



Nottinghamshire Hospice

adding life to days

Job Description

<u>SECTION IDENTIFICATION</u>	
Job Title:	Complementary Therapy Co-ordinator
Responsible to:	RN Lead Hospice In Your Home (HIYH)
Hospice Band:	Hospice Band 5
Salary:	£29,548 Per Annum
Hours:	37.5 per week
Contract Type:	Permanent
Team:	Wellbeing
Location/Base:	Nottinghamshire Hospice

SECTION 1 - JOB SUMMARY

The post holder will:

- Lead the coordination and delivery of complementary therapies to patients with a life limiting illness, their families and carers.
- Organise and lead on the recruitment, co-ordination and development of a team of qualified volunteer complementary therapists.
- Identify service needs in relation to the development of complementary therapies, and ensure the implementation and evaluation of the service.
- Collate evidence for audit and analysis as required and ensure that practice is informed by development and a sound research basis.
- Adhere to local and national guidelines and Hospice policies and procedures.
- Attend and input into the Wellbeing Unit multi-disciplinary meetings and case conference.
- Provide support and advice to complementary therapy volunteers.
- Act as an autonomous practitioner to deliver evidence based complementary therapy to patients & carers

SECTION 2 - ORGANISATION CHART/ ACCOUNTABILITY



SECTION 3 - MAIN DUTIES AND RESPONSIBILITIES OF THE POST

Clinical

- Coordinate the efficient and effective system of patient referral and treatment under the supervision of the RN Lead HIYH.
- Undertake thorough patient/carer assessment.
- Deliver and evaluate high-quality complementary therapy treatments as an autonomous practitioner.
- Maintain patient confidentiality, communicating information concerning patient care with discretion and sensitivity.
- Complete and maintain accurate and comprehensive electronic and written records in accordance with GDPR.
- Prioritise and co-ordinate patient caseload and delegate duties where appropriate.
- Ensure effective communication with all patients / carers receiving complementary therapy either face to face or by telephone.
- Liaise with the wider HIYH team to review the patient's needs and adapt their care needs accordingly.
- Comply with and abide by the requirements of appropriate Professional Codes of Conduct and Practices.
- Ensure high standards of hygiene and infection prevention & control.
- Have an awareness and understanding of current developments in palliative and end of life care and ensure complementary therapy practice is evidence-based.
- Undertake audit and evaluation to inform service development.
- Ensure safe and efficient management, supply and storage of resources ie. oils, equipment.
- Maintain membership to relevant professional body and conform to the professional standards set by that body. Registration must be current and practise continuous professional development.

Management

- Provide line management, support and advice to the complementary therapy volunteers.
- Support the review of complementary therapy policies and procedures.
- Be aware of limitations of practice and contra-indications as defined by Hospice Complementary Therapy Policy & Procedure.
- Undertake risk assessments as appropriate.
- Maintain own professional development and comply with relevant legislation.
- Attend and input into weekly Wellbeing case conference, reviewing patients' situation and evaluating treatment accordingly.
- Develop the service to reflect the needs of patients and carers.
- Participate in staff induction and education programmes. Ensure Nottinghamshire Hospice's commitment to equality, diversity and inclusion is embedded in all areas of the Wellbeing Services practice.
- Act as a champion for equality, diversity and inclusion, challenging poor or inappropriate practice in all areas of Nottinghamshire Hospice delivery of service. This is not restricted to the Wellbeing team.

Section 4 - THE PERSON SPECIFICATION

ESSENTIAL

- Holds the minimum of a Level 4 Diploma qualification in Complementary Therapy or equivalent demonstrative experience.
- Registered with a Governing Body in their discipline and hold professional indemnity insurance.
- Extensive post qualification experience.
- Experience of management, audit and evaluation.
- Good computer literacy skills including SystemOne databases.
- Ability to inspire and motivate individuals and coordinate Complementary Therapy services.
- Ability to use initiative and prioritise workload effectively.
- Ability to work autonomously and as part of the wider multi-disciplinary team.
- Commitment to working effectively within the Wellbeing Team and wider Hospice services.
- Excellent interpersonal and communication skills.
- Good listening skills and a compassionate and empathetic manner.
- Demonstrable negotiating and advocacy skills.
- Ability to initiate and manage change effectively.
- You will be required to travel to patients' homes, therefore access to a car for work and possess a full UK driving licence will be required. You will also be required to have business use motor insurance which will be at the post holder's expense.

- Be a team player who recognises the intrinsic value of inter-disciplinary working and a partnership approach.
- Ability to work flexibly and creatively to meet the needs of the patient.
- Able to work under pressure.
- Able to use own initiative.
- Approachable and diplomatic.
- A role model who can influence, motivate and encourage others.

DESIRABLE

- Degree level qualification in relevant sphere of practice
- Use of SystemOne & IIZUKA databases.
- Experience of management, audit and evaluation.

Section 5 - WORKING CONDITIONS / EFFORT

- Working at a VDU/PC for a large part of the role.
- Constant interruptions with staff enquiries, telephone calls and emails.
- Liaise effectively with all levels of staff.
- Communication within team and other agencies as necessary.
- Sitting in same position for periods of time.
- Exceptionally busy workload.
- Based in historic building therefore lift not available.
- Frequently communicating with and caring for distressed, anxious, worried patients/relatives/carers.
- Time management skills to balance administrative and clinical duties.
- Physical skills required include a range of dexterity and sensory skills necessary for patient care and well-being.
- Moving and handling of patients and equipment in a safe manner.
- Ability to contribute to the agreed interventions and input required to deliver appropriate packages of care.
- Ability to form positive relationships with patients and carers in a professional courteous and sensitive manner.

SECTION 6 - COMMITMENT TO HEALTH AND SAFETY, CONFIDENTIALITY AND EQUAL OPPORTUNITES

HEALTH AND SAFETY / SECURITY

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

INFORMATION GOVERNANCE

Nottinghamshire Hospice is required to maintain compliance with the NHS Information Governance Toolkit. All staff must ensure compliance with the requirements for information management and security. Should a breach occur all staff are required to report it immediately to their Line Manager and the Data Protection Legislative Controller.

INFECTION CONTROL

Nottinghamshire Hospice has its own policy for Infection Control. All staff must keep up to date with the new policies and subsequent implementation in practice.

All staff must contact their Line Manager if they are suffering from any form of infection with may put patients and other staff at risk.

NO-SMOKING POLICY

Nottinghamshire Hospice has its own smoking policy which details the Hospice is a non-smoking organisation. The policy applies to all staff at all times.

EQUALITY, DIVERSITY & INCLUSION

Nottinghamshire Hospice is fully committed to supporting and promoting equality, diversity and inclusion best practice within our workforce, as well as with our patients and supporters. We are on a journey to be an inclusive hospice where a culture to celebrate equality, diversity and inclusion is embedded and discrimination challenged together at every level. We warmly welcome those from all backgrounds - this diversity is important for our journey and values and enriches the services we offer. We particularly welcome applicants from minoritised ethnic communities, applicants with disabilities, and male applicants, as they are currently under-represented within our workforce. Copies of the Equality and Diversity Policy are available on the Hospice's website / About Us / Governance / HR Policies and Procedures. This policy applies to all Nottinghamshire Hospice staff and relies on all staff to embed it into their day-to-day work, treat all people with respect and in line with the policy, and report any observed discrimination or mistreatment based on protected characteristics.

PERFORMANCE REVIEWS

The Hospice is committed to regular performance appraisal (including setting objectives for review annually) and agreement of personal development plans for all staff to enhance their ability to fulfil the requirements of their post.

SECTION 7 - CONFIDENTIALITY AND FREEDOM OF INFORMATION

Information relating to patients' records, diagnosis and/or treatment of patients, staff records, or information concerning contracts, tenders and other commercially sensitive matters etc. are considered to be confidential and must not be divulged without prior authority other than in accordance with the provisions of the Policy on raising concerns about Health Care Services as may be amended from time to time. All information held by Nottinghamshire Hospice is subject to the General Data Protection Regulations 2018. You will be required to observe Nottinghamshire Hospice policy on the data Protection applicable to your role, functions and wider organisation requirements. Breaches of the regulations or any aspect of confidentiality will result in disciplinary action and may result in dismissal. Managers are also required as a condition of this Contract to represent the views of the Hospice in any dealing they may have with employees, their representatives, the media, general public or other organisations in which he/she may come into contact. In addition to the above confidentiality requirements, you must also comply with all aspects of the law concerned with information handling. For this purpose, the relevant legislation is the Freedom of Information Act 2000. This Act places a legal duty on all staff to comply with the rights of the public to access information. Any altering, destroying or concealing of information held by the Hospice with the intention of preventing the legitimate disclosure of all or part of that information will result in disciplinary action, and may result in dismissal.

SECTION 8 - JOB DESCRIPTION AGREEMENT

This job description is a guide to the duties you will be expected to perform immediately on your appointment. It is not an exhaustive list, and such duties may well be altered from time to time to meet changes in the Hospice's requirements. Any such changes will be commensurate with the grade of the post and will be discussed with the post holder prior to the changes being made.