

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Complementary Therapist</b>
<b>Team/Directorate:</b>	<b>Family Support Services</b>
<b>Salary range/pay band:</b>	<b>£30,191 - £39,568</b>
<b>Reports to:</b>	<b>Head of Family Support Service</b>
<b>Direct reports:</b>	<b>Volunteer Complementary Therapists</b>
<b>Hours:</b>	<b>37.5 (this post could be agreed as 30 hours)</b>

### Part 1: Job Profile

#### a) Main purpose of job

The post holder will provide high quality, evidence based Complementary Therapy to life-limited children and families using Shooting Star Children's Hospices (SSCH). The person holding this role is responsible for maintaining and developing the Complementary Therapy service, in order that we continually review and improve the support offered to families.

#### b) Work relationships

The post holder is part of the Family Support Team and will work collaboratively with the other multi-disciplinary members of this team (therapists, counsellors, social workers and family support workers), our symptom nursing team, in-house team, community nursing team, care administrators and fundraisers.

The post holder will work in partnership with external professionals involved in the care of children and families.

The individual in this role will work in partnership with external professionals involved in the care of children and families. Contact within external professional networks will enhance individual knowledge and skills, as well as broadening understanding of families accessing children's hospices (and appropriate services).

#### c) Decision making authority

The post holder will be required to make decisions as to the quality and appropriateness of therapeutic treatments, oils and other products and equipment used in practice and within an agreed budget.

The post holder will lead on therapeutic groups/events for children and families (typically those that have a Complementary Therapy focus).

#### d) Scope of job

As part of our Family Support Service, complementary therapy treatments are offered to life-limited children, their siblings, their parents and on occasion their grandparents. Treatments are also offered to bereaved siblings, bereaved parents, and bereaved grandparents.

Complementary therapy treatments are predominantly provided individually, but referrals may include supporting a parent in delivering massage or leading a group session for care staff and children. The postholder will be involved in events focused on wellbeing such as Pamper Days and other family support events provided by the team.

Qualified complementary therapist volunteers and bank complementary therapists help to deliver treatments to children and families. The postholder is responsible for the support and supervision of these individuals.

As a member of the Family Support Team, the post holder is asked to assess each family holistically and to help engage other professionals internally and externally who may be able to offer specialist support. Within the team, the post holder contributes to the continual multi-disciplinary assessment of families' needs, as well as the provision of support, signposting, information sharing, developing resources and events for children and families, and the ongoing development of the family support service.

This care and support will predominantly be provided at Christopher's in Guildford and Shooting Star House in Hampton. Consultations and risk assessments of children and families may take place virtually or in-person. Some travel to family homes and hospitals will be required. Hospice Care is provided 24 hours a day, 365 days a year, therefore the post holder may be required to work occasional Saturdays or Sundays.

## **Part 2: Main duties and key responsibilities**

- To maintain and co-ordinate the Complementary Therapy Service for SSCH.
- To triage and risk assess referrals, prioritising these appropriately according to risk and informing families of the wider services that may be relevant.
- Assess, plan and provide individual complementary therapy treatment programmes through consultation with the child if appropriate, members of the family and the multi-professional team both internally and externally.
- Careful consideration of appropriate aims for complementary therapy programs, with continual review of outcomes.
- Support and guide parents in massaging babies and children.
- Plan and deliver complementary therapy groups for children and care staff, or for groups of families.
- Demonstrate safe clinical practice in relation to the applied therapy (e.g. Aromatherapy and Massage, Reflexology and Indian Head Massage).
- Safe assessment, design and use of Aroma sticks with children and family members.
- Maintain awareness of current developments in complementary therapies and their implications for practice. To contribute to the development of evidence-based practice and be involved in research where appropriate.
- Work as part of the multi professional team providing evidence-based care for children and family members.
- Engage in learning about the wider care of life limited children and bereaved families, in order to contribute to the work of the Family Support Team.
- To initiate and participate in effective communication with the other teams within care. To ensure the wider team is informed of any relevant changes in the family or child's needs or circumstances.

- Be a source of complementary therapy knowledge and expertise for families and colleagues.
- Share professional expertise with colleagues and families, providing support and training to enhance the skills and knowledge of others.
- Work with the Head of Volunteering in the effective recruitment of qualified volunteer Complementary Therapists.
- Ensure the ongoing monitoring, supervision and support of bank and volunteer complementary therapists, including oversight of therapists' insurance and registration.
- Hold responsibility for own caseload and oversee those of volunteer and bank complementary therapists.
- Effectively manage own time and prioritise workload, providing a flexibility in the service delivery that is responsive to families' individual and changing needs.
- Ensure all documentation is maintained in accordance with SSCH policies, guidelines and standards.
- To ensure the respect, dignity and rights to privacy of children and their families as far as possible, whilst following safeguarding guidelines.
- Effectively manage the budget and maintenance of equipment used for complementary therapies.
- Collate data/evidence regarding complementary therapies to produce regular and ad hoc reports as requested.
- Engage in the development and implication of audits and policies relevant to the Family Support Service.
- Contribute to the on-going development of the Family Support service provided by SSCH through the development of evidence-based practice and research where appropriate.
- Maintain professional membership and registration of the relevant professional body relating to the Complementary Therapy practiced.
- Take responsibility for your own on-going education and professional development, to facilitate lifelong learning which complies with the professional educational requirements of your accreditation, and your identified personal objectives.
- To carry out any other duties that are deemed appropriate by your line manager and are within the scope and purpose of the role.

#### **a) Other duties**

- The post holder must be able and willing to get to Christopher's in Guildford and Shooting Star House in Hampton.
- The post holder will need to travel extensively throughout their area and less frequently in other parts of Surrey/West London
- The post holder will be required to apply for a Disclosure and Barring Service check

#### **b) Mandatory Criteria**

##### **1. Other duties** *(to be included in all JDs)*

The post holder will be working in a developing environment and they will therefore be expected

to undertake other appropriate duties as required for the effective operation of Shooting Star Children's Hospices.

## 2. Professional Codes of Conduct

The post holder will be required to respect professional codes of conduct and practice relevant to their role, as appropriate

## 3. Health and Safety

Be responsible for health and safety in the area under their control and ensure that they are familiar with Shooting Star Children's Hospices policy on health and safety at work.

## 4. Mandatory Training

**The post holder will attend all mandatory training relevant to their role**

## 5. Our values and behaviours

Shooting Star Children's Hospices is a leading children's hospice charity for babies, children and young people with life –limiting conditions, and their families. We require that all of our staff share our common values and display behaviors that will enable us to achieve our goals.

**Professionalism** – *we will safeguard our families, each other and our organisation by working to ethical and professional standards at all times.*

**Respect** – *We will treat each other with the utmost respect.*

**Integrity** – *We will be open, honest and transparent in all that we do.*

**Diversity** – *We will respect individuality and ensure inclusion and fairness to all.*

**Excellence** – *We will strive for excellence in all that we do.*



## Part 3: Person specification: Qualifications, experience and skill levels

### a) Qualifications

Recognised Complementary Therapy qualification.

Qualified in at least two complementary therapies, one of which being Aromatherapy.

### b) Experience

## Essential

- A minimum of two years post qualification experience as a Complementary Therapist.
- Registered with the Complementary and National Healthcare Council.
- Experience of working in a healthcare/hospice/palliative care environment.
- Experience of working with children, including those with disabilities.
- Experience of using client databases.
- Intermediate IT skills using MS Word, Excel and Outlook.
- Car owner/driver with full UK driver's licence, with appropriate personal and business use insurance.

## Desirable

- Experience of working with children, young people and their families affected by life-limiting illness in a palliative care environment.
- Experience of working with and supervising volunteers.
- Experience of working within a multi-disciplinary health team.
- Proven experience of collaborative work alongside another healthcare professional.
- Experience of conducting assessments/consultations on a virtual platform.
- Experience of facilitating therapeutic groups/events such as pamper days.
- Previous experience of teaching complementary therapy techniques to family members and staff (where appropriate).
- Experience of teaching and/or delivering Story Massage.

## c) Knowledge and Skills

- Ability to risk-assess referrals and make primary assessments of children with life-limiting conditions and their family members.
- Awareness of safe practice/delivery of complementary therapy treatments, considering existing medical conditions.
- Child-friendly, sensitive approach that enables a child to experience touch positively (often for children who have undergone or are undergoing invasive medical interventions).
- Understanding of the needs of families experiencing child bereavement.
- Ability to identify where psychological interventions may be required for a family and refer internally/externally as appropriate.
- Ability to be responsive to urgent referrals, drawing on specialist knowledge to provide immediate treatments or advice.
- Knowledge of relevant local and national services that support children with life-limiting conditions and their families.
- Ongoing evaluation of a complementary therapy program, to continually assess effect and benefit for a child/family member.
- Formal/evidence-based evaluation of completed complementary therapy programs.
- Awareness of relevant research concerning complementary therapies and research concerning children's palliative care, in order to ensure quality of care.
- Excellent communication skills.
- Ability to work with issues of equality and diversity within client and organisational contexts.

## d) General attributes

- Works well in a team and on own initiative.
- Able to build good relationships with others (including staff, volunteers, children and families known to SSCH).
- Organised, methodical and able to multi-task.
- Flexible and willing to undertake varied responsibilities as part of a team.
- A good health record.
- Evidence of non-discriminatory non-judgemental practice.
- Ability to recognise and manage one's own stress/wellbeing.

This job description reflects the post holder's duties and activities required to fulfil the role.

Job Holder's  
signature

Date:

Print Name:

Line Manager's  
signature

Date:

Print Name: