

# Complementary Therapy Volunteer Role Description

## North London Hospice purpose

North London Hospice is a registered charity that has been caring for local people since 1984. We are committed to empowering patients with life limiting illnesses, supporting them to achieve the best quality of life possible. As well as our inpatient unit at Woodside Avenue, we work within the wider community including our Outpatient and Wellbeing services; our support to patients in their own homes; our Community Specialist Palliative Care services; and our Patient and Family Support teams, providing emotional and practical support to patients, their families and carers.

Complementary therapies work alongside conventional medical treatments with the aim of promoting feelings of relaxation and wellbeing. They may help reduce stress and tension, ease aches and pains, help lift mood, reduce anxiety and improve sleep. Some therapies, such as hypnotherapy and acupuncture can assist in managing symptoms, for example breathlessness and pain. They are not intended to be an alternative to conventional methods of treatment for cancer or other diseases.

## Where is the role based?

The role is based at North London Hospice, at our Enfield site, 110 Barrowell Green, London, N21 3AY. We have a number of calm and welcoming therapy rooms where complementary therapy clinics are held for patients to attend.

## What does the role entail?

Complimentary therapist volunteers offer gentle, supportive treatments that help patients relax, ease symptoms and feel more comfortable. By sharing your skills in therapies such as acupuncture, reiki, or reflexology, you'll play a vital part in supporting the wellbeing of those in our care.

- Providing short courses of complementary therapy sessions to patients, helping to promote relaxation and ease physical or emotional discomfort.
- Creating a calm, safe, and respectful environment for each session. Insert main tasks here
- Working as part of the hospice team to ensure treatments are appropriate and supportive of patients care plans
- Maintaining clear communication with staff and reporting any concerns or observations appropriately.

## This role would suit someone who...

- Has a safe and confident approach to delivering complementary therapies, able to handle sessions sensitively and adapt to the varying needs of patients.
- Is reliable and punctual, with a flexible attitude to supporting our supporting our hospice services and the people we care for.
- Has a friendly, respectful manner, representing North London Hospice with warmth and professionalism when collaborating with staff, patients, families, and visitors.
- Displays team spirit, with the ability to work independently and a willingness to support others.
- Has some experience in providing complementary therapies such as acupuncture, reiki, or reflexology within a professional or voluntary setting.
- Holds our hospice values at heart – compassionate, open, respectful, empowering, and collaborative – and a belief in the power of volunteering to make a difference.

## Opportunities and benefits

- Making a positive impact, help patients relax, manage symptoms, and improve their overall wellbeing, providing comfort and emotional support during challenging times.
- Gain experience in a healthcare or hospice setting, learning how to adapt complementary therapies to different patient needs and collaborate within a multidisciplinary care team.
- Sharpen your existing therapy skills and explore new techniques in a supportive environment.
- Build relationships with healthcare professionals, therapists, and other volunteers, expanding your professional and personal network

## Time expectation

Flexible – Part-time or project-based with flexible hours. We encourage a regular schedule where possible, but you can fit this role around your existing commitments.

## Training

- Initial mandatory training when you join.
- Refresher training provided periodically.
- Role-specific training on safe handling and procedures.
- An individual support plan will be created to ensure your safety and comfort in the role.

## What else do you need to know?

- You must be 18 or over to apply for this role.
- You will need to provide evidence of membership relating to your field of expertise, e.g. registration with the Complementary & Natural Healthcare Council (CNHC)
- You will complete an online volunteer application form, and we will need to see a form of ID before you get started.
- At North London Hospice we strive to continuously demonstrate our values. These values are embedded in our recruitment and selection process, and we are fully committed to equality, diversity and inclusion in both our workforce and within our culture.
- You will represent North London Hospice values: compassion, openness, respect, empowerment, and collaboration.
- You'll be supported by a named line manager who will help guide your journey.

## Equal opportunities

North London Hospice is an equal opportunities employer. We value diversity, and we acknowledge that we currently have an underrepresentation from Black, Asian and Minority Ethnic people. North London Hospice role opportunities are open to all, and we welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.

## To apply:

[Click here to complete our online volunteer application form for Complementary Therapy](#)

**For further information,  
please contact the volunteer team:**

[volunteer@northlondonhospice.co.uk](mailto:volunteer@northlondonhospice.co.uk)