

## **VOLUNTEER ROLE DESCRIPTION**

<b>Role Title</b>	Volunteer Complementary Therapist/ Holistic Therapist/ Beauty Therapist (L3)
<b>Department/Shop</b>	Patient and Family Service
<b>Location</b>	In Patient Unit (The Hospice) at Myland Hall and JT Centre
<b>Reporting To</b>	Complementary Therapy & Wellbeing Lead

### **Volunteering at St Helena**

**We ask that all volunteers are sympathetic to and be able to project the philosophy, vision and values of St Helena.**

**The benefits of being a St Helena complementary therapy volunteer include:**

- The opportunity to develop new and existing skills and gain experience in the workplace.
- The opportunity to make new friends with your peers and local communities.
- The satisfaction of knowing you are making a difference to people facing incurable illness or bereavement.
- Full support of a specified line manager within a dedicated team.
- Volunteering has been proven to help improve mental health and wellbeing and is therapeutic by keeping you active
- Regular news and updates about what's happening at St Helena, so you feel part of the team
- Gives you a sense of purpose – the feel-good factor!

### **Role summary**

The use of complementary therapies in palliative care has become an increasingly significant feature of health care and evidence shows that therapies can support the emotional, mental, spiritual and physical wellbeing of patients and their families and carers, and those facing loss and bereavement.

This role offers the unique opportunity to use your incredible skills, qualities, and knowledge to gain experience in specialised healthcare for end of life and bereavement, enabling you to build confidence and ability to provide care and wellbeing in an integrated hospice environment.

Research has shown that its use alongside conventional medicine can help enhance relaxation and well-being, and relieve stress and anxiety, as well as help with the management of specific issues such as symptom control of fatigue, breathlessness, nausea, and pain.

An enhanced adult & child DBS check is required for this role.

### **Main duties of the role**

- Provide therapies in accordance with the complementary therapy policy and procedure, as well as the code of ethics and practice..
- Assess and plan patients' treatment and documentation of given treatment and patient response.
- Report any concerns you may have about a patient's/client's health or welfare (or anything the patient may have said that is of concern) to the IPU team or CT team lead

- Be generally aware of patients' needs and always ensure the dignity of the patients.
- Maintain good infection control practices at all times
- Prepare the complementary therapy treatment areas before and after a treatment
- Adhere to the dress code requirements.
- Seek support and advice when needed.
- To adhere to the CT code of conduct and ethics
- Provide feedback, including reports of any adverse effects, to the Complementary Therapy Lead.
- To undertake any other tasks as requested/deemed appropriate with the nature of the role.
- Complete all paperwork and feedback clearly and objectively
- Adhere to relevant and current protocols for the practice of the specific therapy or therapies.
- Uphold strict confidentiality adhering to data protections regulations and maintain professional boundaries in all interactions.

All complementary therapies are characterised by treating the whole person, considering the mental, emotional and physical factors associated with the challenges they face.

Complementary therapies work with the total care given, to promote comfort and support for both patients and their families/carers. We also support those who access our bereavement services.

### **Training & supervision**

We will provide you with practice into palliative and bereavement care by extending the opportunities for you to gain valuable hands-on experience that will affirm your vocational knowledge and skills.

Other training includes:

- There will be an induction to the hospice and all volunteers must undertake mandatory training relevant to their role including health and safety training. In addition, all volunteer complementary therapists have to undergo an enhanced DBS check, undertake safeguarding, accessing personal information (medical record information) and lone working training
- To undertake an induction into the complementary therapy service, this may include shadowing another volunteer therapist, as appropriate.
- To attend meetings/supervision and training in palliative needs.

### **Experience & qualifications required**

- You will need to be qualified and hold the appropriate certifications in the relevant practice:
  - L3+ Aromatherapy
  - L3+ Massage therapy
  - L3+ Reflexology
  - L3+ Holistic therapy
  - L2/L3+ Beauty therapy (with facial and massage/aromatherapy units)
  - Qualified in the HEARTS PROCESS
  - Degree2/3+ Reiki plus one of the above qualifications (not a stand alone Reiki qualification)
  - L4+ Shiatsu
- Relevant professional qualifications essential from an accredited awarding body, such as C&G, VTCT, ITEC - which meets recognised UK Occupational Standards.

- Membership of a recognised Complementary Therapy Regulatory Body, e.g. CNHC, FHT, AOR or other voluntary recognised association or organisation, and hold up to date professional insurance, or be prepared to join prior to volunteering
- You must have current work experience and up to date skills which meet relevant competencies, e.g. CPD records and skills development

### **Personal attributes**

- Ability to work independently, and show flexibility by learning the ‘think on your feet’ and not to proceed if unsure and seek clarification
- Have the ability to keep the patient/client central to the treatment plan and make the required adjustments accordingly
- Be compassionate and empathetic, demonstrating sensitivity to patient/ client physical, emotional, mental and spiritual needs and wellbeing
- Ability to use initiative and be innovative
- Respectful of other’s differences and choices
- Reliable, organised honest and punctual
- Maintain confidentiality and GDPR at all times
- Be emotionally resilient to work in this type of care setting
- Recognise own boundaries in the therapeutic relationship and limitations of the role and seek support when needed