

Job Description

Job Title: Complementary Therapy Team Leader

Band: Band E

Reporting to: Head of Community and Hospice at Home

Job purpose: Our Vision is to make every day the best day possible for patients, and those closest to them, living with life-limiting illnesses in South Devon. As a member of the Community Team, you will deliver effective management and leadership of the Complementary Therapy service to provide the highest standards of evidence-based patient care.

Our Values:

Honesty & Integrity Generosity of Spirit Respect Team Player

Key Roles and Responsibilities

1. To manage and lead the team of complementary therapists both employed and volunteers and include the ongoing development and recruitment of the complementary therapy service.
2. Be responsible for the ongoing education, support, and development of the individual therapists in providing therapy to patients and families with specialised palliative care needs.
3. Carry out meaningful annual appraisals, provide frequent formal and informal feedback to team members.
4. Be responsible for the complementary therapy budget.
5. Be able to hold a caseload of patients, be confident in assessment of needs and delivering therapy interventions.
6. Complete accurate records on the electronic database.
7. Ensure safe and efficient management and supply and storage of oils/creams and equipment.
8. Work with the education team in delivering education to internal and external teams.
9. Work collaboratively with the inpatient team and the community team. Ensure effective communication within the wider MDT.
10. Continually strive for and assist with the implementation of quality improvement and service development.



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11. Promote a culture of continuous learning and development and wellbeing. Identify your own learning and development needs and ensure your mandatory and essential training is up to date. Undertake continuous professional development and clinical supervision where appropriate. Help to create an environment that is continually critically questioning practice and promoting learning.
12. Play an active part in team meetings and ensure your mandatory and other relevant training is kept up to date.
13. Take reasonable care for your own safety and the safety of others. Adhere to all Health & Safety requirements, including Covid-19 secure processes and procedures.

This list can never be exhaustive but covers most of the work you'll be doing. What it can't replace is talent, initiative, and a commitment to great customer service.

Infection Prevention

All Rowcroft Hospice employees in both clinical and non-clinical roles are required to adhere to the Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times to reduce the burden of Healthcare Associated Infections including MRSA.

You agree to the following responsibilities:

- To decontaminate your hands prior to and after direct patient care or contact with the patient's surroundings;
- To take part in mandatory infection control training provided;
- To responsibly manage your own infections (other than common colds and illness) that may be transmittable to patients, including to contact Occupational Health for guidance.

Place of Work

This role has been identified as a Field worker (role could be carried out at a Rowcroft site or other location, including home, subject to the varying needs of the role. Will spend planned time at Rowcroft sites or other locations as the role requires which could include patient homes and Rowcroft and non-Rowcroft locations to meet the needs of the service).

This will be fully discussed and agreed with the postholder to meet individual and business needs.



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PERSON SPECIFICATION

Complementary Therapy Team leader

Attribute	Essential Requirements	Desirable Requirements
Qualifications and Training	<ul style="list-style-type: none"> • Professional qualification or diploma in Complementary Therapies • Registered and insured by appropriate professional Regulatory Bodies • Experience of management, audit, and evaluation 	<ul style="list-style-type: none"> • Professional qualification in healthcare • IT skills • Relevant validated clinical courses
Knowledge and Skills	<ul style="list-style-type: none"> • Excellent understanding and knowledge of the use and effect of complementary therapies • Understanding the holistic approach to patient care • Ability to develop and implement policies procedures and protocols. • Excellent communication and interpersonal skills • Ability to manage own caseload. • Ability to plan, organise, prioritise the workload of team members. • Ability to motivate. • Be able to reflect on practise to promote self-development. • Full UK driving license • Ability to visit patients in the community setting 	<ul style="list-style-type: none"> • Research skills. • Counselling skills • Presentation and teaching skills • Audit processes. • Quality improvement experience
Experience	<ul style="list-style-type: none"> • Extensive post qualification experience • Experience of a health and social care environment • Evidence of CPD 	<ul style="list-style-type: none"> • Experience of working in a palliative care setting • Experience of working within a multi-disciplinary team • Experience of working with volunteers
Personal Requirements	<ul style="list-style-type: none"> • Leadership through creative problem solving, a positive can-do attitude and a willingness and desire to ensure all who come into contact with Rowcroft have the best possible experience. • A desire to be part of a committed and hardworking team in line with the ethics and values of Rowcroft Hospice, acting in the best interests of Rowcroft at all times. • Excellent people skills • Be emotionally intelligent and have an awareness of the impact of stress on themselves and others. • Empathic approach 	<ul style="list-style-type: none"> • A good understanding of the purpose, values, and strategy of Rowcroft Hospice. • Willing and able to volunteer at least one Rowcroft event each year.

