

Job Description

Title	Lead Complementary Therapist
Line Manager	Head of Wellbeing Services
Line Manages	No line management. Will supervise volunteers.
Salary	Band 3: £24,538 - £28,707
Location	Calman Cancer Support Centre, 75 Shelley Road, Gartnavel Complex, Glasgow G12 0ZE and various outreach locations around Glasgow.
Contract	Permanent
Hours	35 hrs per week (some evening and weekend work)
Annual Leave	35 days annual leave (including bank holidays)

About Cancer Support Scotland:

For more than forty years, Cancer Support Scotland have helped people **live well with cancer**. Our purpose has always been to improve the wellbeing of those affected by cancer.

We are here for anyone affected by cancer, whether they are a person with cancer, a carer or loved one. Our wellbeing services range from professional one-to-one and digital counselling, stress management, 'Here for You' phone calls and self-help tools, to simply offering a tranquil place to collect your thoughts with a cup of tea.

In the last year Cancer Support Scotland has offered 3,348 appointments and demand for our services is continuing to rise.

Our Values:



The Post:

Our Wellbeing Services provide a much-needed space for those affected by cancer to experience a relief in pain, sleeplessness, and pressure. The role involves training and supporting volunteer Complementary Therapists and providing complementary therapies to those affected by cancer and family members within the Calman Centre and outreach locations. The role includes the opportunity to deliver Cancer Support Scotland's Oncology Massage Diploma. 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 and training.

Key Responsibilities

Volunteer Training and Support

- To attend relevant events, such as volunteer fairs and community events to promote complementary therapy volunteer opportunities within the Charity.
- Provide training to volunteers and support while delivering sessions.
- Hold regular meetings and supervision with the volunteers.
- Seek development opportunities and aid volunteers to build CPD points.
- To develop good practice policies and procedure in Complementary Therapy and ensure volunteers are fully trained in these practices.
- To support the development of a volunteer strategy.

Service Delivery

- 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 person's diagnosis, treatment and care before giving complementary therapies.
- To deliver Cancer Support Scotland's Oncology Massage Diploma.
- To ensure all equipment, furnishing and accommodation are adequately maintained in good order and properly used.
- 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 development to refine and learn new skills, attending any relevant training sessions.
- 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 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.

General Responsibilities

- Production of Monthly and Quarterly statistics for the Leadership Team.
- To ensure day to day operations such as income monitoring, evaluating and reporting are carried out to a high standard.
- To ensure all records within database are kept up to date and consistent.
- Working to all KPI's set by line Manager and be accountable for these.
- 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.
- To provide support to volunteers and assist with training, as required.

Personal Specification

	Essential (E) / Desirable (D)	Assessment Method
Qualifications	Full Clean Driver's licence (D) Evidence of continuing personal development (E) HND level or above in Complementary Therapy, including Aromatherapy and Reflexology (E) Oncology Massage qualification or relevant on job training (E) Level 3 Award or equivalent in Education and Training (D)	Application
Experience	3 years+ experience delivering Complementary Therapies (E) 1 year+ experience of delivering Complementary Therapies in a healthcare environment (D) Experience of training and supporting volunteers (D) Experience of using online content management systems and customer relationship management systems (E) Experience of meeting and measuring key performance indicators (D) Experience of working effectively in a team and leading on own initiative (E) Experience of responding to people with sensitive and complex needs (E) Knowledge of relevant policy and procedures for Complementary Therapy (E)	Application Interview
Skills	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)	Application Interview

Benefits

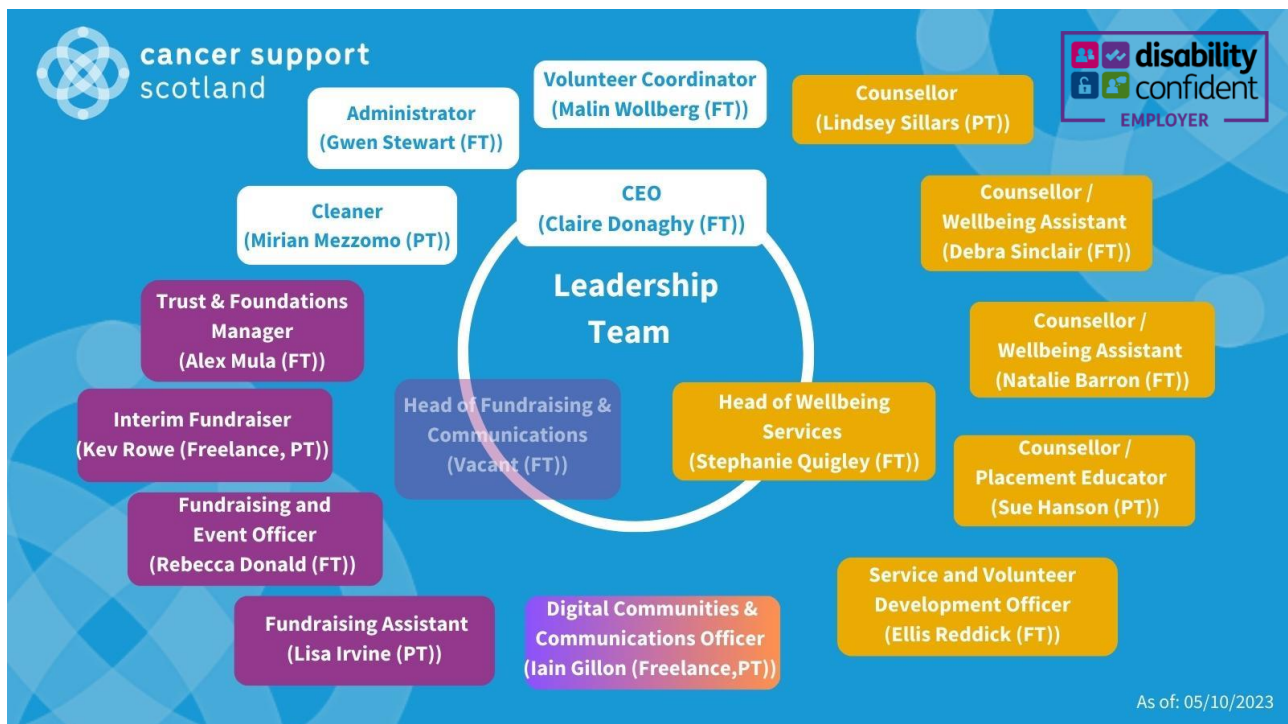
- Access to learning and development opportunities.
- Company sick leave policy.
- Mental Health Benefits: access to supervision for all staff.
- 35 Days Annual Leave, increasing 1 day after year of service (to 40 days).
- Flexible working options and modern workplace environment.
- Competitive salaries with incremental progression.
- Access to pension scheme.

Requirements of this role

- PVG Check (Paid for by Cancer Support Scotland).
- Two Professional references.
- 6 Month probationary period.
- Participation in all staff training & meetings.
- Adhere to all of Cancer Support Scotland's guidance, policies and procedures.

This job profile is not exhaustive. The duties of the post holder may be reviewed from time to time and the employee may be called upon to work in other locations or out of hours by Cancer Support Scotland.

Structure of Cancer Support Scotland



How to apply

You can apply by submitting a tailored covering letter and two-page C.V to: wellbeing@cancersupportscotland.org by **12 noon on Wednesday 6th December 2023**.

Interviews will take place on Wednesday 13th and Thursday 14th of December in-person.