and skills to upskill other care providers.
* To actively promote the work of the Complementary Team and provide teaching sessions as part of the Charity’s Education Program
* To adhere to the Charity’s risk assessment and risk management processes (Sentinel).
* Undertake mandatory training and any other training relevant to the role as required
* Participate in clinical and other audits as required
* Participate in clinical supervision on a regular basis
* Participate in relevant emergency preparedness process for their team.

#### **Key working relationships**

* Patients – providing high quality care and treatments, working with sensitivity to emotional and spiritual needs
* Families and carers – providing high quality care and treatments working with sensitivity to emotional and spiritual needs, guidance and support to upskill as required
* Colleagues – both within therapy team and across the ARHC organisation, working collaboratively and where appropriate sharing information, handovers, providing support, receiving support, making referrals.

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| Scope |
| Decision making level | Clinical assessment and choice of treatments available to patient/ family members, as per complementary therapy training. To make clinical decisions for complex cases about whether to extend sessions or not, and where necessary take to LWS Team lead. Operational issues to be taken to LWS Team Lead.  |
| Financial resources | None |
| Information and material resources | To update complementary therapy policies as requiredTo support in the update of complementary therapy leaflet and website page.Maintenance of patient records on SystmOne  Shared maintenance of complementary therapy folders on T drive   |
| People management | Co-ordination of complementary therapy team carry out 1:1s and appraisals of team. To work closely with LWS Team lead who has overall accountability and will support.Will provide some on the job coaching to new colleagues and teaching the MDT and volunteers in the use of hand massage. |

**General**

* At all times uphold the Charity’s values, and demonstrate behaviours consistent with these:
	+ Compassion
	+ Caring
	+ Excellence
	+ Community
* At all times carry out duties in accordance with Charity policies and procedures, including but not limited to, confidentiality, equal opportunities and dignity at work.
* Be aware of the responsibilities of all employees to maintain a safe and healthy environment for patients, visitors, customers, staff and volunteers.
* Act as an ambassador for the charity and encourage others to do the same.
* Be comfortable and confident with difference and actively promote equality and inclusion.
* Aware of own’s wellbeing, seek and access support when needed.
* Enable an inclusive and supportive environment for our volunteers.
* Contribute to the support and development of new colleagues.
* Contribute to ongoing service improvement and development.
* This post is subject to the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975, and such will be necessary for a submission for disclosure to be made to the Disclosure and Barring Service to check for any previous criminal convictions. Arthur Rank Hospice Charity is committed to the fair treatment of all colleagues in line with its equal opportunities policy statement on the recruitment of ex-offenders.

This job description is not intended to be exhaustive and will be reviewed periodically to ensure that the needs of the service are being met.

## PERSON SPECIFICATION

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|  | Criteria |
| Knowledge and qualifications  | * 2 High level Qualifications in Complementary Therapy related subjects
* Registration with a validated Complementary Therapy Organisation
* Evidence of Continuing Professional Development
* Insurance with a validated Complementary Therapy Insurance Company
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| Experience | * Minimum of 2 years’ experience of working in a complementary therapy setting
* Previous experience of working in a multidisciplinary team is desirable
* Previous palliative care experience is desirable
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| Skills and abilities | * Ability to manage own workload and good time management/ prioritisation skills
* Leadership skills- ability to co-ordinate a team.
* IT skills
* Excellent communicator
* Supervisory skills
* Ability to communicate effectively, both verbally and in writing, with a diverse client group
* Ability to work alone and in a team
* Good understanding of English language spoken and written
* Ability to work under pressure and in difficult/emotional situations
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| Personal qualities/attributes | * Commitment to equality, diversity and inclusion and understanding of how this applies to own area of work
* Commitment to the aims and charitable objectives of Arthur Rank Hospice Charity
* Committed to own continuing vocational/professional learning and development
* Motivated and enthusiastic
* Demonstrates empathy
* Works within professional guidelines
* Maintains confidentiality
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| Other requirements | * Enhanced DBS check
* Professional Indemnity
* Car driver desirable – clean licence, use of own car (mileage expenses provided, and paid travel time between clients)
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