

Volunteer Role Description

Volunteer Complementary Therapist

Department Patient and Family Support Service

Days & Frequency Approx 3-4 hours a week

Overview of role:

To help Wirral Hospice St John's Patient and Family Support Service team to provide services and care to patients with life limiting illnesses, supporting the complementary therapy in the delivery of holistic complementary therapies designed to help ease pain, anxiety and physical distress.

Activities you will be involved in:

- To offer a patient centred approach to complementary therapy
- To liaise with the PFSS team in connection with any treatment to be given
- To maintain complete confidentiality in accordance with the hospice policy
- To identify and report any worries or concerns regarding hospice patients to the complementary therapy co-ordinator or a lead physician/nurse.
- To explain treatment offered to a patient before undertaking the treatment and obtain their or next of kin consent, in line with agreed hospice policies and procedures
- Report any health and safety issues
- To adhere to the code of conduct and ethics
- To keep adequate patients notes for inclusion on system one
- To be flexible in attitude and approach

What we are looking for:

- Able to communicate effectively and efficiently.
- Empathy with service users who can at times be in distress.
- Compassionate, calm, confident, friendly, and approachable.
- Sensitive to the needs of patients.
- Understanding of boundaries and confidentiality.

Time commitment:

We are looking for volunteers able to commit to a minimum of 3-4 hours per week.

Anything else you need to know:

- Voluntary post subject to disclosure at enhanced level through DBS.
- Volunteers are required to maintain confidentiality around patient and hospice information.
- We can accept volunteers aged 16 and above.
- Training where identified will be provided.

