



**Bicton Heath, Shrewsbury, SY3 8HS**

**Re : Complementary Therapist**

Please find attached the following documents:-

- 1. Job Description**
- 2. Person Specification**
- 3. Information to Candidates**
- 4. Equal Opportunities Monitoring Form**

Having read the enclosed information, your completed application form should be returned to me at [HR@severnhospice.org.uk](mailto:HR@severnhospice.org.uk) or the address above, to arrive no later than **26<sup>th</sup> August, Interviews to be held 8<sup>th</sup> September 2022.**

We will respond to all unsuccessful applications within 4 weeks of the closing date via email (if you have provided an e-mail address on your application form).

Thank you for the interest you have shown in this post.

Yours sincerely

**Sarah Lloyd**  
**HR Assistant**

## Severn Hospice – Complementary Therapist

### INFORMATION TO CANDIDATES - SUMMARY OF MAIN TERMS AND CONDITIONS OF EMPLOYMENT

The following information is intended as a useful guide to applicants considering joining the Hospice. Full details are supplied with an offer of appointment.

#### 1. MEDICAL

As part of the Hospice's selection procedure for employment, we ask all prospective employees to complete a pre-employment medical questionnaire. The purpose is to fulfil our responsibilities under the Health and Safety at Work Act 1974 and to ensure that the proposed employment does not present any particular risks from a medical point of view.

No formal offer of appointment will be made until the Hospice, through its Occupational Health Service Provider, is satisfied about your medical fitness to undertake the job. Further details about this will be sent to any prospective employee following interview.

#### 2. REFERENCES

No formal offer of employment will be made until we have received satisfactory references.

#### 3. PROBATIONARY PERIOD

Your appointment will initially be for a probationary period of up to 6 months during which time your progress will be regularly assessed. Your line manager will work closely with you in order to help and support you as necessary throughout your probationary period. The Hospice reserves the right to extend the probationary period for any reason should this be deemed necessary eg. to provide additional training.

Your appointment will be confirmed in writing following the satisfactory completion of your probationary period. Your employment may be terminated at any time during the probationary period with appropriate notice. However, prior to this decision being made, every effort will be made to ensure that you reach the required standards.

#### 4. SALARY

The salary for this post is **£25,523- £31,194 per annum FTE equivalent** depending on experience. Salaries are paid monthly by credit transfer to a bank or building society account.

#### 5. HOURS OF WORK

You will be contracted to work various 13 hours per week over two days.

#### 6. HOLIDAY

Holiday entitlement is 7 weeks per annum including bank holidays. Increasing to 7.4 weeks after 5 years' service and 8.2 weeks after 10 years' service.

#### 7. PENSION

The Hospice is able to offer ex NHS staff continuity of membership\* into the NHS Superannuation Scheme. Please note, as a direction employer, the Hospice is not able to provide access to the NHS (Compensation for Premature Retirement) Regulations or the NHS (Injury Benefits) Regulations. All other NHS Superannuation scheme benefits are applicable.

(\*Provided there is not a gap of more than twelve months between your last contribution to the scheme and applying to re-join it from the Hospice).

**Severn Hospice**  
**Equality and Diversity Statement**

**Severn Hospice (the Hospice) is committed to the equal treatment of all employees and job applicants and requires all staff, whatever their grade or authority, to abide by this general principle. The Hospice is committed to all employees being able to achieve their full potential in an environment characterised by dignity and mutual respect.**

No individual shall be treated less favourably than another on grounds of gender, age, religion or belief, marital status, race, nationality, ethnic or national origin, sexual orientation, disability, social background, trade union membership, criminal record, carer responsibilities or employment status. The policy of equality of opportunity extends to all services we provide.

Severn Hospice aims to promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a diverse range of candidates including those with criminal records. We comply fully with the DBS Code of Practice and undertake to treat all applicants fairly. We undertake not to discriminate unfairly against any subject of a DBS Check on the basis of a conviction or other information revealed. Candidates are selected for interview based on their skills, qualifications and experience.

A DBS Check is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a DBS Check is required, all application packs will contain a statement that a Check will be requested in the event of the individual being offered the post.

Details of criminal records must be sent under separate, confidential cover with your application form. We guarantee that this information will only be seen by those who need to see it as part of the recruitment process.

All those involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. At interview, an open and measured discussion will take place on the subject of any offences or other matter that might be relevant to the position.

Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. Having an “unspent” conviction will not necessarily bar you from employment. This will depend on the nature of the position and the circumstances and background of your offences. However, any “unspent” convictions, which are not declared and subsequently revealed, may result in dismissal.

Under the Rehabilitation of Offenders Act 1974, a conviction will become “spent” (i.e. treated as if it had not occurred) where the individual has not, after a specified period of time, committed another serious offence.

Rehabilitation periods vary depending on the type and length of conviction originally incurred.

Severn Hospice has a legal obligation to protect vulnerable client groups from people who have committed serious offences, and as such meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. All applicants who are offered employment in a post that falls into this category will be subject to a Disclosure Barring Service Check, before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions, including “spent” convictions and where the post is subject to an Enhanced Check, other relevant non-conviction information, such as police enquiries and pending prosecutions will be included.

Severn Hospice is committed to compliance with the Disclosure Barring Service’s Code of Practice for Registered Persons and other recipients of DBS information.

*A copy of the Hospice’s Equality and Diversity policy is available upon request.*

## **EQUALITY AND DIVERSITY MONITORING FORM**

Severn Hospice wants to meet the aims and commitments set out in its Equality and Diversity Policy. To assist the Hospice in meeting this aim, we need to monitor the equality and diversity profile of the workforce. We also need to ensure that we fully comply with the Equality Act 2010. The Act sets out 9 'protected characteristics' – age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

This form is voluntary and will not be used as part of the selection process nor will it be seen by anybody who is interviewing you. The information collected is only used for monitoring purposes in an anonymised format to assist the organisation in analysing the profile and make up of individuals who apply, are shortlisted and appointed to each vacancy. Should you not wish to complete this form your application will not be prejudiced in any way.

**Please can you complete the form and mark the box with an 'x', where applicable. Please place in a sealed envelope separate to our application form.**

<b>First Name:</b>		<b>Surname:</b>	
<b>Date of Birth:</b>		<b>Position applied for:</b>	

Are you married or in a civil partnership?

<b>Yes</b>		<b>No</b>		<b>Prefer not to say</b>	
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### ETHNICITY

<b>White</b>	<b>British</b>	
	<b>Irish</b>	
	<b>Gypsy or Irish Traveller</b>	
	<b>Any other White background (please specify)</b>	
<b>Mixed/ Multiple Ethnic Groups</b>	<b>White and Black Caribbean</b>	
	<b>White and Black African</b>	
	<b>White and Asian</b>	
	<b>Any other Mixed/multiple ethnic background (please specify)</b>	
<b>Asian or Asian British</b>	<b>Indian</b>	
	<b>Pakistani</b>	
	<b>Bangladeshi</b>	
	<b>Chinese</b>	
	<b>Any other Asian background (please specify)</b>	
<b>Black/African/Caribbean/Black British</b>	<b>African</b>	
	<b>Caribbean</b>	
	<b>Any other Black background (please specify)</b>	
<b>Other Ethnic Groups</b>	<b>Arab</b>	
	<b>Japanese</b>	
	<b>Any other ethnic group (please specify)</b>	
<b>Prefer not to say</b>		

## AGE

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Under 16		35-39		55-59	
16-24		40-44		60-64	
25-29		45-49		65+	
30-34		50-54		Prefer not to	

## RELIGION AND BELIEF

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Buddhist		Jewish	
Christian		Sikh	
Hindu		No religion or belief	
Muslim		Prefer not to say	

## GENDER

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Male		Female		Transgender	
				Prefer not to say	

## SEXUAL ORIENTATION

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Heterosexual		Lesbian		Gay		Bisexual	
Prefer not to say							

## DISABILITY

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A disabled person is defined in the Equality Act 2010 as someone with a physical or mental impairment that has a substantial and long-term impact on their ability to carry out day to day activities. Examples are: mobility, manual dexterity, speech, hearing, seeing and memory.

The definition also covers HIV, Multiple Sclerosis and Cancer from the time of diagnosis, and progressive conditions from the point at which they have an impact on day to day activities.

The Hospice will consider making such adjustments as are reasonable in compliance with the Equality Act 2010.

Having read this do you consider yourself to be covered by the definition?

Physical Impairment	Yes		No		Prefer not to say	
Mental Impairment	Yes		No		Prefer not to say	

## DECLARATION

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The information you provide on this form will be used in anonymised form for the Hospice to internally record and monitor its progress against a number of indicators of workforce equality.

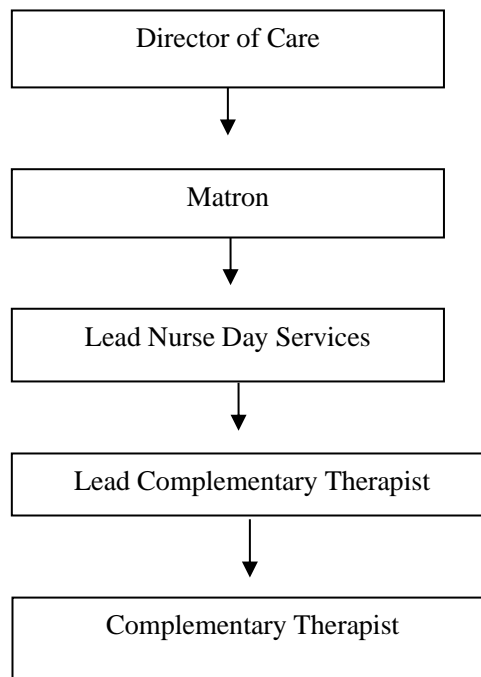
I agree to the use of my personal information as explained above

Signature:	Date:
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**Job Description**

<b>Post Title:</b>	Complementary Therapist
<b>Managerially accountable to:</b>	Lead Complementary Therapist
<b>Purpose of the post:</b>	Overall aim of the post:  To provide complementary therapies to patients with the aim of improving their quality of life

**Organisation Position**



**Main Responsibilities**

**Clinical and Professional**

1. Ensure that patients are holistically assessed for complementary therapy treatment, and that interventions are evaluated.
2. Offer complementary therapies to patients within all areas of the Hospice as appropriate and in accordance with Hospice Complementary Therapy Policy & Operating Procedures

3. Ensure that accurate and timely notes are made in line with set standards following each treatment provided in order to communicate information concerning patient care
4. Working alongside nursing staff, prioritise workload so that patient needs are met.
5. Work with patients holistically, taking into consideration the needs of their family / carers, where appropriate involving them in patient care by demonstrating techniques
6. Ensure that complementary therapy treatments are reviewed where appropriate in order for them to be evidence-based and so that this information can help further develop the service and treatments provided
7. Liaise with the multi-disciplinary team regarding patients
8. Participate in staff support days at regular intervals throughout the year as required
9. Regularly discuss progress and training needs through the process of appraisal and clinical supervision
10. Identify and progress use of therapies to improve quality of life for patients (eg on-going projects such as insomnia)
11. Strive to improve quality of service by identifying shortfalls in the service and reporting ideas / evidence to Lead Complementary Therapist

### **Communication and Relationships**

1. To report changes in patient progress effectively, both verbally and in written form. Ensure that accurate, legible and holistic nursing records according to NMC guidelines and unit guidance are maintained.
2. Where appropriate interpret and present clinical information to patients and their relatives, demonstrating highest levels of interpersonal and communication skills ensure that patients and their carers have sufficient relevant verbal and written information during the patient's stay.
3. To demonstrate sensitivity in dealing with complex and confidential information from patients, families and colleagues, giving advice and support when necessary. Respond appropriately to the information given.
4. Actively contribute towards relevant organisational meetings.
5. Maintain collaborative working relationships and effective communications between all members of the multidisciplinary team ensuring a high standard of co-ordinated patient care.

### **Education, Professional Development and Training**

1. To take every reasonable opportunity for maintaining, developing and acquiring competencies and skills for self development.
2. Support and advise other members of staff on complementary therapies

3. Be aware of current developments within complementary therapy and its place within palliative care
4. When necessary, to provide support and mentorship for other complementary therapists working at Severn Hospice, especially to new members of the team

### **Research and Audit**

1. Together with the Lead Complementary Therapist participate in ongoing research / audit and projects.
2. To promote and disseminate relevant research findings to support clinical practice and education within the department.
3. To participate in developing systems for assessing the users views on the quality of services provided and for involving patients relatives and their representatives in the planning and development of services.

### **Use of information**

1. Maintain and update Hospice information systems to support patient care.
2. To be conversant in the use of electronic communication systems, personal computer systems, normal office equipment and Hospice databases.

### **Health and Safety**

1. Safely and competently use relevant equipment, ensuring that equipment is cleaned, stored and maintained correctly and that any faults/ defects are reported appropriately.
2. To contribute to the implementation of a Health and Safety management monitoring structure and as far as is reasonably practical within the designated area of responsibility maintain a safe environment for patients, staff and relatives.
3. At all times, work in a safe and responsible manner by demonstrating a knowledge and understanding of all Health and Safety policies and the implementation of safety measures including:-
  - Fire regulations
  - COSHH Regulations
  - Moving and Handling
4. The postholder will be fully conversant in the Hospice Infection Control policies and ensure that infection control policies; protocols and procedures are adhered to.
5. Although the Hospice has a 'Zero Tolerance' position in relation to violence and aggression the post holder may on occasions be exposed to verbal / physical abuse and should be fully conversant with the Hospice Policy for dealing with these situations.

### **Clinical Governance and Risk Management**



1. To ensure compliance with the programme of risk assessment and action planning in relation to health and safety, clinical risk and other agreed areas of risk management in line with corporate and national frameworks and strategies.
2. To have an awareness and support the Lead Complementary Therapist in the handling of complaints relating to the service area.
3. Ensure that clinical incident are reported appropriately in accordance with Hospice policy.

### **Decisions. Judgement and freedom to act**

1. To work with the Lead Complementary Therapist in ensuring that a high standard of services are delivered.
2. To work independently to ensure delivery of quality services within area of responsibility. Works within polices, protocols and professional standards. Seek further advice and support from the Lead Complementary Therapist for actions that affect areas outside their area of responsibility.
3. To be accountable for decisions affecting their sphere of responsibility. Liaise with Lead Complementary Therapist on issues that have wider service implications across the organisation

### **Professional Conduct**

- To ensure adherence at all times to uniform and appearance policy.
- To conduct oneself in a manner perceived by others as constructive. Ensure that any issues with other staff members are addressed at an appropriate level.
- To adhere to all local, national guidelines ensuring that local incidents, complaints and issues are dealt with in accordance with Hospice policy.
- To report appropriately any observed lapses in professional conduct to the Lead Complementary Therapist in line with local and NMC guidelines.

### **General**

1. To have an understanding of the role of other professionals involved in the patient's care and provide support to them.
2. To work collaboratively alongside volunteers on a day-to-day basis. To give support, guidance and instruction to the volunteer team member(s) as and when required
3. To give practical support to relatives/carers/visitors.
4. At all times to act as ambassador for Severn Hospice to patients, relatives, to colleagues and members of the public.
5. To support the process of audit in an active way. Attending meetings and making a contribution.
6. To comply with Health and Safety policy and fire regulations and to report accidents/incidents/potential risks immediately to a Senior Nurse.
7. To abide by security procedures relating to staff, patients, visitors and their property.

8. Promote and incorporate equality and diversity in all aspects of the team's operations and in the public domain

The above job description is a summary of the main responsibilities of the postholder, and not an exhaustive list of duties to be undertaken. The duties may be redefined in accordance with the demands of the service. Any redefinition will be subject to discussion between yourself and your manager and be within your level of competence.

### **Supplementary Information and Requirements**

All new Hospice employees are on a 6 month probationary period.

A DBS Disclosure will be requested in the event of an individual being offered the post.

### ***Health and Safety***

In accordance with the Hospice's Health & Safety Policy all employed persons while at work are required by Section 7 of the Health & Safety at Work Act to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.

### ***Appraisal***

All employees are required to participate in the Hospice's appraisal process (permanent contracts only).

*Last updated August 2018 (SW GT)*

**Person Specification: Complementary Therapist**

	<b>Essential</b>	<b>Desirable</b>
<p><b>Qualifications / Training</b> Level of education necessary</p> <p>Professional and post basic qualifications</p> <p>Specialised training required for post</p>	<p>Diploma in relevant Therapy</p> <p>Registered with relevant professional body</p>	<p>Evidence of higher education</p> <p>Other health related qualification</p>
<p><b>Experience</b></p> <p>Length, type and level of post related work experience required (additional or alternative to qualifications above)</p>	<p>Practical experience post qualification</p> <p>Evidence of providing supervision and mentorship</p>	<p>In health related organisation</p> <p>In palliative care</p>
<p><b>Skills &amp; Knowledge</b></p> <p>Range and level of skills</p> <p>Depth and extent of knowledge required</p>	<p>Knowledge of symptoms patients may exhibit</p> <p>Awareness of safety aspects</p> <p>Minimum of 2 therapies to include reflexology and Aromatherapy</p> <p>Excellent interpersonal and communication skills both verbal and written</p> <p>Time Management</p> <p>Basic understanding of Hospice philosophy</p> <p>Good listening skills</p> <p>Good understanding of holistic care</p>	<p>Relaxation technique training</p> <p>Experience of working with terminally ill patients</p>

<p><b>Aptitudes &amp; Attributes Required</b></p> <p>E.g. written/verbal expression, taking responsibility, co-operating, organising, resolving problems, exercising initiative, dealing with figures</p>	<p>Verbally articulate  Ability to respond to people in distress  Able to work as a member of a team  Warm and a sense of humour  Sensitive  Emotionally strong  To be motivated and enthusiastic  Organised and reliable  Common sense</p>	
<p><b>Other Requirements, e.g.</b></p> <p>Physical/health  Unsocial hours  Car driver</p>	<p>Satisfactory Occupational Health check  Enhanced DBS disclosure  Willingness to undergo further training as required  Self awareness relating to death and dying  Self recognition when support / supervision is required</p>	