

Lead Therapist | Role profile



Job title	Lead Therapist
Reports to	Head of Wellbeing
Location	ANCHOR Unit [this post is based in Aberdeen Royal Infirmary]
Contract	Permanent, full time
Hours	Full time, Monday to Friday [flexible working hours can be discussed. Please note evening and weekend work is occasionally required depending on work schedule]
Salary	In line with NHS band 5

The purpose of the post

Friends of ANCHOR's team of wellbeing personnel and therapists deliver a range of patient-facing, non-clinical support and compassionate care across the wards and clinics that comprise the ANCHOR Unit. As we look ahead to the opening of The ANCHOR Centre in 2023, and to enable us to achieve the charity's ambitions, we need to expand the team and are looking for a Lead Therapist who will lead and manage the development of our complementary therapy team whilst working within national therapy guidelines.

This pivotal role will hold responsibility for the management and coordination of all operational aspects of our programme of complementary therapies, which currently includes massage and reflexology, podiatry, nail services and mindfulness, with planned expansion into new therapies on the horizon. Acting as the team lead for our therapists, you will be a focal representative for the charity within the hospital environment, while also playing an active role in our therapy delivery service, offering a specialised therapy/therapies for patients.

You should have the skills and experience required to support and manage a small team of direct reports, while fostering and maintaining a positive working atmosphere. You will have experience in leading and being involved in quality improvement, have excellent collaborative and leadership skills, and be reliable, flexible, caring and an empathetic communicator.

The key responsibilities

We are looking for an experienced and qualified therapist with the confidence to manage a complex and varied patient caseload. You will be responsible for delivering and developing the existing programme of therapies to support the Head of Wellbeing as they deliver the wellbeing commitments of the charity.

Therapy Team Lead

- Lead and support the therapy team; as the Friends of ANCHOR team continues to grow and evolve, it is imperative that direct and effective supervision and support is available to ensure the highest standard of service delivery
- Lead and coordinate the supervision meeting schedule for the team
- Responsible for ensuring the team of therapists is managed effectively, including managing appointments, treatment rooms, holiday requests and absences, rotas, monthly reporting, and invoice processes for sub-contracted therapists. This role will require confidence in IT skills.

Service Delivery

- Provide complementary therapy/therapies to patients, family members and staff
- Maintain and review policies, procedures and risk register to ensure highest standard of quality and care
- Keep up to date with legislation for new developments to ensure protocols are at the highest standard (including strict GDPR compliance)
- Responsible for the administration of goods, requisitioning of stock by therapists, inventories, and cost-effective usage of department related materials and assets
- Strict upkeep with NHS Grampian policies and procedures to ensure team are always operating within the professional standards and guidelines of the hospital environment including attending mandatory NHSG training when required

Service Development

- Support the Head of Wellbeing in planning, monitoring and reviewing the development of the service in line with identified priorities, targets and outcomes
- Strive for excellence, continue to build in-house training, development, and team-building opportunities in the annual programme
- Continually seek out opportunities to improve and develop the service to benefit patients

Representing Friends of ANCHOR

- A visible presence around the ANCHOR Unit and the ARI campus, becoming recognisable to patients and NHSG staff
- Develop and sustain excellent working relationships with the clinical teams in each of the wards and departments the ANCHOR Unit covers
- Be knowledgeable and well-informed so as to signpost patients to Friends of ANCHOR support and other third sector services and support
- Proactively promote the charity's wellbeing services to ensure patients are aware of the full range of therapies and services available

Personal Administration

- Ensure all day-to-day administration and reporting is up to date at all times, co-ordinating appropriate volunteer support where and when applicable to ensure this happens

What we're looking for: the person specification

- An individual with compassion, patience, and warmth, who has ample enthusiasm, charisma, and aptitude to represent Friends of ANCHOR
- An organised individual, able to coordinate a varied workload and adapt to the daily changing work environment
- Excellent communication skills to build rapport with volunteers, colleagues, patients, relatives, carers and visitors in a professional manner
- A resilient and collaborative team player
- An individual with the confident ability to listen and empathise with patients by providing a safe, confidential, and empathetic environment
- An individual who is people focused and reflects a 'can do' approach
- Someone who strives for excellence and has good attention to detail
- Someone who is willing to work flexibly as may be required by the needs of the service



What we're looking for: experience

- HND in Complementary Therapies / HND in Beauty or massage therapy or equivalent and certified by a recognised teaching organisation
- Experience of management with the industry is preferred, but not essential
- Experience and knowledge of working with oncology or haematology or with patients with active, progressive, and advanced medical conditions is preferred, but not essential
- Experience or willingness to learn and understand the ethos of palliative care

Conditions: The position will be subject to a three-month probationary period.

How to apply:

Please apply in writing with CV and covering letter to Vicki Youngson to vicki.youngson@friendsofanchor.org by close of business, Monday 9th January. *Please note that a covering letter will be key to the success of your application, and applications without a covering letter will not be accepted.*

Interview schedule:

The first round of interviews will take place on Friday 13th & Monday 16th January. Early morning or evening can be accommodated to for those needing to schedule interview around their working day. Flexibility is also available for another date if needed.

Note:

This job description may be reviewed and amended following changing professional, NHS Grampian and Friends of ANCHOR requirements. A job description is not a rigid or inflexible document but acts to provide guidelines to the duties expected while in post.