

Job Description

Job Title:	Holistic Therapist
Salary/Rate	£12.10 per hour
Hours	14 hours per week.
Location	Manchester
Reports to:	Service Manager
Accountable to:	Chief Executive

Job Purpose:

- To provide a range of holistic therapies to individuals accessing the service to aid in improving their health and well-being.

PRIMARY DUTIES & AREAS OF RESPONSIBILITY

- To provide a warm and inviting environment for individuals accessing the service.
- Through consultation, gather information from individuals pertaining to health, allergies, medical conditions and lifestyle prior to treatments.
- To perform a range of treatments, to include Full Body Massage, Indian Head Massage and Reflexology.
- To provide beauty treatments including Manicures and Pedicures.
- To carry out any other treatments that enhance the health and well-being of an individual.
- To discuss medical problems and medical histories with clients to determine how the treatment will be most helpful and where to use caution.
- To customise treatments to meet the needs of the client holistically, and provide a personalised service.
- To stick to timescales when performing treatments.
- To keep workspace tidy and perform housekeeping duties as necessary.
- To ensure stock levels of supplies are maintained and provide inventory information for supplies to be restocked.
- To create excellent experiences for clients through a friendly and helpful attitude.

Personal/Professional Development:

- The post-holder will participate in any training programme implemented by the ACCG as part of this employment, such training to include: Staff development,

induction and on the job training

- To participate in an annual individual appraisal and supervision performance review, and to take responsibility for maintaining a record of own personal and/or professional development.
- Taking responsibility for own development, learning and performance and by demonstrating skills and activities to others who are undertaking similar work.

Communication:

- The post-holder should recognise the importance of effective communication and will strive to:
- Communicate effectively with service users and carers
- Recognise people's needs for any preferred alternative methods of communication and respond accordingly.

Confidentiality:

- In the course of seeking support, service users and their carers entrust us with personal and sensitive information including their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately under the data protection rules.
- The post-holder will have access to confidential information relating to service users and their carers. All such information from any source is to be regarded as strictly confidential. The post holder will maintain and promote confidentiality of information for ACCG members, service users and businesses in accordance with the Data Protection Act.

Dignity and Respect

- To treat service users, colleagues and visitors with respect and dignity a all times.
- To recognise and respect the cultural differences in others.

Health & Safety:

- The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the ACCG Health & Safety Policy, to include:
- Using personal security systems within the workplace according to ACCG guidelines.
- Identifying the risks involved in work activities and undertaking such activities in a manner or way that manages those risks.
- Making effective use of training to update knowledge and skills.
- Using appropriate infection prevention and control procedures, maintaining work areas in a tidy and safe way and free from hazards.
- Identifying, assessing and reporting any potential risks identified.

Fire

- Adhering to fire regulations, procedures and evaluation procedures.

Note

This job description is neither definitive nor exhaustive and is not intended to be totally comprehensive. It may be reviewed in the light of changing circumstances following consultation with the post holder.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE
KNOWLEDGE & EXPERIENCE	<p>At least 3 years proven experience in working in a similar setting.</p> <p>Excellent customer service skills.</p> <p>Excellent listening skills.</p>	<p>Experience of working with Older people.</p> <p>Experience of working with people from the BAME community.</p> <p>Experience of working within the Voluntary and Community Sector (VCS)</p>
QUALIFICATIONS	<p>Relevant qualification equivalent to NVQ Level 3.</p>	
APTITUDE & ABILITIES	<ul style="list-style-type: none"> • Good verbal communication / language skills • Able to competently organise and carryout designated workload within scope of knowledge, competence & training & with limited supervision • Ability to prepare, record and complete all relevant documents for service users in a clear and concise manner • Ability to maintain accurate records. • Ability to work independently and professionally • Ability to deal sensitively with service user needs and maintain confidentiality at all times • Commitment to achieving personal and organisational objectives 	
DISPOSITION / ATTITUDE / MOTIVATION	<ul style="list-style-type: none"> • Willingness to undertake further training and development appropriate to role • Pleasant & social manner with a positive and caring attitude • Commitment to imparting knowledge and experience to others • Reliable and proactive team member • Ability to remain calm in stressful situations and cope under pressure and during transactional change • Empathy 	

	<ul style="list-style-type: none">• Self motivated with ability to motivate others	
OTHER FACTORS	<ul style="list-style-type: none">• Flexible to meet changing service requirements	