

VACANCY (MONDAYS 10 – 1pm)

HEART OF KENT HOSPICE

ROLE DESCRIPTION

Role Title:	Volunteer (Qualified) Complementary Therapist
Responsible to:	Hub Social Worker or Lead Nurse Inpatient Unit (IPU)
Department(s):	Family Support Team or IPU
Location:	Magnolia Place or IPU, Hospice, Aylesford, Maidstone ME20 7PU
Responsible for:	Providing complementary therapies to Hospice patients and carers, contributing towards holistic person-centred care, ensuring treatments are delivered in a highly professional manner being mindful of the individuals health issues, contributing to the work of a multi-disciplinary professional team ensuring that an efficient, effective and comprehensive palliative care service is provided by the Hospice, colleagues and volunteers.

1. Main duties:

- 1.1. Provide various therapies (as agreed by the line manager) to Hospice users, within the boundaries of your qualifications whilst always working ethically.
- 1.2. In conjunction with the line manager, plan your treatment provision each day.
- 1.3. Undertake written assessments with clients and provide details of the treatment you have administered keeping accurate records for patient/carer files & monitoring purposes.
- 1.4. Immediately report any concerns for a client (at any point in the treatment) to the line manager or specialist nurse.
- 1.5. Always maintain professional boundaries and client confidentiality with no continuation of a relationship outside that provided within the Hospice (this includes giving out any of your personal information/contact details).
- 1.6. If you have connections with a service user, inform the line manager immediately to enable an assessment of the impact this may have for both you and the service user.

Heart of Kent Hospice, Preston Hall, Aylesford, Kent, ME20 7PU

 enquiries@hokh.co.uk  General 01622 792200  Fundraising 01622 790195  hokh.org

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- 1.7. Within the bounds of confidentiality, understand when you should pass on information to the line manager or specialist nurse reporting any safeguarding or medical concerns immediately (training will be provided).
- 1.8. Maintain clean and safe working areas to minimise health, safety and security risks to self and others.
- 1.9. Inform the line manager of any low stock levels of consumables to allow replenishment in a timely fashion.
- 1.10. The role does not require you to undertake any nursing duties, counselling or lifting.

2. Person Specification

2.1. Essential skills:

- 2.1.1. Qualified in any treatment that is carried out for hospice patients and carers – certificated evidence will be required.
- 2.1.2. Hold current professional indemnity insurance for any treatment that is carried out for hospice users – certificated evidence will be required.
- 2.1.3. Be understanding and empathetic to the impact of living with life limiting illness.
- 2.1.4. Ability to demonstrate first class patient/family related care skills, including a courteous manner, keen to provide a service to patients, families and carers, with a helpful and friendly approach.
- 2.1.5. Excellent communication and interpersonal skills, the ability to engage with a wide variety of people and to develop relationships appropriate to this role.
- 2.1.6. An inclusive and respectful approach in keeping with the Hospice's policy and cultural framework on diversity.
- 2.1.7. A flexible and adaptable mindset, prepared to support the service where needed.
- 2.1.8. Enjoy being a part of a team, receiving and providing support to each other, able to work within a team dynamic.
- 2.1.9. Ability to positively promote the ethos of the Hospice and the work it does in the community.
- 2.1.10. A highly professional, ethical and empathetic individual who knows the boundaries within which to operate.
- 2.1.11. Highly adaptable and flexible in your approach being comfortable working as a member of the team.
- 2.1.12. Be able to build good relationships with our clients, demonstrating good listening, communication and interpersonal skills.

2.2. Desirable skills:

- 2.2.1. Previous voluntary sector experience.
- 2.2.2. Previous experience in a Hospice environment
- 2.2.3. Training in a related topic e.g. social care, health care, pastoral care, counselling etc

3. Communication:

- 3.1. A good communicator/listener, with an empathetic and caring manner
- 3.2. Develop good working relationships and communications with colleagues and volunteers.

4. Training and development:

- 4.1. Attend all appropriate statutory and mandatory training, and undertake training and development as identified through individual supportive discussions with the Hub Lead

5. Health and safety:

- 5.1. Take reasonable care of the health and safety of yourself and others that may be affected by what you do while carrying out the role, and to co-operate in the implementation of the Hospice's Health, Safety and Environmental Policy.
- 5.2. Uniform and PPE will be provided. You will be responsible for the laundering of uniform.

6. General:

- 6.1. Be aware of and comply with all Hospice and Statutory Policies and Procedures as appropriate.
- 6.2. To work as a member of the Hospice team, to foster the team's caring mission and to have commitment to the cause of helping patients and their families/carers.
- 6.3. At all times to behave and dress in a manner befitting the role and the professional dignity of the Hospice and ensure that the Hospice is positively represented to the public and other stakeholders. To demonstrate the Hospice's cultural framework and values.
- 6.4. To maintain an appropriate standard of confidentiality. Any disclosure of confidential information (including personal information kept on computer or other media) made unlawfully outside the proper course of duty will be treated as a serious disciplinary offence.

6.5. An Enhanced DBS with Adult Barred List Check will be required for this role, the Hospice will facilitate this.

7. Values and Code of Conduct:

7.1 Adheres to Code of Conduct

7.2 Adheres to Hospice Values and Behaviours

- Shows compassion
- Exhibits integrity
- Shows respect for others
- Teamwork
- Exhibits Hospice Culture Behaviours (I Care, I Learn, I Own, I Improve)

To apply for this volunteer position please email recruitment@hokh.co.uk with your CV and cover letter. Or call the hospice to discuss the role on 01622 792200 ext 261

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