

Job Description

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| Title | Lead Complementary Therapist |
| Line Manager | Head of Wellbeing Services |
| Line Manages | No line management. Will supervise Volunteer Therapists |
| Salary | Band 3: £23,370 - £27,340 |
| Location | Calman Cancer Support Centre, 75 Shelley Road, Gartnavel Complex, Glasgow G12 0ZE |
| Contract | Permanent |
| Hours | 35hrs per week |
| Annual Leave | 35 days annual leave |
| Support | Quarterly Clinical Supervision sessions Annual membership of The Federation of Holistic Therapists |

About Cancer Support Scotland:

Cancer Support Scotland first began 40 years ago, in the cosy living room of Sir Kenneth Calman. Now in our home amidst the leafy grounds of Gartnavel Hospital, we've worked hard to make sure things don't feel a whole lot different. The Calman Centre was created as a safe space, helping everyone we support to feel at ease and in control. Where better than, than in a giant living room - where family and friends are welcome and the kettle is always on.

The charity has worked tirelessly in support the original vision of Sir Kenneth Calman through developing key services to support our beneficiaries overcome challenges in their everyday lives – to great success.

Cancer Support Scotland provides emotional and practical support to those affected by Cancer. Offering counselling, complementary therapy, stress management and podiatry through one-to-one and groups based methods.

In the last year Cancer Support Scotland has offered over 6,600 appointments and demand for our services is steadily rising.

The charity has around 20 members of staff and 140 volunteers across Scotland. Our staff are based within the Calman Centre in Glasgow and our volunteers cover Scotland.

The Post:

Our Wellbeing Services provide a much needed space for those affected by cancer to experience a relief in pain, sleeplessness and pressure. This new role within Cancer Support Scotland will focus on the training and support of volunteer Complementary Therapists within outreach centres, training external Complementary Therapists and providing complementary therapies to those affected by cancer and family members. This is a vital role and we are looking for someone who has a compassionate and empathic

approach to their work whilst being highly skilled in the delivery of complementary therapy as well as the delivery of training. This role will focus on a 60/40 split between delivering complementary therapy and supporting / training volunteers.

Key Responsibilities

Services

- To provide a rounded approach to those affected by cancer and their families to ensure the highest quality of care is given
- To provide a range of complementary therapies to those affected by cancer and their family members
- To tailor therapies to each person affected by cancer and be aware of a persons' diagnosis, treatment and care before giving complementary therapies
- Able to adapt a therapy, when required
- To ensure all equipment, furnishing and accommodation are adequately maintained in good order and properly used. Reporting all defects to Head of Wellbeing Services
- To be aware of Health & Safety issues and actively promote good working position and Risk Assessment skills to identify actual and potential risks and action appropriate management
- Keep to the code of ethics and practice laid down by the governing body of the therapy and to Cancer Support Scotland's policy for complementary therapies
- Continue professional develop to refine and learn new skills
- Demonstrate compassion and understanding of the challenges facing those affected by cancer
- To support the development of awareness and perception of the charity whilst protecting its reputation
- To identify new opportunities for Cancer Support Scotland
- To contribute to external planning and communication plans
- To act as a sign posting opportunity so that those affected by cancer are aware of other CSS services and opportunities provided by our partners

Operational Support

- Support the Head of Wellbeing Services in the development of complementary therapy services across the organisation
- Play an active role advising and supporting the Head of Wellbeing Services of appropriate issues
- Develop and agree with the Head of Wellbeing Services effective mechanisms for measuring, monitoring and evaluating the quality of service provided
- Ensure that relevant information is recorded in client notes/records, together with measuring satisfaction and outcomes of other related activities
- Proactively manage and report on the management of risk within the Complementary Therapy service

- Support the Head of Wellbeing Service with reviewing and developing the service in line with best practice guidelines
- Develop the role of volunteers within the Complementary Therapy team to support people affected by cancer

Training

- Lead on the delivery of training and induction of new members of staff and volunteers within the Complementary Therapy team
- Ensure that all Complementary Therapy Volunteers are competent to deliver relevant therapies
- Provide refresher training sessions for Complementary Therapists

General Responsibilities

- To ensure day to day operations such as monitoring, evaluating and reporting are of our communications work is carried out to a high standard
- To ensure all key contacts and record notes are kept up to date within our online database
- To liaise with relevant staff and outside agencies as required
- To attend internal and external meetings as required
- To operate within the policies and procedures set out by the organisation
- Any other duties that are required and relevant to this role

Personal Specification

| | Essential (E) / Desirable (D) | Assessment Method |
|----------------|--|--|
| Qualifications | <ul style="list-style-type: none"> • A recognised diploma or degree level qualification in Complementary Therapy (E) • Over 3 year's experience delivering complementary therapies within a clinical setting (E) • First Aid at work or First Response (D) • First Aid in Mental Health (D) • Registration with appropriate regulatory body for field practice or willingness to become registered | <ul style="list-style-type: none"> • Application |
| Experience | <ul style="list-style-type: none"> • Experience of using online Customer Relationship Management Systems (D) • Experience of meeting and measuring key performance indicators (D) • Experience of working effectively in a team and leading on own initiative (E) • Experience and understanding of health and safety policies and procedures (E) • Experience of tailoring complementary therapies to meet the needs of those affected by cancer (E) | <ul style="list-style-type: none"> • Application • Interview |



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| | <ul style="list-style-type: none">• Experience of working within a Cancer environment and have a knowledge of the side effects of various treatments (E)• Experience of training and supporting volunteers (E) | |
| Skills | <ul style="list-style-type: none">• Excellent organisations skills, including ability to manage multiple tasks and projects (E)• Excellent written and communication skills (E)• Ability to work on own initiative and to meet deadlines (E)• Ability to problem solve and find creative solutions (D)• Attention to detail and to seek the highest standards (E)• The Ability to deal sensitively in providing therapies (E)• Being resilient during challenges situations (E) | <ul style="list-style-type: none">• Application• Interview |

Cancer Support Scotland staff will work towards the following core competencies:

- Collaborative
- Non-Judgemental
- Ability to adapt
- Achieving Excellence

How to apply

You can apply with a tailored covering letter and a two page tailored C.V to recruitment@cancersupportscotland.org by 12noon on 23rd September 2019 with interviews being held in Glasgow on the 30th September 2019.