**Volunteer Role Description**

**Role:** Complementary Therapist

**Volunteering location:** Based at Saint Michael’s Hospice and/or The Lambert, role involves working in the community and in patient homes

**Line Manager:** Therapy Services Manager

*Through volunteering your time at North Yorkshire Hospice Care (NHYC) you are supporting those in our community who are experiencing terminal illness or bereavement. Volunteers are integral to the work of North Yorkshire Hospice Care and we would love to welcome you to our team.*

*It is essential that volunteers adhere to the role description, undertake appropriate tasks only for which they have been trained and are clear about the boundaries of this role. If volunteers are unsure about any task they have been asked to carry out, they should contact their line manager for advice. This is to ensure the safety and well-being of both clients and volunteers.*

**Role Purpose**

As a volunteer Complementary Therapist with Saint Michael’s Hospice and Herriot Hospice Homecare you will be expected to deliver complementary therapy to patients and their main carer, in Saint Michael’s Hospice (Harrogate) and/or ‘The Lambert’ (Thirsk) in-patient unit and out-patient services, and/or in patient’s homes across Harrogate rural district and Herriot Hospice Homecare district. This may be as a one off or short course of treatments.

Complementary Therapies offered across the service will be:

* Aromatherapy
* Massage
* Reflexology
* Reiki
* Hypnotherapy

Volunteer Complementary Therapists working on behalf of Saint Michael’s Hospice and Herriot Hospice Homecare will be restricted to delivering only the above therapies and only if they meet the requirements of training and registration for each therapy they offer, see below.

**Key Tasks**

1. To deliver Complementary Therapy, under guidance and supervision of Saint Michael’s Hospice and Herriot Hospice Homecare, to patients and carers in the In-patient unit and for out-patients at Saint Michael’s Hospice, Harrogate and The Lambert, Thirsk, and in patient’s homes.
2. This involves delivering high quality, personalised holistic treatment programmes in accordance with the policies and procedures of NYHC
3. To promote and support patient’s rights by promoting individual choice, respecting beliefs and ensuring privacy and dignity at all times.
4. To complete volunteer mandatory training as required by NYHC.
5. To ensure that written patient records are accurate and documented contemporaneously and agreed statistical activity data and outcomes are recorded in accordance with professional and departmental standards and NYHC policies.
6. To work with the Therapy Services Manager and Hospice Services Team in ensuring an efficient system for the organisation and management of waiting lists for patients.
7. To maintain a safe, healthy environment for patients, visitors, staff and volunteers.
8. To attend Therapy Service meetings as required.
9. To embed and prioritise the values of the organisation.
10. To carry out all duties in accordance with the law, the Hospice philosophy, and the Hospice policy on equality of opportunity and diversity and collective responsibility.

**Key skills / attributes required**

* Recognised accredited qualification for each therapy offered at:
	+ Level 3 for Aromatherapy, Massage and Reflexology, including anatomy physiology and pathology
	+ Reiki Master Level qualification
	+ Hypnotherapy Level 3
* Registered with a relevant professional body for each therapy offered (registration with CNHC is desirable)
* Evidence of full insurance for each therapy offered
* Relevant experience of working with seriously ill patients
* Demonstrable ability to manage own caseload
* Able to communicate effectively with patients and others in challenging situations which may include dealing with:
	+ Patients with complex needs or communication difficulties.
	+ Patients from different cultural/ethnic backgrounds where English is not the primary language.
	+ Conveyance of sensitive patient information, such as; discussing limitations associated with diagnosis/procedures/prognosis
* Ability to monitor, review and modify treatment where appropriate.
* Excellent planning, prioritisation and organisational skills
* Possesses an empathetic, client-centred approach that focuses on the strengths and the needs of the patient/client, with confidence in handling sensitive information regarding the patient’s health or social situation.

**Volunteering Boundaries**

The following boundaries apply to all roles at North Yorkshire Hospice Care and are designed to protect the privacy and wellbeing of patients, service users and volunteers.

**Do:**

* Respect the patient, client or service users as an individual;
* Be prepared to listen to service users and visitors and let them talk;
* Maintain patient, staff and other volunteers’ confidentiality at all times both inside and outside the hospice;
* Let your Line Manager know if you cannot attend your volunteering slot;
* Keep to set days and times unless pre-agreed with your Line Manager;
* Be helpful and sensitive.
* Respond flexibly to the changing needs of the patients, clients and the service;
* Inform your Line Manager of any concerns or incidents such as unusual behaviours or deteriorating health;
* Inform your Line Manager straight away if you are presented with a gift from a patient, service user or family member;
* Maintain a high standard of personal hygiene and awareness of strict infection control procedures;
* Accept that the ultimate responsibility for NYHC affairs rests with the Board of Trustees and paid staff.
* Adhere to the Lone-Working policy must be adhered to at all times when working alone.

**Don’t**

* Accept gifts from patients, clients, service users or family members as per the organisations gift policy.
* Administer medication or give medical advice;
* Undertake any form of personal care e.g. toileting, washing, dressing, assisting any patient or client with moving and handling;
* Lift or move heavy objects;
* Become involved in family disputes or personal affairs;
* Enforce your own religious or political opinions on a person;
* Give your personal contact details to the patient, client, service user or family members. Any requests for your contact details should be shared with your Line Manager;
* Endorse any products, hospitals, organisations, services or health professionals;
* Undertake any duties that have not been previously agreed.

Volunteers may use their own vehicles for where appropriate – after notifying their insurance provider and providing a copy of their driving licence.

Please see the Volunteer Handbook for more information regarding volunteering including support, training and expenses.