

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | ComplimentaryTherapist, Massage/Reflexology |
| **Reports to** | Fern Centre Manager |
| **Band** | Band 5 |
| **Department/Directorate** | Division of Cancer & Specialist Support Services |

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| **JOB PURPOSE** |
| The postholder will be a key member of the Fern Centre team and will have a range of responsibilities.  To deliver Complimentary Therapies (Massage/Reflexology), under guidance and supervision in the clinical setting of cancer services at RDUH. This involves delivering high quality, personalised holistic treatment programmes in accordance with the policies and procedures of cancer services RDUH. To promote and support patient’s rights by promoting individual choice, respecting beliefs and ensuring privacy and dignity at all times. Providing a high standard of Complimentary Therapy service to inpatients and specialist outpatient clinics within The Seamoor Unit. |
| **CONTEXT** |
| * The therapist will work with patients in any location agreed to by the team manager. * See a minimum of six patients per 7-hour shift. * Completes the assessment and treatment of patients for Complimentary Therapy. * Undertakes all necessary verbal and written communication required for patient care. * The post requires basic IT skills.   The Complimentary Therapist (Massage/Reflexology) will be based in the Fern Centre Health & Wellbeing Unit and North Devon District Hospital, Inpatients Wards and Seamoor Unit.  The post holder will fulfil all tasks and work as part of a team. To meet the needs of the services, the post holder may be required to work in other areas as appropriate as directed by the line manager. |
| **KEY WORKING RELATIONSHIPS** |
| The Therapist will liaise with medical staff, nursing staff, therapists and members of the multi discipline team.  The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public. This will include verbal, written and electronic media. |

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| **ORGANISATIONAL CHART** |
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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * To provide complementary therapy to patients diagnosed with cancer, their relatives and carers * To be able to offer complementary therapy within a clinic setting (i.e. Seamoor Unit or inpatient). Including supporting patients whilst clinical procedures are taking place * To provide professional complementary therapy sessions to clients within the Fern Centre |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| * Ensures that patient records are updated as required and statistical activity data records are maintained in accordance with professional and departmental standards * Liaises with other MDT professionals as appropriate * Communicates effectively with the relevant line manager and other therapists in the department * Responsible for providing proficient communication with patients and others in challenging situations which may include dealing with:   + Patients with complex needs, e.g. patients with communication difficulties.   + Patients from different cultural/ethnic backgrounds where English is not the primary language.   + Conveyance of sensitive patient information, such as; discussing limitations associated with diagnosis/procedures/prognosis |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Carry out complex standardised and non-standardised complementary therapy assessments, liaising with senior staff as required for highly complex patients * Monitors, reviews and modifies treatment where appropriate. * Attends and participate in relevant MDT meetings. * Discusses and makes decisions in conjunction with the MDT with regard to patient care and treatment plans, with guidance from complementary team manager |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * To flexibly plan and organise own time, prioritise patient caseload, administrative duties and meetings and respond to unpredictable workloads, working conditions and frequent interruptions * To assist senior staff to delegate, organise and deliver service * To assist the senior staff in ensuring an efficient system for the organisation and management of waiting lists for patients |
| **PHYSICAL SKILLS** |
| * Regular walking from unit to wards to deliver care to patients * Required to bend and work within limitations of space on the ward area and when treating patients on recliner chairs on the Seamoor Unit |
| **RESPONSIBILITY FOR PATIENT AND CLIENT CARE** |
| * Prioritises own patient caseload and develops individualised treatment interventions within resource constraints. * Patient caseload requires specialised complementary interventions, which are skilled and complex in nature. This may include, but is not limited to patients who are terminally ill patients. Treatments may be one-to-one or in a group setting. * Works in a variety of settings * Provides support and complementary therapy. * Utilises an empathetic, client-centred approach that focuses on the strengths and the needs of the patient/client. This may include handling sensitive information regarding the patient’s health or social situation. * Carries a full patient caseload varied in number dependent upon the service needs * Respects the individuality, values, cultural and religious diversity of patients and contribute to the provision of a service sensitive to their needs. * Applies relevant aspects of national clinical guidelines and legislation, relating to health and social care, as directed by the complementary team manager |
| **RESPONSIBILITY FOR POLICY AND SERVICE DEVELOPMENT** |
| * To support departmental strategies regarding Clinical Governance issues. * To evaluate own work and current practices through the use of audit or outcome measures, as directed by the complementary team manager. * To ensure a good working knowledge of national and local standards * To actively assist in the implementation of new policies and practice in the current area of practice in the department * To be responsible for the safe and competent use of all equipment used in the course of patients' treatments |
| **RESPONSIBILITY FOR FINANCIAL AND PHYSICAL RESOURCES** |
| * No responsibility for financial resources, to liaise with line manager and relevant charities regarding if financial support if required. |
| **RESPONSIBILITY FOR HUMAN RESOURCES** |
| * To participate in the teaching programme for complementary therapy for staff including formal group session’s and one-to one teaching * To assist in the induction of students * To contribute to the education of some multidisciplinary groups; patients; families and carers as appropriate |
| **RESPONSIBILITY FOR RESEARCH AND DEVELOPMENT** |
| * Gains valid, informed consent and has the capacity to work within a legal framework with patients who lace the capacity to consent to treatment. |
| **DECISION MAKING** |
| * To be professionally and legally accountable for all aspects of their work as an autonomous practitioner, seeking supervisory control, advice and guidance from senior staff, departmental procedures, practises and policies, professional codes of conduct or ethical guidelines set by the profession. |
| **PHYSICAL EFFORT** |
| * Delivery of Complementary Therapy which involves long periods of standing, sitting as required per shift. |
| **MENTAL EFFORT** |
| * The therapist will be required to provide complementary therapy for a maximum of 6 patients per 7.5 hour shift |
| **EMOTIONAL EFFORT** |
| * The therapist will be required to provide complementary therapy for a maximum of 6 patients per 7.5 hour shift * The therapist will be mindful of the emotional effort on themselves and acknowledge they are required to take regular breaks and seek supervision as required. |
| **WORKING CONDITIONS** |
| * The complementary therapist will be exposed to bodily fluids, possible change of behaviour. |
| **APPLICABLE TO MANAGERS ONLY** |
| Leading the team effectively and supporting their wellbeing by:   * Championing health and wellbeing. * Encouraging and support staff engagement in delivery of the service. * Encouraging staff to comment on development and delivery of the service. * Ensuring during 1:1’s / supervision with employees you always check how they are |
| **GENERAL** |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.  We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.  We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.  We recruit competent staff whom in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.  The Trust operates a ‘non-smoking’ policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.  All employees must demonstrate a positive attitude to Trust equality policies and Equality scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect.  If the post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Equality Act 2010.  T*his is* |
| **SAFEGUARDING** |
| To be fully aware of and understand the duties and responsibilities arising from the Children’s Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker’s role within the organisation.  To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker’s role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker’s line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.  Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff. |
| **STAFF HEALTH AND WELLBEING** |
| You must take responsibility for your workplace health and wellbeing:   * Be physically active at work (i.e. take breaks away from your desk, taking the stairs where possible) * When required, gain support from Occupational Health, Human Resources or other sources. * Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health. * Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you.   If you are a line manager, in addition to the above, it is expected you will:   * Champion health and wellbeing. * Encourage and support staff engagement in delivery of the service. * Encourage staff to comment on development and delivery of the service. * Ensure during 1:1’s / supervision with employees you always check how they are. |
| **HEALTH AND SAFETY AT WORK** |
| The  The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer’s Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues. |
| **INFECTION CONTROL – ROLE OF ALL STAFF** |
| The  It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.  All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:   * Attending mandatory and role specific infection prevention education and training. * Challenging poor infection prevention and control practices. * Ensuring their own compliance with Trust Infection Prevention & Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents |
| **CONFIDENTIALITY** |
| The  You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer’s disciplinary procedure. |

PERSON SPECIFICATION

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| **Job Title** | Complimentary Therapist |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**   * Appropriate complementary therapy qualification to level 3 or higher * Membership of professional association * Advanced Communication skills training * Undertaking continual professional development (CPD) | E  E  E  E |  |
| **KNOWLEDGE/SKILLS**   * Completed SBSHT Healing in Hospitals & Hospices training or other relevant training * Relevant experience of working with seriously ill patients * The role requires day to day use of VDU equipment on a regular basis for collection of treatment data. E.g. updating patient records | D  D  E |  |
| **EXPERIENCE**   * Clinical complementary therapy skills * Ability to manage a clinical caseload * Ability to communicate with healthcare professionals’ patients and other service users * Ability to motivate others * Ability to keep accurate and legible written and electronic patient records and information * Experience of working as in a healthcare setting | E  E  E  E  E  D |  |
| **PERSONAL ATTRIBUTES**   * Caring * Empathic * Flexible * Stamina * Adaptive team player | E  E  E  E  E |  |
| **OTHER REQUIREMENTS**  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  Ability to travel to other locations as required | E  E |  |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | Y |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | Y |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | N |  |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | Y |  |  |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | Y |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  |  |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | N |  |  |  |  |
| Mental Effort | Y |  |  |  |  |
| Emotional Effort | Y |  |  |  |  |
| Working in isolation | Y |  |  |  |  |
| Challenging behaviour | Y |  |  |  |  |