VOLUNTEER COMPLEMENTARY THERAPIST – ROLE DESCRIPTION

Role Title: Complementary Therapist  
Responsible to: Cancer Information and Support Managers  
Times: Regular shifts on a Monday, timings etc. to be agreed - for a period of at least 6 months

The Macmillan Cancer Information Centre offers Support and Information to people and their families with a diagnosis of cancer.

As part of this support, we offer complementary therapies within the Centre itself and also within the wards at the hospital.

Patients may be at any stage of their cancer journey.

We offer massage, aromatherapy, reflexology, reiki and Indian Head Massage.

Therapies are currently offered on a Monday within the Cancer Information Centre for ambulatory patients who are each offered four sessions at fortnightly intervals. Therapies are also offered within the ward environment.

What activities will/could I be involved in?

- The assessment of individual patients in the Centre or on a ward to determine the most appropriate Complementary Therapy treatment for their condition, taking into account the patient’s physical and emotional state.
- Referring, where possible, to the patient’s notes or referral letter to ensure there are no contraindications for the patient when receiving therapy. To be aware of contraindications or precautions in relation to the therapy offered.
- The delivery of the most appropriate Complementary Therapies, either in the centre or on the ward.
- Liaising as necessary with ward staff
- The maintenance of clear, concise and accurate treatment records
- To be fully involved in the evaluation process of therapies offered
- To follow Cancer Therapy guidance and policy as set out by the Complementary Therapy Institute

Is there an induction and training?

- You will receive a full induction when you commence
- We will provide all the relevant training you need for the role

What ongoing support/guidance will there be?

- You will be part of the team within the Macmillan Cancer Information Centre and working with another volunteer therapist
- An administrative volunteer supports this initiative and manages all bookings and assists with the evaluation process
- In addition to your induction and training you will have regular contact with the Centre managers
- Staff will be available for regular debriefs/emotional support
- The opportunity for volunteer peer support and regular get-togethers
Access to Macmillan Learnzone for (optional) ongoing learning and development

What skills and abilities will I need to have?

- Be a fully qualified and experienced Complementary Therapist, preferably having completed formal training related to working with cancer patients
- Be a strong communicator with a friendly nature and the patience, sensitivity and tact to be able to draw the right information from people
- Attention to detail and accuracy are essential
- The ability to listen to and respond to people sensitively
- A good understanding of the English language
- IT literacy
- Cancer awareness (training will be provided if necessary)
- Willingness to commit to role-related training
- Willingness to adhere to Cancer Centre policy, the Data Protection Act, Infection Control Policies, health and safety regulations and to maintain patient confidentiality
- You must be over 18 for this role but there is no upper age restriction
- Because this role involves working directly with patients, we cannot recruit volunteers who are currently or recently (within the last two years) affected by cancer, either as a patient, carer or family member, or have been bereaved during the last two years.
- You need to be eligible to work in the UK
- The successful volunteer will be subject to the Disbarring and Disclosure check, references will be taken up and an Occupational Health check will be carried out

Where will I be based?

You will be based in the Macmillan Support and Information Centre on the first floor of the Hillingdon Hospital, Uxbridge, UB8 3NN

How will I benefit from this role?

People volunteer for all sorts of reasons but the benefits of this role include:
- Using your skills to make a real difference to cancer patients and their loved ones
- Working within a team
- Opportunities for the learning of new skills and the gaining of new experiences
- Using your skills and experience to help shape the future of the Hillingdon Hospital Macmillan Cancer Centre volunteering service
- References (after 3 months)

Will my expenses be paid?

- We offer to pay volunteers’ “out-of-pocket” expenses within agreed guidelines (guidelines and expenses form provided).

Who should you contact?

Lorraine Barton or Sue Grace – Cancer Information and Support Managers
Macmillan Cancer and Support Centre
1st Floor
The Hillingdon Hospital
Pield Heath Road
Uxbridge
UB8 3NN

Tel: 01895 279 169    E mail Susan.Grace1@nhs.net or Lorraine.Barton1@nhs.net

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