



St Ann's Hospice

*every day makes a difference*

## Working for St Ann's

**We're proud to care**  
**We're proud to work together**  
**We're proud to make a difference**



At St Ann's, there's one thing that motivates us, and that's providing excellent care and support to those living with or affected by life-limiting illnesses.

We're continuously developing our plans for delivering world-class, innovative care and to ensure St Ann's is in the best shape possible for future generations.

You'll be challenged, inspired and empowered to help us achieve our purpose and to play your part in making a difference.

**All of our team members will role model our core values...**

### *People matter*

People are at the centre of everything we do. We treat each other, and ourselves, with kindness and compassion. We value and celebrate diversity; recognising everyone as an individual.



### *Brave and bold*

We want to grow for the future, not settle. We're not afraid to do things differently, get creative, challenge ourselves and the status quo. We're ambitious in our aims, accountable for our actions and learn from our experiences and successes.



### *Lead and learn*

We're experts in what we do, and we don't stop there. We're always learning; informing and shaping the sectors we're in through education, training and research. We lead by example; sharing best practice, advancing in our fields and pioneering new approaches.



### *Together we are stronger*

Together, we're stronger and have a bigger impact than we could have alone. As a charity, we work in collaboration with supporters, partners and the communities around us. We think beyond traditional boundaries to make sure we're here for our communities for years to come.



# Job Role Profile

## Title

Complementary Therapist

## Salary

Hospice Band 5 £29,640-£35,619 pro rata  
Competency Based Framework

## Location

Cross site (Heald Green and Little Hulton)

## Responsible to

Rehabilitation Team Leader

## Core Purpose

To provide complementary therapies to patients (and their carers/families) accessing hospice services and to support the clinical work of the multidisciplinary teams.

## Job summary

The complementary therapist will be an important member of the cross-site rehabilitation team, demonstrating a professional and proactive approach to providing complementary therapies to patients with life limiting illnesses and their carers/families.

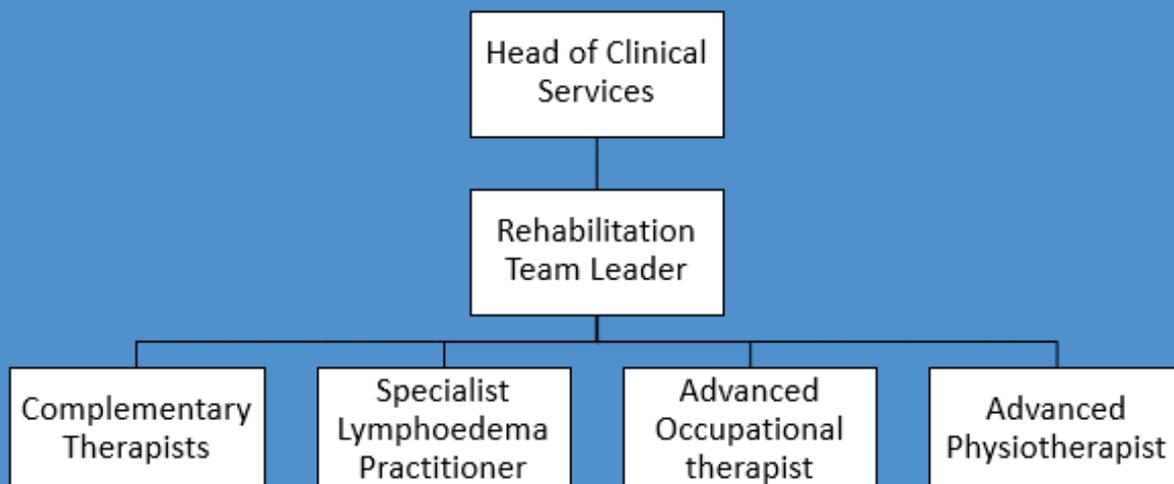
The complementary therapist will assist with delivering a service to both hospice sites and will need to be able to prioritise and work efficiently to ensure the needs of patients are met in a timely manner.

The complementary therapist will assist with the recruitment, induction and mentoring of volunteers in the service.

The complementary therapist will assist the team leader in developing services and will be a source of specialist advice for the organisation.

The complementary therapist will contribute to the hospice internal training programme as well as informally train and support staff in relation to the role of complementary therapy.

The complementary therapist will be aware of and assist with compliance with relevant standards and best practice in order to ensure that therapies are delivered safely and effectively.



## Responsibilities

The Complementary Therapist will –

- ✓ Assess patients with complex needs and provide advice, developing therapy plans and recording clinical notes accurately.
- ✓ Adapt therapies as appropriate to patient needs and be accountable for their own practice.
- ✓ Work as part of the multidisciplinary team to provide complimentary therapy advice and to ensure patients' needs are met.
- ✓ Be responsible for managing the referrals to the complementary therapy service and appropriate allocation of these in conjunction with their peers.
- ✓ Manage the complementary therapy caseload with peers, ensuring patients are seen and reviewed in a timely manner.
- ✓ Organise, deliver and evaluate training in relation to complementary therapy at the hospice.
- ✓ Provide support and mentorship to volunteer therapists to ensure the needs of patients and their carers are met safely and effectively.
- ✓ Manage safe storage and stock levels of complementary therapy resources
- ✓ Act in accordance with hospice policies and guidelines.
- ✓ Actively participate in continued professional development and the hospice performance and development review programme.

## Requirements

The Complementary Therapist will –

- ✓ Be qualified to safely and competently deliver complementary therapies used at the hospice to include the following: Reflexology, Indian Head Massage/Massage, and Aromatherapy.
- ✓ The successful candidate would be required and supported to achieve reiki training to level 2 if not already achieved within the first year of employment
- ✓ Hold qualifications as recognised by: Aromatherapy Regulation Working Group e.g. IFPA, ITEC, The Vocational Training Charitable Trust, The Reflexology Forum e.g. AOR, BRA and The British Association of Massage Therapy, Reiki-1st and 2nd degree.

The Complementary Therapist will be able to –

- ✓ Demonstrate relevant post qualification experience.
- ✓ Provide patient centred care that recognises a person's individual concerns, goals, beliefs and culture.
- ✓ Demonstrate an understanding of multi-disciplinary team working.
- ✓ Demonstrate effective oral, written communication and IT skills.
- ✓ Deliver presentations/training internally and externally to enable staff to develop their knowledge of complementary therapy.
- ✓ Work independently and as part of a team.
- ✓ Effectively manage their time and cross-site caseloads.
- ✓ Recruit, induct, and support/mentor volunteers to deliver safe and effective complementary therapies.
- ✓ Understand the effects of a range of life limiting conditions and their treatments and the implications when delivering complementary therapies.
- ✓ Demonstrate the ability to use a variety of strategies to engage in skilled, compassionate, individualised and timely therapies with patients and their carers.
- ✓ Demonstrate an understanding of the importance of complementary therapy in palliative care.
- ✓ Participate in quality improvement, audit and service improvement to ensure high clinical standards.
- ✓ Travel between the two hospice sites.
- ✓ Identify own development needs and show evidence of continued professional development.

**In addition, it would be desirable if the Complementary Therapist –**

- ✓ Has completed relevant courses applicable to palliative care.
- ✓ Is a member of a special interest group
- ✓ Is trained to the level of Reiki level 2.
- ✓ Has experience of working with patients with life limiting conditions.

Any post holder within the organisation will be expected to undertake safeguarding training appropriate to their role and adhere to safeguarding policies and procedures. All staff must work in accordance with their statutory roles and responsibilities in relation to safeguarding in accordance with the Working Together to Safeguarding Children 2023, The Care Act 2014, and Prevent Duty 2015.

# Terms and conditions for the Complementary Therapist

<b>Contract</b>	Permanent
<b>Work Pattern</b>	24 hours over four days- Monday to Friday
<b>Location</b>	Cross-site (Heald Green and Little Hulton)
<b>Free Parking</b>	Free parking at our Heald Green and little Hulton hospice sites.
<b>Holiday</b>	35 days, increasing to 37 days after 5 years' service and 41 days after 10 years' service (pro rata, inclusive of bank holidays). In addition staff are able to buy up to 1 weeks' holiday per year via salary sacrifice, pro rata.
<b>Pension</b>	Contributory Stakeholder pension in which we match up to 7% of your gross salary. Or the ability to continue with a previously held NHS pension (subject to making contribution's into the scheme in the previous 12 months).
<b>Life Cover</b>	All staff in the Scottish Widows Pension scheme (with the exception of bank staff) are provided with life cover of three times their basic salary in the event of their death whilst employed by St Ann's Hospice.
<b>Health Cash Plan</b>	We offer access to an employee paid health cash plan. That allows employees to spread the cost of health expenses including dental, optical, physiotherapy and more.
<b>Employee Assistance Programme</b>	Employees can access telephone and online counselling 24 hours a day. Face to face counselling is also available and support on issues including debt, employment law, benefits and housing.
<b>Probation</b>	Six months.
<b>Notice</b>	Four weeks.



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