

Job Description

1. JOB DETAILS

Job title: Volunteer Complementary Therapist

Accountable to:
Managerially - Complementary Therapy Co-ordinator
Professionally - Nursing and Midwifery Council or Equivalent Body

Location: Based from Home
Linking with the Hospice at Home Clinical Office based at Valley Court, Dalston.

2. JOB SUMMARY

To provide a Complementary Therapy Service or specific therapy to patients, their families, carers and significant others. The service offers a service to those who have multi-complex and sensitive issues, those who are bereaved and those who are terminally ill and dying. The service is delivered across various settings and includes patient's homes, Community Hospitals, Specialist Palliative Care unit, the acute unit, residential accommodation and other agreed venues.

3. ROLE OF SERVICE

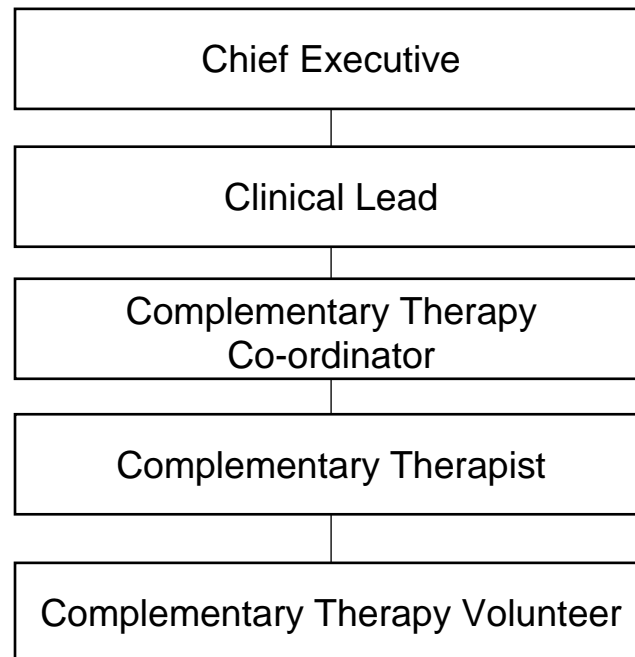
To provide an expert and comprehensive service to enhance the experience of patients with cancer and other life limiting illnesses from diagnosis through treatments to palliative and end of life care. The service also supports relatives and carers providing care predominately in the home or within the local community.

Hospice at Home Carlisle and North Lakeland is a charitable organisation working alongside and in collaboration with other specialist palliative care providers, local primary care services and Adult Social Care as well as acute settings and residential care.

The service provides nursing care and support, respite, specialist services of lymphoedema and occupational therapy, family and bereavement support, counselling and complementary therapy.

The service utilises Registered Nurses, Assistant Practitioners, Health Care Assistants, Volunteers, Counsellors and Allied Health Care Professionals supported by administrative staff.

4. ORGANISATIONAL CHART



5. KEY WORKING RELATIONSHIPS

Patients/relatives/carers providing complementary therapies tailored to the needs of the individual on a daily basis

Bereaved Individuals providing a complementary therapy service tailored to the needs of the individual on a daily basis

Complementary Therapy Co-ordinator and/or Complementary Therapist to report on a frequent basis in relation to patient interventions and service issues

Clinical Lead and Quality Facilitator to report on a frequent basis in the absence of the Complementary Therapist/co-ordinator regarding service issues and to participate in the appraisal process

Other professionals such as Clinical Nurse Specialists, Bereavement Support Service Co-ordinator, Bereavement Support Volunteers, Day Care Team Lead, Specialist In Patient Unit, members of the Primary Care Team to report regarding patient interventions

6. DUTIES AND RESPONSIBILITIES OF THE POST

Responsibility for Patients/Families/Significant Others

To maintain strict confidentiality with patient/relative/ carer information.

Responsible for the on-going assessment of individuals requiring Complementary Therapies presenting with multi-complex and sensitive issues taking into account including the psychological, physical and spiritual aspects of care

Responsible for recognising when interventions are required by members of the specialist palliative care team or other health care professionals

Responsible the direct delivery of complementary therapy treatment packages designed to individual need

Responsible for the evaluation of complementary therapies on an ongoing basis and following an agreed number of sessions

Discuss with the Complementary Therapist the decision to extend the complementary therapy treatment package or the discharge of the individual

Responsible for maintaining accurate caseload records in accordance with professional governing body standards and Hospice at Home policies and procedures on a daily basis

Following referrals from Complementary Therapist

Prioritise own caseload and practice on a daily basis

Responsible for identifying resources to carry out role

Responsible for the use of carrier and essential oils

Responsible for the storage and safe keeping of carrier and essential oils

Responsible for the monthly submission of mileage sheets

Responsibility for Self Development

Follow and implement national guidelines in relation to Complementary Therapies

Responsible to maintain knowledge and skills in relation to the nursing or relevant agenda

Participate in formal clinical supervision

Responsible for maintaining supportive network for self both within and out with the organisation

Attend education and training both within and out with the organisation as appropriate

Participate in the yearly appraisal process

Responsibility for Service Development

Follow national and organisational policies and procedures

Contribute to the development of service provision in line with the National Guidelines for the use of Complementary Therapies in Supportive and Palliative Care (NICE)

Participate in Complementary Therapy Team Meetings

Participate in Hospice at Home meetings to update on service provision on a regular basis.

7. WORK SETTING AND REVIEW

Work autonomously on a daily basis. Report to the Complementary Therapist or Clinical Lead and Quality Facilitator regarding service provision on a monthly basis.

8. INDIVIDUAL RESPONSIBILITIES

The post holder is expected to:

- Adhere to Hospice at Home policies and procedures and relevant legislation including the requirements of the any professional bodies
- Attend mandatory training as identified by the Trust
- Act as an ambassador for Hospice at Home

9. CONFIDENTIALITY

The post holder must maintain the confidentiality of information about patients' staff and Hospice at Home business in accordance with the Data Protection Act 1998 and Caldicott principles.

10. HEALTH AND SAFETY

Employees must be aware of the responsibilities placed upon them under the Health & Safety at work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

11. RISK MANAGEMENT

All staff have a responsibility to report all clinical and non-clinical accidents, incidents or near misses promptly and when requested to co-operate with any investigations undertaken.

All employees have a duty for safeguarding and promoting the welfare of children and adults at risk. Staff must be familiar with the organisations, Safeguarding Policy and the process for raising concerns about the welfare of anyone with whom they have contact. Staff must also ensure they receive the appropriate level of safeguarding children and adult training depending on their role within Hospice at Home.

Staff are expected to access supervision and support from their line managers and/or the locality based safeguarding team when managing complex cases.

12. EQUALITY AND DIVERSITY

All employees of the organisation have responsibility to:

- Act in ways that support equality and value diversity.
- Treat everyone with whom they come into contact with dignity and respect.

Act in ways that are in accordance with organisation’s Equality and Diversity policy, and Dignity in the Workplace policy.

13. INFORMATION GOVERNANCE

The post holder must keep up to date with the requirements of information governance; undertake mandatory training and follow Hospice at Home’s policies and procedures to ensure that information is dealt with legally, securely, efficiently and effectively.

It is important that the post holder processes personal identifiable information only in accordance with General Data Protection Regulation 2018. The post holder must check with the Caldicott Guardian or Information Governance Lead before creating new systems to process person identifiable information to ensure that this is carried out within the scope of the General Data Protection Regulation 2018.

The post holder must manage the records they create or hold during the course of their employment with the organisation in an appropriate way, making the records available for sharing in a controlled manner subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines e.g. General Data Protection Regulation 2018 , Freedom of Information Act 2000, Caldicott Guidelines NHS Confidentiality Code of Conduct 2003, and professional codes of conduct on confidentiality.

The post holder must maintain the confidentiality of information about service user staff and organisational business in accordance with the General Data Protection Regulation 2018 and Caldicott principles.

It is likely that the post holder will be in contact at some time with a form of information system, and therefore is responsible for implementing and maintaining data quality. The post holder, when making entries into records, must ensure that these are legible and attributable and that the record keeping is contemporaneous. It is essential that information recorded within records either on paper, in an electronic format or both paper and electronic, is accurate, complete and relevant.

13. JOB DESCRIPTION AGREEMENT

Post holder’s signature

Date

Line Manager’s signature

Date

PERSON SPECIFICATION

POST TITLE: Volunteer Complementary Therapist

Factor	Essential	Desirable
Qualifications	Professional Qualification in Complementary Therapy, The International Therapy Examination (ITEC)	Registered Nurse or other Equivalent Health/ Social Professional Palliative Care Qualification
Experience	3 years working in a complementary therapy setting	Experience of working within the voluntary sector. Experience of working within a palliative care setting.
Knowledge	Knowledge of current practice within Complementary Therapy Knowledge of palliative care issues Knowledge of current nursing agenda	
Skills and Aptitudes	Ability to work with individuals with multi-complex issues Ability to work in isolation Ability to network with others within and out with the organisation Ability to manage own caseload	IT Literate
Personal Circumstances	Ability to work flexibly to suit individual pt. need Ability to work out of hours Ability to travel across the geographical area covered by the service	
Other requirements	Car Driver	

PERSON SPECIFICATION AGREEMENT

Post holder
Date
Line Manager
Date