



Complementary Therapy Volunteer Role Brief



The aim of the role:

To support our hospice Complementary Therapy team at Deer Park, Barnstaple in providing complementary therapies to our outpatients, bringing your unique talents and training to benefit and support the wellbeing of our patients and their loved ones in our beautiful dedicated therapy rooms.

What's involved:

You will work as a member of our Complementary Therapy team, offering our patients appropriate therapies according to their needs and your specialism. You will be required to complete all the necessary documentation before and after the treatment i.e. documenting the relevant case history and the treatments given and be able to upload all relevant data into our database, SystmOne so a good attention to detail and an understanding of computers is required. You must provide appropriate feedback of each treatment and work with the multi-professional clinical team by providing appropriate case information to clinicians where appropriate. You are required to work in accordance with the standard laid down by the relevant governing and professional bodies (e.g. Federation of Holistic Therapists (FHT) Association of Reflexologists (AOR) Complementary and Natural Healthcare Council (CNHC) etc.). It is essential you are adequately trained and insured for the therapies you offer, that you are also a member of a governing or professional body relevant to your field of training. You will be asked to provide documented evidence of your insurance and membership on an annual basis. We offer monthly group supervision and one-to-one support, which you are expected to attend regularly and you are to be responsible for your own personal and professional development. The statutory training we require does support your ongoing Continuous Professional Development points (CPD points) and we will support you to achieve the necessary points required to maintain your professional development. As a NDH complementary therapist you must not suggest cure nor use any therapy as a diagnostic tool. We ask you to adhere to all the hospice policies, procedures and undertake any training required and maintain confidentiality at all times.

Hours required:

We aim to offer patients' a minimum of 1 hour per visit once a week with you seeing from two to four patients per day, this can vary due to levels of demand for the service, and depending on your availability.

Visits are scheduled between the hours of 9am – 4pm on Fridays

What the hospice offers:

- ◆ A safe and supportive environment
- ◆ An induction & full training and guidance given on all aspects of the role
- ◆ An insight into palliative care and the opportunity to support people at a difficult time in their lives
- ◆ You will be part of a dedicated and friendly team
- ◆ The opportunity to utilise existing skills or develop and learn new skills
- ◆ Monthly supervision sessions with hospice staff and volunteers to support you in your role
- ◆ Reimbursement of reasonable travel expenses, agreed in advance
- ◆ The opportunity to meet new people
- ◆ The knowledge you are directly contributing to the care and support offered to our patients and their families we care for

What you can offer us:

- ◆ Professional qualifications in the therapies to be practised along with your own insurance, evidence of this is required annually
- ◆ An ability to work in a flexible, mature, compassionate and confident manner and respect for working within a clear set of boundaries
- ◆ Good basic literacy and IT skills in order to document all treatment feedback and case notes
- ◆ An emotional resilience and the ability to remain calm in emotionally charged situations
- ◆ Excellent communication and listening skills with an ability to relate to people from all backgrounds
- ◆ Be able to maintain confidentiality at all times, have an awareness of, and maintaining, boundaries
- ◆ A sensitivity, understanding of the emotional impact of a life limiting illness on individuals, families and relationships
- ◆ Reliability and be confident and able to self-reflect with an awareness of your own strengths and limitations
- ◆ A willingness to undertake training and to follow NDH policies and guidelines
- ◆ An agreement to follow all Covid related safety, including wearing PPE as required and excellent personal hygiene and follow all infection control measures
- ◆ An adaptability to changing trends and requirements

Next steps:

If you would like to join our Complementary Therapy team please contact our Volunteering Office or download the application documents from our website. For an informal chat call: 01271 347226 or email us at volunteering@northdevonhospice.org.uk

Details of this role and all our current vacancies can be found on our website along with our volunteer application form and the declaration of a criminal record form, both of which we require completed for your application. <https://www.northdevonhospice.org.uk/jobs-volunteering/working-for-north-devon-hospice/>

Please note: an enhanced Disclosure and Barring Service check is required for this role. The hospice applies and pays for this on your behalf.

If you have any questions about this role or any volunteering opportunities with the hospice please contact the Volunteering Office as above