

**VOLUNTEER NURTURING TOUCH THERAPIST**  
**(HOSPICE AND COMMUNITY)**  
**JOB DESCRIPTION**

<b>ORGANISATION UNIT</b>	Volunteer Services
<b>LOCATION</b>	As negotiated, usually within the Whangarei District at the patient's own home; and/or At North Haven Hospice (24a Takahe St, Tikipunga) in the Inpatient Unit as required.
<b>RESPONSIBLE TO:</b>	Manager of Volunteer & Hospitality Services
<b>FUNCTIONAL RELATIONSHIPS:</b>	Volunteer Services Coordinator The Nurturing Touch Team Leader Patients and their family carers. Other Nurturing Touch Therapists. Community Nursing Team In patient unit Team Family Support Team Administrator Volunteer Services Reception Team
<b>PRIMARY FUNCTIONS OF THE POSITION:</b>	To provide patients and their carers with palliative massage at home or in the In-patient Unit. This service is known to reduce anxiety and promote relaxation and wellbeing.
<b>HOURS OF WORK:</b>	As negotiated for each therapy need and situation.

**NORTH HAVEN HOSPICE VALUES**

North Haven Hospice has developed a set of values that provide a framework for shaping and building our future. The following values and supporting statements have associated behaviours and there is a clear expectation that all staff will demonstrate these behaviours in their interactions with patients, families/whanau, other staff, and the wider community.

<b>VALUES</b>	<b>SUPPORTING STATEMENT</b>
Integrity <i>Tu Tangata</i>	Integrity requires courage, strength and commitment – it builds trust and trust creates a solid foundation from which respect can grow
Compassion <i>Aroha</i>	Compassion requires partnership and genuine engagement – it is caring and empathy in action
Respect <i>Whakaute</i>	When we treat people with respect we affirm dignity and a sense of self-worth
Excellence <i>Te Hiranga</i>	A culture of excellence inspires confidence, supports learning, and encourages innovation
Teamwork <i>Mahitahi</i>	Teamwork means creating a culture that values collaboration and a belief that better outcomes are achieved if we work together co-operatively and harmoniously
Stewardship <i>Kaitiakitanga</i>	Trustworthiness as an organisation and accountability to the community is shown through the careful management of all resources entrusted to us

**KEY RESPONSIBILITIES AND EXPECTED OUTCOMES:**

The position of Volunteer Nurturing Touch Therapist encompasses the following key areas of responsibility:

1. To provide massage for patients and family carers as negotiated.
2. Meets core organisational requirements for volunteers.

The outcome requirements of the above key responsibility areas are outlined below:

**KEY RESPONSIBILITY 1:** To provide massage for patients and family carers as negotiated.

**Expected Outcomes:**

- 1.1 To communicate and work with the Volunteer Services Coordinator to provide cover for Nurturing Touch in Living Well & with Volunteer Services to provide massage in the community and in the in-patient unit.
- 1.2 To provide hand & foot and once trained neck, back and leg massage to patients and their caregiver both within hospice and where the patient is living.
- 1.3 To use the proscribed methods provided at Nurturing Touch training.
- 1.4 To respond to each patient's needs during treatment, including being a good listener, sensitive to patient's feelings and energy levels.
- 1.5 To note responses from the patient & caregiver to the massage therapy and to relay them to Volunteer Services by txt/email on return from the session.
- 1.6 To provide a listening ear for patients during their therapy understanding the critical importance of active and confidential listening.

**KEY RESPONSIBILITY 2:** Meets core organisational requirements for volunteers.

**Expected outcomes:**

- 2.1 Know, and uphold the documented values and philosophy of North Haven Hospice, and any code of conduct relevant to the volunteer position.
- 2.2 Keep informed about and abide by policies and standards relevant to the volunteer position.
- 2.3 Attend volunteer meetings and courses and training as appropriate to keep abreast of requirements while working as a volunteer, and provide ideas and feedback to help with ongoing improvement of North Haven Hospice services.
- 2.4 Observe and promote safe work practices and be proactive in hazard management.
- 2.5 Promptly report any accidents, injuries or near miss events so that appropriate support can be offered and solutions found to prevent recurrence.
- 2.6 Honour the Treaty of Waitangi, respecting the beliefs and values of those who identify as Maori, supporting tikanga practices as they are incorporated into hospice care and services.
- 2.7 Respect the beliefs and values of all people including those of particular cultural, religious, social and/or ethnic groups.
- 2.8 Provide and receive feedback for own performance development.
- 2.9 Act as an ambassador for hospice in the community through volunteer and own social networks whilst maintaining the confidentiality of individuals and not acting or speaking on

behalf of or representing North Haven Hospice unless so authorised by the Chief Executive Officer.

**CONDITIONS OF VOLUNTEER WORK:**

Every Volunteer Nurturing Touch Therapist must:

1. Have skills and personal attributes suitable to the volunteer position as assessed by the Manager of Volunteer Services.
2. Respect the values, philosophy and mission of North Haven Hospice
3. Be in generally good health, with no illness or injury that would prevent the competent completion of duties in this role.
4. Not accept personal gifts from patients and families. Gifts of money may only be accepted on behalf of the Hospice. All donations are receipted and audited. Any donation given to you must be handed in to the office immediately.
5. Maintain confidentiality of patients and their families / whanau.
6. Be of neat and tidy appearance, wearing footwear and clothing suitable to the work undertaken.
7. Be punctual. Please notify the Volunteer Services Coordinator as appropriate as soon as possible if you are unable to attend an appointment made to visit a patient at home. The Volunteer is an essential team member and a replacement must usually be arranged if you are unable to attend for any reason.
8. Complete required training for the volunteer position i.e.
  - a) To have complete the hospice induction programme within the first year of service.
  - b) The stage 1 Nurturing Touch Hands and Feet training.
  - c) The stage 2 neck, shoulders and legs Nurturing Touch training, as nominated by the supervisor.
  - d) Essential skills training once within the first year of service and two yearly thereafter. Volunteer will be ceased if Essential Skills training is not attended as required.
9. Never give out your phone number or arrange to meet with patients, their families or whanau members outside of the volunteer relationship at hospice without first checking with Volunteer Services.

**DECLARATION AND ACCEPTANCE OF VOLUNTEER POSITION**

*I have read and understand the Volunteer Nurturing Touch Therapist Job Description.*

*I have received a copy of the Volunteer Worker Agreement and accept the standards and expectations set out.*

*I have received and will read information in my folder and integrate the information & approach into my practice as a volunteer.*

*I have had sufficient time to carefully consider this volunteer work agreement, and to seek independent advice should I so desire.*

*I am pleased to confirm my acceptance of the role under these terms and conditions.*

**Signed** \_\_\_\_\_ **Volunteer**

**Signed** \_\_\_\_\_ **Manager of Volunteer & Hospitality Services**

**Date:** \_\_\_\_\_