# Job Description

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| Job Title | **Complementary Therapist** |
| **Line Manager** | **Complementary Therapy Lead** |
| **Contracted Hours** | **15 hours** |
| **Primary Location**  | **Nightingale House Hospice** |
| **Job Summary** * To deliver complementary therapies on a need assessed basis to clients receiving Hospice services.
* To promote and maintain the philosophy of the hospice.
* Ensure standards are always maintained.
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**Professional / Therapeutic Practice**

* To maintain the waiting list and arrange/amend client appointments.
* Accept clients onto the complementary therapy caseload.
* Monitor client’s attendance whilst accessing complementary therapies.
* 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.
* To monitor client’s wellbeing whilst receiving therapies; be able to recognise changes in the client’s condition and respond accordingly.
* To prepare the client and environment for therapeutic intervention as required.
* To maintain hygiene and cleanliness of all relevant therapy areas.
* Assist with and deliver group sessions as required within the Wellbeing Hub.
* Be aware of the other services available internally and externally and be able to access/signpost clients as necessary.
* To be responsible for organising and planning own caseload to meet service and client priorities – re-adjusting plans as situations change/arise.
* To ensure therapy equipment is fit for purpose and it is cleaned before and after use in line with infection control policy.
* Obtain informed consent that enables patient choice regarding their rights, care, treatment and their privacy and dignity is maintained, while attending complementary therapy.
* To demonstrate understanding of the roles of other multidisciplinary team members, work in partnership and attend and participate in regular team meetings/handovers to ensure good practice within the Wellbeing Hub and in-patient unit.
* To physically move and handle clients/equipment within health and safety guidelines maximising the client’s comfort.
* To be aware of local procedures for the provision of resources/services as required and complete referrals in liaison with relevant health professionals.
* Promote independence with clients whenever possible but when required assist clients with aspects of function and daily living e.g. dressing.
* Ensure appropriate and timely discharge of clients from allocated complementary therapy caseload.
* To possess basic IT and keyboard skills, enabling the use of relevant Hospice systems necessary to fulfil the role, e.g. entering contact data, maintaining electronic patient care records and accessing emails routinely.
* Responsible for the maintenance of adequate stock levels.

**Evidence Based Care, Quality and Standards**

* Be aware of the importance of clinical audit.
* Ensure that all the policies and procedures of Nightingale House Hospice are adhered to.
* Be aware of Risk Management.
* Have an awareness of the complaints procedure.
* Maintain personal and professional development.
* Ensure equipment is maintained as appropriate, and necessary records are maintained.

General Requirements – All Staff

This post is subject to the Terms and Conditions of employment of the Hospice as specified in the Staff Handbook

Competence

You are responsible for limiting your actions to those that you feel competent to undertake. If you have any doubts about your competence during the course of your duties, you should immediately speak to your line manager / supervisor.

### Risk Management

It is a standard element of the role and responsibility of all staff of the Hospice that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards. It is a requirement that you adhere to Nightingale House Hospice Policies, Procedures, Protocols and guidelines always.

Health and Safety Requirements of the Hospice

All employees of the Hospice have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Hospice to meet its own legal duties including attendance at mandatory training updates and to report any hazardous situations or defective equipment.

**Data Protection and Confidentiality**

The post holder must treat all information, whether corporate, staff or patient information, in a discreet, secure and confidential manner in accordance with the provisions of the current data protection legislation and organisational policy.  Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under statutory legislation and the hospice’s disciplinary policy. This duty of confidence continues after the post holder leaves the organisation.

**Records Management**

As an employee of the hospice, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. The post holder should consult the IG Lead if they have any doubt as to the correct management of records with which they work.

Flexibility Statement

The content of this Job Description represents an outline of the post only and is therefore not a final list of duties and responsibilities. The Job Description is therefore intended to be flexible and is subject to review and amendment in the light of changing circumstances, following consultation with the post holder.

The post is subject to an enhanced disclosure check with the Disclosure and Barring Service (DBS)

Employees signature……………………………………………………….. Date……………………………….

PERSON SPECIFICATION

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| JOB TITLE:  | COMPLEMENTARY THERAPIST |
|  |  ESSENTIAL |  DESIRABLE | METHOD OF ASSESSMENT |
| QUALIFICATIONS | * Diploma or qualification awarded by a private college or training institute e.g. Complementary Therapy Level 2 (or equivalent)
 | * Oncology Massage
* Oncology reflexology
 | Application form/ Interview |
| EXPERIENCE | * Working in a multi-disciplinary clinical/therapeutic setting.
* Experience of coordinating service/projects
 | * Working with patients with complex care needs.
* Working with palliative patients.
 | Application form/ Interview |
| SKILLS | * Excellent verbal, written and listening skills
* Excellent telephone manner
* Prioritisation and time management
* Ability to work alone using own initiative.
 | * Good computer and IT skills such as MS Office
 | Application form/ Interview |
| KNOWLEDGE | * Knowledge of data protection regulations
 |  | Application form/ Interview |
| PERSONAL QUALITIES(*Demonstrable*) | * Willingness to learn
* Ability to use own initiative
* Hard Working
* Attention to detail
* Embrace change
* Positive attitude
 |  | Application form/ Interview |
| OTHER RELEVANT REQUIREMENTS | * Reliable and prepared to work outside normal working hours as appropriate
 |  | Application form/ Interview |