

# St Elizabeth Hospice

## Volunteer Role Description



**Role:** Complementary Therapist

**Location:** St Elizabeth Hospice – Ipswich, St Elizabeth Hospice Site

**Staff Member Link:**

### **Purpose of Role and Service**

To provide complementary therapy for patients and carers in our Community Care Unit

### **Key Activities**

- To provide a high standard of complementary therapy for which the therapist holds a recognised professional qualification (i.e. Reiki, Aromatherapy, Reflexology, Massage, Bach Flowers, etc.) and membership of a relevant professional body, to hospice patients and carer
- To complete a thorough assessment for each individual
- Provide intervention based on patient's presentation/needs
- To report any patient concerns to your link or a member of the multidisciplinary team without delay
- To assist patients in getting to and from the location of the therapy and to ensure their comfort throughout
- To maintain your own patient records
- To keep your area of work tidy and clear up afterwards, changing linen as necessary
- To advise staff of any materials which are required, allowing adequate time for re-ordering
- To attend therapist education meetings as and when required

### **Organisational Responsibilities**

- To work within the policies of the hospice and act within Care Standards at all times
- To uphold the hospice and individual team values at all times
- To ensure effective use of resources
- To participate in the hospice education programme and attend training courses as required
- To respect at all times the confidentiality of information covering patients, staff and volunteers
- To play an active part in the development and maintenance of good relationships with all who have business with the hospice
- To promote the hospice Philosophy of Care towards patients, relatives and visitors
- Generally to contribute towards ensuring a safe environment for all persons on the premises
- Because of the special nature of the hospice and its work you may on occasion be asked to undertake other duties to help maintain our high standard of care

*Volunteers are required to respond positively to all reasonable instructions given by Linda Managers or other members of hospice staff. While volunteer suggestions and opinions are always welcomed, the responsibility for operational and strategic decisions lies with the hospice management.*

*All volunteers are also required to read and sign our Complementary Therapy Code of Conduct.*

## Personal Qualities

Attributes	Essential/Desirable	Qualification and training to be provided
<b>Skills and Abilities</b>	E - Good communication skills E - Withstand sensitive information D - Already working with palliative patients	
<b>Knowledge and Experience</b>	D - Palliative care setting experience	
<b>Attitudes and Values</b>	E - Adaptable team member E - Empathetic E - Strong support network D - Health promotion and maintenance	
<b>Qualifications and Training</b>	E - Professional qualification for each treatment intervention E - 1 year post qualification E - Two professional references from previous employment	eLfh Modules - Roles and Responsibilities of a Volunteer, Communications for Volunteers, Health, Safety and Infection Prevention and Control for Volunteers, Data Security Awareness for Volunteers, Conflict Resolution for Volunteers, Fire Safety for Volunteers, Equality, Diversity and Human Rights for Volunteers, Moving and Assisting for Volunteers, Safeguarding Adults for Volunteers.  Other - Wheelchair Awareness, SystemOne Training

**DBS** – Due to regular contact with patients and/or confidential information this role requires a DBS check