Volunteer Role description



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| ROLE TITLE | Complementary Therapist |
| DEPARTMENT | Therapies Team |
| DAYS/HOURS OF DUTY | By arrangement with the Therapies Manager between Monday and Friday, 9am to 5pm |

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| REPORT TO | Therapies Manager; staff member in Manager’s absence |
| ACCOUNTABLE TO | Therapies Manager |
| KEY RELATIONSHIPS | Therapies Manager, palliative care complementary therapists, patients, carers, multidisciplinary clinical teams, hospice staff and volunteers. |

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| **ROLE SUMMARY** |
| The volunteer will provide clinical complementary therapies, covered by the hospice policy, to patients and carers referred to the service, alongside the other palliative care complementary therapists within the hospice. |
| **MAIN DUTIES** |
| * Liaise with staff in Pemberton Place re: link groups and prioritising patients to be seen. * Prioritise referrals for the Inpatient Unit and liaise with the nursing staff. * Obtain verbal consent from the client. * Perform appropriate complementary therapies on the patient/carer – of reflexology, reiki, massage or aromatherapy, according to the hospice policy. * Input information into patient notes/iCare. * Ensure all consumables are in date and in stock. * Liaise with the Therapies Manager and Palliative Care Complementary Therapists. * Attend the three-monthly team meetings and any supervision/support organised for you by the Therapies Manager. * Attend, and update, the hospice’s mandatory training topics; and other essential topics as and when they are notified to you. |
| **ESSENTIAL PERSON SPECIFICATIONS** |
| * Qualified in a complementary therapy covered by the Saint Francis Hospice Policy and a member of the relevant regulatory body. * Current personal Indemnity insurance * Two years post qualification working experience |
| **ADDITIONAL REQUIREMENTS OF THE VOLUNTEER** |
| **DBS CHECKS:** a criminal record check will be required for certain volunteering roles.  If this is required a volunteer will be informed during the recruitment process and the process explained.    **CONFIDENTIALITY/DATA PROTECTION/INFORMATION GOVERNANCE**: volunteers need to maintain confidentiality, security and integrity of information relating to patients, staff, other volunteers; and other hospice matter, during the course of their duty.  This will include legislation and hospice policies and procedures the Care Quality Commission expect to see adhered to when they inspect the hospice services.    **VOLUNTEER AGREEMENT:** volunteers receive an Agreement for signing, when commencing volunteering, to show their commitment to adhering to the hospice’s policies and procedures; and other important factors, including those listed below.  A breach of the Agreement will be taken seriously.  Information will be provided and copies of pertinent policies can be made available upon request.    **EQUALITY & DIVERSITY:** The hospice is committed to the development of positive policies to promote equal opportunity and value diversity within the organisation; and has a clear commitment to equal opportunities.  Whilst, all employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the hospice, volunteers are also expected to adhere to the hospice’s policy on equality and diversity.    **FIRE/HEALTH AND SAFETY**: All volunteers must adhere to the hospice policy covering Fire and H&S and be guided by staff when elements of Fire and H&S are made aware to them. All staff and volunteers have a responsibility for fire, health and safety, whether in a supervisory capacity or not.    **HOSPICE IDENTITY BADGES**:  Hospice ID badges, internal and external, when provided, must be worn at all times whilst on duty.    **SMOKING:** The hospice acknowledges its responsibility to provide a safe, smoke free environment, for its employees, volunteers, service users and visitors.  Smoking is therefore not permitted at any point whilst on duty; and volunteers will make use of the same smoking area available to staff.    **REGISTRATION COMPLIANCE/CODE OF CONDUCT:** All employees and volunteers, who are required to register with a professional body to enable them to practice within their profession, are required to comply with the code of conduct and requirements of their professional registration; and maintain their professional insurance cover, if appropriate.    TRAINING: All volunteers, when starting, complete a number of short topics, which are ‘mandatory’ subjects.  There will also be induction training within the department where volunteering.  Training topics are viewed through eLearning, but hard copies of the topics can be made available to any volunteers who do not have access to a computer of a suitable capacity to view online.  Other training opportunities will be explained by the volunteer’s supervisor from time to time. |

Volunteer Complementary Therapist

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| **E = ESSENTIAL** | **D = DESIRABLE** |

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|  | **Education & Training** | **E** | **D** |
|  | Qualified in a complementary therapy covered by the Saint Francis Hospice policy and a member of the relevant regulatory body | √ |  |
|  | IT competent | √ |  |
|  | Willingness to learn new software packages if part of the role | √ |  |
|  | **Skills/Abilities/Knowledge** |  |  |
|  | Good listening skills | √ |  |
|  | Able to record service user activity |  | √ |
|  | Reflective skills communication | √ |  |
|  | To be empathetic | √ |  |
|  | Good phone manner | √ |  |
|  | **Experience** |  |  |
|  | Working or volunteering with distressed people |  | √ |
|  | Two years post qualification working/volunteering experience | √ |  |
|  | **Other Requirements** |  |  |
|  | Agreement to commit to a regular session once a week fitting in to an established rota | √ |  |
|  | To be flexible and swap with other volunteers within an established rota |  | √ |
|  | Up to date personal Indemnity insurance | √ |  |
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*Please note that this role description is a guide to the duties that make up the role. It may be necessary for a supervisor/line manager to review, in consultation with their manager, elements that need to be changed in the light of changing circumstances and/or the changing needs of the Hospice; and the Board of Trustees.  In such cases the volunteer will be fully consulted with.*