

## Job Description

Job title:	Senior Complementary Therapist
Division:	Cancer Services
Board/corporate function:	Surgery & Cancer
Salary band:	Band 6
Responsible to:	Assistant General Manager, Macmillan Support and Information Service
Accountable to:	Heads of Service, Macmillan Support and information Service
Hours per week:	Part time (30 hours per week) 18 Month contract
Location:	University College Hospital London Foundation Trust, Cancer Centre Huntley Street.

### University College London Hospitals NHS Foundation Trust

University College London Hospitals NHS Foundation Trust (UCLH) is one of the most complex NHS trusts in the UK, serving a large and diverse population. In July 2004, we were one of the first NHS trusts to achieve Foundation Trust status.

We provide academically-led acute and specialist services, to people from the local area, from throughout the United Kingdom and overseas.

Our vision is to deliver top-quality patient care, excellent education and world-class research. We provide first-class acute and specialist services across eight sites:

- University College Hospital (incorporating the Elizabeth Garrett Anderson Wing)
- National Hospital for Neurology and Neurosurgery
- Eastman Dental Hospital
- Royal National Throat, Nose and Ear Hospital
- Heart Hospital
- Royal London Hospital for Integrated Medicine
- University College Hospital Macmillan Cancer Centre
- The Hospital for Tropical Diseases

We are dedicated to the diagnosis and treatment of many complex illnesses. UCLH specialises in women's health and the treatment of cancer, cardiac, infection,

neurological, gastrointestinal and oral disease. It has world class support services including critical care, imaging, nuclear medicine and pathology.

### **Cancer Division**

Each year UCL Hospitals diagnose and treat about 3,000 new cancer patients and refer another 1,700 new patients for radiotherapy. The hospitals provide treatment for patients from all over Southeast England and support other hospitals, including Great Ormond Street children's hospital.

Cancer services are based across several sites. The post-holder will work with in-patients in the main tower and with outpatients, day care and ambulatory care patients in the UCH Macmillan Cancer Centre; and patients' carers or family members where appropriate

### **UCLH Partnership with Macmillan Cancer Support**

UCLH, as a leading NHS Foundation Trust, and Macmillan Cancer Support, as the country's leading cancer charity, have formed a strategic partnership to improve services for cancer patients. The building of the new University College Hospital Macmillan Cancer Centre opened for patients on the 2<sup>nd</sup> April 2012. Macmillan have contributed £10 million to the building and the project. The vision for the partnership is to work together so that the University College Hospital Macmillan Cancer Centre provides the best care, treatment, support, and information to cancer patients at every stage of their individual journey.

This partnership brings together two organizations recognized nationally for their track record of innovation and delivery of improvements in services for cancer patients. The expertise of a wide range of individuals from both organizations is being brought together to deliver improvement projects in many areas with the aim of producing a comprehensive portfolio of evidence by April 2013 that UCLH is a beacon for cancer care and patient experience within the UK. Specific projects include user partnership, patient experience, patient environment, supportive care and information service, volunteer service, branding and communication.

### **Macmillan Support and Information Service**

Our NHS service draws together the psychology and counselling services, welfare and benefits advice and the complementary, wig and lymphoedema services under one roof to provide immediate and booked support and information for patients, their family and friends.

### **Job Purpose**

The Senior Therapist will provide complementary therapies to haematology and oncology patients within cancer services, and to their close relatives and occasionally to Cancer Division staff as appropriate. The senior therapist will act as team leader for the service's core therapy team, and take an active part in managing the rotas and workload of the team and their volunteers on a day to day basis. The post holder will be involved in providing professional leadership to the team's therapists, be involved in developing operational policies for the service, and ensure appropriate clinical supervision for the team. The role requires the ability to communicate effectively with senior management.

## Key Working Relationships

The Support and Information teams work closely together for the emotional and information support of the patient and their carers. The post reports directly to the Assistant General Manager.

The Service currently consists of the following staff:

- 2 Joint Heads of the Macmillan Support and Information Service
- 1 Clinical Nurse Specialist
- 1 Assistant General Manager
- 1 Macmillan Information Specialist
- 1 Volunteering Manager
- 5 Support and Information Specialists
- 4 Support and Information Assistants
- 4 Psychologists
- 3 Counsellors
- 1 Senior Complementary Therapist
- 5 Complementary Therapists
- 4 Lymphoedema CNSs/physiotherapist
- 2 Welfare rights advisers
- 1 Cancer Services Patient Information Officer
- 1 Artist
- Volunteers
- Pulsebank

The post holder will also liaise with the following:

- Cancer and haematology clinical nurse specialists and ward staff
- Allied health professionals
- Consultants and other professional staff involved in Cancer haematology care
- Managers and staff in clinical departments throughout the UCH Macmillan Cancer Centre and wider cancer services across the Trust.
- Specialist Palliative Care services
- Macmillan Cancer Support
- Other NHS trust and primary care professionals
- Individual patients and families

## Key Results Areas

- To provide a reliable and adequate complementary therapy service in an out-patient setting in the Cancer Centre and in an in-patient setting in the UCH Tower on oncology and haematology wards
- To manage the complementary therapy team in a professional and supportive manner
- To provide a high standard of complementary therapies to their own patient workload.
- To liaise with and educate the wider Cancer Division team to ensure an understanding and appropriate use of complementary therapy services
- To maintain data and feedback to influence the running of the service.

## Main Duties and Responsibilities

### Complementary Therapy

- To be accountable for and ensure own competence in practice.
- To provide a high quality complementary therapy service to patients, relatives/carers and staff within cancer services.
- To ensure all service complementary therapists follow the complementary therapy service operational policy.
- To develop, deliver and supervise safe work practices of the complementary therapy service.
- To practise complementary therapy.
- To assess patients prior to therapy for contraindications to the complementary therapy to be given.
- To gain valid, informed consent from patients and carers and work within a legal framework with patients who lack the capacity to consent to treatment.
- To deliver high quality, personalised holistic treatment programmes in accordance with the policies and procedures of UCLH NHS Foundation Trust.
- To monitor, review and modify therapies to ensure effective outcomes.
- To promote and support patient's rights by promoting individual choice, respecting beliefs and ensuring privacy and dignity at all times.
- To maintain required professional registrations and insurance for the therapies practised at UCLH NHS Foundation Trust.
- To prioritise own patient caseload and develop individualised treatment interventions within resource constraints
- To oversee the correct provision and use of essential oils by other health professionals, up-dating written and verbal instructions for their use in aromatherapy diffusers and individual inhalers. This in liaison with the appropriately qualified team aromatherapist as appropriate.
- To ensure that therapists have the correct equipment and consumables in order to perform their employed role.

### Communication and information

- To undertake all necessary verbal and written communication required for patient care.
- To ensure patients are given **written** complementary therapy service information prior to therapy being given.
- To provide proficient communication with patients and others in challenging situations which may include;
  - patients with complex needs, e.g. patients with communication difficulties
  - patients from different cultural/ethnic backgrounds where English is not the primary language.
  - conveyance of highly sensitive patient information, such as discussing limitations of complementary therapy associated with the patient's diagnosis/ procedures/ prognosis
- To provide appropriate emotional support to patients, whilst always maintaining a professional relationship with patients.

- To ensure that written and electronic patient records are updated as required and statistical activity data records are maintained in accordance with professional, departmental and Trust standards.
- To respect and maintain patient confidentiality.
- To promote good communication and team working within the therapy team including regular handover and team meetings.
- Monitor and develop documentation and written patient information.
- To maintain and update team information on the shared server, Insight and the Internet for the team, staff and patients.
- To establish and/or maintain effective communication between the complementary therapy team and others, both within the hospital, e.g. the multidisciplinary team, senior colleagues and managers, as well as external agencies, e.g. statutory/voluntary organisations, network group.
- The post holder may be required to represent the team at conferences and deliver teaching when called upon to do so.
- To be involved in the promotion of the service, internally and externally.
- To meet regularly with the AGM to ensure good two way communication.

### **Management**

- To manage the operational delivery of the service, including rotas and planning for expected and unexpected staff absence.
- To manage and monitor staff performance, highlighting any concerns to the AGM.
- To be conversant with Trust policies, in particular those relating to staff management and recruitment.
- To manage employment procedures as required.
- To ensure staff carry out daily activities in conjunction with the service operational policy.
- To manage and maintain staff records of leave and sickness, highlighting any concerns to the AGM.
- To proactively focus on service developments by proposing improvements in own clinical area and recommending development of relevant procedures.
- To identify areas of unmet patient needs and service gaps which require service development consultation.
- To be aware of and adhere to the Trust's Complaints Policy.
- To address any immediate front-line complaints and report them to the AGM.
- To respect the individuality, values, cultural and religious diversity of staff and patients, whilst contributing to the provision of a service sensitive to their needs.
- To audit and review the team structure and operational delivery, ensuring the most appropriate use of resources.
- To ensure all staff carry out their daily activities in safe manner.
- To ensure any health and safety concerns are reported.
- To appraise staff on a yearly basis and also undergo yearly appraisal with AGM.

### **Financial Management**

- To manage consumable orders within budgetary parameters.
- To assist the AGM in expenditure planning as required.

- To be conversant with charitable support and provide yearly or more frequent reports for supporting charities.
- Assist the fundraising team, such as representing the team as required.

### **Professional development and leadership**

- To supervise and guide the professional work of less experienced complementary therapists, students and volunteers as appropriate, whilst complying with professional and departmental standards of practice.
- To provide advice and make decisions regarding complementary therapy management of each patient according to the individual needs of the patient.
- To support the AGM to ensure formal clinical supervision is provided for and attended by the whole team.
- To oversee health and safety, quality and professional standards in the therapy team and report any concerns to the AGM.
- To develop and update of operational policies and procedures for the service. This may include the staff induction manual, treatment record form, consent form, cancer network guidelines.
- To comply with the Code of Ethics and Professional Conduct of their own therapy, national guidelines and Trust procedures.
- To review and reflect on own practice and performance through effective use of professional/operational supervision and appraisal.
- To maintain a professional portfolio for CPD, recording learning outcomes through participation in internal and external development opportunities.

### **Equality and Diversity**

- Carry out duties and responsibilities with regard to the Trust's Equal Opportunity policy
- Recognise the importance of people's rights and act in accordance with legislation, policies and procedures.
- Act in ways that acknowledge and recognise peoples' expressed beliefs, preferences and choices; respecting diversity and valuing people as individuals.
- Take account of own behaviour and its effect on others.

### **Resource Management**

- To order oils and other goods for the complementary therapy service via the I-procurement system where required.
- To oversee quality control of products used.
- Book and manage the use of bank staff within the confines of the available budget.

### **Research and Audit**

- To lead on and support service research and audit initiatives.
- To present and analyse service data, preparing presentations or written reports as required.
- To be involved in any patient feedback initiatives for the service.
- To liaise with and support the team manager, general manager and clinical lead for the service regarding any proposals for research projects.

## Other

The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.

You will be expected to actively participate in annual appraisals and set objectives in conjunction with your manager. Performance will be monitored against set objectives.

### Our Vision and Values

The Trust is committed to delivering top quality patient care, excellent education and world-class research.

We deliver our vision through [values](#) to describe how we serve patients, their families and how we are with colleagues in the Trust and beyond.

#### We put your **safety** and wellbeing above everything

Deliver the best outcomes	Keep people safe	Reassuringly professional	Take personal responsibility
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#### We offer you the **kindness** we would want for a loved one

Respect individuals	Friendly and courteous	Attentive and helpful	Protect your dignity
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#### We achieve through **teamwork**

Listen and hear	Explain and involve	Work in partnership	Respect everyone's time
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#### We strive to keep **improving**

Courage to give and receive feedback	Efficient and simplified	Develop through learning	Innovate and research
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## Person Specification

<b>Post:</b> Senior Complementary Therapist		<b>Dept/Ward:</b> Complementary Therapy Team			
REQUIREMENTS	HOW WILL CRITERIA BE ASSESSED? APPLICATION / TEST/PRESENTATION / INTERVIEW / REFERENCES				
	ESSENTIAL / DESIRABLE*	A	T/P	I	R
<b><u>Knowledge &amp; Qualifications</u></b>					
Fully qualified in at least two of the following complementary therapies; aromatherapy, reflexology, massage, Reiki	E	A		I	R
Current registration with a relevant professional association recognised by their lead body	E	A		I	
Membership of the CNHC	D	A		I	
City & Guilds 7302 delivering adult learning (or equivalent qualification/)	D	A		I	
<b><u>Experience</u></b>					
Extensive post qualification experience of working with patients	E	A		I	R
Experience of delivering therapy in a healthcare setting	E		P	I	
Experience of working with cancer patients or terminally ill patients	E	A		I	R
Experience of teaching others professional skills	D	A		I	
Experience of service development	D		P	I	
Experience of managing people and resources	D	A	P	I	
<b><u>Skills and Abilities</u></b>					
<b>Communication &amp; Patient Care</b>					
Excellent clinical complementary therapy skills	E	A		I	R
Ability to manage and prioritise the clinical caseload of the service	E	A		I	
<b>Clinical supervision and management skills</b>					
Excellent written and verbal communication skills and customer care skills	E		P	I	
Ability to motivate others	E	A			



Ability to keep accurate and legible written and electronic patient records and information	E			I	
<b>Personal &amp; people development</b>					
Ability to provide professional guidance to therapists, offer clinical supervision and professional guidance	E			I	R
Ability to work individually and as part of a team	E			I	R
Proactive, flexible and innovative attitude to work	E			I	
Supportive approach to other therapy team members	E			I	R
Ability to motivate and support others	E			I	R
Teaching skills	E			I	
Excellent organisational skills	E		P	I	
<b>Quality and service improvement</b>					
Ability to follow and contribute to policies & procedures of UCH NHS Trust.	E			I	
Commitment to regular supervision/support and professional development	E			I	
Ability to evaluate service data and present in written report form	E	A		I	
<b>Information processing (IT skills) e.g.</b>					
The role requires day to day use of VDU equipment on a regular basis for communication and collection of treatment data. E.g. updating Patient records.					
MS Office proficient	E	A		I	
Specifically knowledge of Access and Excel an advantage	D	A		I	
<b>Work Pattern (e.g. shift work, unsociable hours).</b>					
4 specified days a week as required by the service	E			I	
<b>Physical effort</b>					
Delivery of Complementary Therapy which involves long periods of standing, sitting as required per shift.	E			I	
<b>Other requirements</b>					
Understanding of Trust equality and diversity policies	E			I	
Understanding of confidentiality and the Data Protection Act	E			I	