

Volunteer Community Based Complementary Therapist

Our core mission is to improve the lives of anyone affected by cancer, including those with a diagnosis, carers, family members and bereaved relatives, by enhancing emotional, psychological and physical well-being.

The Mulberry Centre is an award-winning charity which relies heavily on donations from individuals and organisations to support people through their cancer journey from diagnosis, through treatment and then post-discharge. We help them to start rebuilding their lives and promote self-management. We also support carers and family members to deal with these changes and bereaved relatives. We do this by providing counselling, complementary therapies, wellbeing classes, and supporting information, tailored to the needs of our users at, and around, our purpose-built centre in Isleworth. Our services are free of charge, but donations are always welcome.

Our volunteer complementary therapists provide complementary therapies for people with a diagnosis of cancer, their carers and bereaved. Therapies offered are recognised as having positive benefits and are given with the aim of relieving stress related symptoms and encourage relaxation.

In this instance The Mulberry Centre is expanding to deliver some of our service outside of the Centre within the local community and are looking for suitably qualified volunteers who can deliver complementary therapies – weekly in the community at a venue such as Meadow House Hospice Meadow House, Ealing Hospital, Uxbridge Rd, Southall UB1 3HW.

Time Commitment

3 hours, weekly

Main Duties

To provide regular complementary therapy sessions at a mutually agreed time for outpatients for the hospice or associated community venues.

To adapt each therapy session to suit the needs of the individual clients, taking into consideration their medical condition, energy levels, and emotional wellbeing.

To maintain appropriate records of each session, noting client attendance and any relevant observations in line with our policy and client confidentiality.

To work collaboratively with the wider wellbeing and clinical teams to ensure a holistic, person-centred approach to care.

To create a calm, safe, and supportive environment for clients receiving complementary therapies.

Volunteer Specification

The Mulberry Centre is committed to providing the highest quality of care, and our complementary therapists are expected to:

Hold a recognised qualification in their chosen complementary therapy (e.g. Reiki, Reflexology, Indian Head Massage).

Be a current member of a relevant professional body (e.g. CNHC,).

Hold personal and professional indemnity insurance and be willing to undergo an enhanced DBS check.

Be committed to ongoing professional development and reflective practice.

Have a minimum of one year's post-qualification experience in their chosen therapy, with active practice during this time.

Have not experienced personal cancer diagnosis, a close family member's cancer diagnosis, or bereavement within the last two years.

Previous experience of working with clients affected by cancer, or in palliative care settings is desirable.

Demonstrate excellent interpersonal skills, empathy, and the ability to adapt their therapy approach to meet the changing needs of individual clients in a sensitive and responsive way.

Communication and Teamwork

To maintain open, timely, and appropriate communication with the Mulberry Centre and hospice wellbeing team, including reporting any concerns, changes in a client's wellbeing, or other relevant observations.

To attend occasional team meetings, supervision sessions, or volunteer briefings where possible, to ensure integrated, safe, and supportive care for clients.

To liaise with the Mulberry Centre and hospice coordinator regarding session times, client bookings, and any changes to availability as soon as possible.

To uphold confidentiality at all times while sharing appropriate information necessary for client safety and holistic care.

Support and Education

- You will be provided with an induction covering the objective of the role, the work of The Mulberry Centre, and its procedures and policies relevant for your volunteering role.
- We will do our best to assist your volunteering role with us. This will include evaluation sessions and keeping you updated with all the relevant information on what support The Mulberry Centre offers.
- There will be an initial 3 months, then a six-monthly and annual review with your Lead. This is a way of monitoring and supporting each other and is informal and confidential.
- Expenses are reimbursed for travel incurred to carry out your volunteering duties. The reimbursement of any other 'out of pocket' expenses is subject to prior approval by your Lead.
- The Centre offers £50 per annum towards relevant professional development within related areas, after six months as a volunteer at The Centre. We also offer reimbursement retrospectively for CNHC membership yearly for those who have volunteered regularly.
- Networking amongst the therapists is encouraged, for support.

Next Steps

- All applicants will be asked to complete a Volunteer Application Form and confidentiality agreement and provide two referees to their Lead which will be shared with the Volunteer Lead.
- Candidates with the appropriate experience and skills for the role for which they have applied will be interviewed by the lead associated to the role.
- References will be taken up on successful candidates. Successful counsellor and therapist candidates will be asked to provide relevant professional documentation including qualifications/certificate to practise, enhanced DBS, membership of professional body and insurance.
- All new volunteers will be given role specific induction/training by their Lead and the Volunteer Lead will provide them with a general induction to the Centre, the general handbook and relevant information pertaining to policies and procedures. New volunteers will be asked to sign the Volunteer Agreement, confirming their commitment to the Centre. Complementary Therapist volunteers will also need to undertake a separate appropriate therapeutic induction.
- Subject to satisfactory references, and completion of professional documentation, the individual may start volunteering, and a review will be carried out by their Lead after three months.

Further information: Email: volunteer@themulberrycentre.co.uk or Amanda@themulberrycentre.co.uk

Responsible to: Complementary Therapies Lead