

VOLUNTEER ROLE DESCRIPTION



Role Title	Volunteer Complementary Therapist
Location	Ashford, Canterbury & Thanet
Time Commitment	minimum of 3-4 hours a week
Responsible To	Hospice Based Complementary Therapist

PURPOSE OF THE ROLE

At Pilgrims, complementary therapies are a valuable part of the holistic care offered to patients and their loved ones, helping to promote relaxation and wellbeing, improve self confidence and ease anxiety, pain and spiritual distress.

We offer a wide range of individual therapies and treatments such as aromatherapy, reflexology, reiki, hand and foot massage.

The Volunteer Complementary Therapist will support the wider Complementary Therapy team in treating in-patients, out-patients, Pilgrims Therapy Centre patients, and their carers. They also work as part of the multi-disciplinary team and liaise with them at all times.

KEY DUTIES AND RESPONSIBILITIES

- ◇ To offer a patient centred approach to Complementary Therapy
- ◇ To liaise with the Multi-disciplinary team in connection with any treatment to be given
- ◇ To maintain complete confidentiality in accordance with the Hospice policy
- ◇ To identify and report any worries or concerns regarding Hospice patients to the Complementary Therapy co-ordinator or a lead physician/nurse.
- ◇ To explain treatment offered to a patient before undertaking the treatment and obtain their or next of kin consent, in line with agreed hospice policies and procedures
- ◇ Report any Health and Safety issues
- ◇ To adhere to the code of conduct and ethics
- ◇ To be flexible in attitude and approach
- ◇ In the event that you are unwell, going on holiday or unable to undertake your shift please inform the Complementary Therapist or Hospice Service Manager as soon as possible.

KEY EXPERIENCE, SKILLS, ATTRIBUTES & QUALIFICATIONS
<ul style="list-style-type: none"> ◇ Qualified in Practicing Therapy to National Standards ◇ Member of a national association for practising therapy ◇ At least 2 years general practice experience and currently practicing preferred ◇ Flexibility and sensitivity ◇ An understanding of Hospice and Palliative Care Philosophy is helpful <p><i>The role requires an Enhanced Disclosure & Barring Service (DBS) Check</i></p>
ESSENTIAL TRAINING REQUIREMENTS
<ul style="list-style-type: none"> ◇ Organisational induction ◇ To keep up to date with own discipline ◇ Any other statutory and mandatory training considered relevant to the role i.e. Sage & Thyme, Manual Handling ◇ There will be a short induction period to ensure you are familiar with the Hospice, its policies and practice and the role of the Volunteer Complementary Therapist within the palliative care environment.
WHAT WE OFFER
<ul style="list-style-type: none"> ◇ You will be making an important contribution to Pilgrims Hospices ◇ The opportunity to develop your existing skills and learn new skills ◇ You will receive an induction and ongoing support and training ◇ You will part of a professional team of complementary therapists ◇ Experience of volunteering in a specialist setting ◇ Being part of a multi professional team, working with different people ◇ Working in a positive environment with patients, families, volunteers and staff, with a like-minded philosophy ◇ Provision of relevant training and ongoing support
OUR RESPONSIBILITIES TO YOU
<ul style="list-style-type: none"> • To provide effective induction and training • To provide you with regular support • To actively listen and respond to any concerns and worries regarding the role • To communicate effectively and regularly with you • To value your enthusiasm, willingness, and expertise • Pilgrims Hospices want to ensure that applicants have had the time and space to grieve if they have had a recent bereavement so, if relevant, this will be discussed as part of the recruitment process.
YOUR RESPONSIBILITIES TO US
<ul style="list-style-type: none"> • To engage positively with the training and support provided • To act within the scope of your volunteering role at all times • To comply with Pilgrims Hospices policies and procedures • To maintain confidentiality at all times • To adhere to infection control procedures pertinent to the area you are working in at all times • To seek help and support when needed from the wellbeing teams • To share comments and concerns in a timely way in order to promote early resolution and avoid misunderstandings

- To contribute to any evaluation and / or audits to review and improve the service
- To inform the hub / complementary therapy team of any unavailability for scheduled duties, preferably with at least 24 hours notice.
- To abide by the required dress code.

The volunteer role will play a key part in Pilgrims being able to expand the number of patients and carers we are able to offer this service to. Volunteers will benefit from bespoke, expert training and robust support mechanisms. We would therefore feel it reasonable to expect a volunteer to stay in the role for a minimum of six months after the completion of their training. By donating your valuable time and skills to the role for at least this amount of time it will ensure that both the volunteer and patients/carers fully benefit from the experience.