

**POSITION:** Massage Therapist  
**REPORTS TO:** Coordinator of Allied Care  
**LOCATED:** 472 Nicholson Street, Fitzroy North 3068  
**DATE:** July 2017

## **ORGANISATIONAL ENVIRONMENT**

Melbourne City Mission is a leader and innovator in the provision of services to the community. Established in 1854, Melbourne City Mission is a non-denominational organisation that provides assistance to thousands of Victorian people and communities experiencing disadvantage.

As a service provider Melbourne City Mission's work is focussed on providing a hand up not a hand out, supporting people to take charge of their own lives and participate fully in community life. Melbourne City Mission's service profile includes: Children, Youth, Adult and Family; Disability; Employment, Education and Training; Homelessness; Justice; and Palliative Care.

As a social change agent Melbourne City Mission advocates for social policy change and works across all sectors in seeking to achieve sustainable outcomes for communities experiencing disadvantage.

## **JOB CONTEXT**

This position is located within the MCM Disability, Early Childhood Intervention and Palliative Care division and implements MCM's commitment to best practice in palliative care.

MCM's Palliative Care service was established in 1981 as the first community-based palliative care service in Victoria. The service aims to enhance quality of life by providing specialist, interdisciplinary palliative care and practical support for people living with a terminal condition. Support is also offered to families and carers. Support includes the management of complex symptoms, loss, grief and bereavement.

The service is provided to residents of Darebin, Hume, Moreland and Yarra in accordance with the Palliative Care Australia Standards 2005.

## **JOB PURPOSE**

To provide/facilitate appropriate massage therapy to Melbourne City Mission Palliative Care clients and carers in accordance with the mission, values, policies and procedures of MCM and within the philosophy and organisational values of MCM Palliative Care. To work intentionally and ethically in the client's and/or carer's best interests.

## **JOB OBJECTIVES**

Duties of this role may include but are not limited to the following:

### **1. Client care**

- Identify client and carer psychosocial, emotional, spiritual and welfare concerns as they relate to impending death and/or bereavement and address these through the provision of therapeutic support
- Deliver massage services to clients and their carers in consultation with clinical staff
- Provide clients and carers with referrals to qualified and accredited providers of massage therapists as appropriate.
- Communicate regularly with the Coordinator of Allied Care regarding:
  - Time and resource management
  - Client caseload numbers and intensity
  - Prioritization of client needs
  - Visiting schedules.

### **2. Leadership and Interdisciplinary Teamwork**

- Contribute to excellent interdisciplinary practice according to the policies and practice of Melbourne Citymission Palliative Care
- Establish and promote effective relationships with external providers, especially general practitioners, key referrers and inpatient treatment teams.
- Promote respectful and constructive team relationships.
- Participate in and contribute to interdisciplinary team education as appropriate

### **3. Documentation**

- Ensure all elements of client records are complete
- Comply with agency documentation requirements, data collection and other administrative systems.

### **4. Education/Professional Development**

- Participate in regular supervision, appraisal and performance development
- Engage in intentional professional development that fosters the strengthening of personal and professional capacities.

### **5. Improving Performance**

- Participate in the Australian Council on Healthcare Standards, Evaluation and Quality Improvement Program.
- Be aware of and work within the characteristics exhibited in an improving organisation - customer focus, strong leadership, a culture of improving, evidence of outcomes, striving for best practice
- Participate in peer support and reflective practice
- Promote and participate in a culture of feedback
- Manage time effectively.

### **6. Others**

- Participate actively in:
  - Organisational and palliative care specific portfolios and working groups

- Supervision of students and other visitors
- Functions such as Memorial Services and events with volunteers
- Adherence to all relevant OH&S, Risk Management and statutory policies.

## KEY RELATIONSHIPS

<b>Relationships</b>	The appointee will work collaboratively and promote effective relationships with all members of the interdisciplinary team including staff and volunteers
	The appointee will establish and promote effective relationships with external providers, especially general practitioners, key referrers and inpatient treatment teams.

## KEY SELECTION CRITERIA

### Qualifications / Experience

#### Essential:

- Membership with a professional massage association (i.e. AAMT, AMT, BTFA, AIMA or ATMS) as well as having completed accredited Oncology Massage Training
- Prior work experience within palliative care and/or oncology setting
- Demonstrated competence in providing massage support to people of varied social, cultural and religious backgrounds
- Demonstrated competence in implementing and maintaining self-care routines including reflective practice
- Demonstrated experience in aligning practice with professional standards
- Excellent communication and interpersonal skills both face to face and via telephone
- Competence with electronic client records and computer skills
- Sensitivity to people living with a terminal condition and those who are dying or bereaved
- The ability to work collaboratively within an interdisciplinary team setting
- The ability to conduct education sessions for staff
- The ability to conduct training in hand & foot massage for volunteers
- The ability to work effectively in stressful situations and handle conflict creatively
- A capacity to be flexible and adaptable, with strong problem solving skills
- Excellent time management and organisational skills
- An ability to accommodate and work with change
- Current Victorian driver's licence

#### Desirable:

- Loss and Grief experience is highly desirable
- A sound understanding of community based palliative care service provision.

- Certificate IV in training & assessing

## MELBOURNE CITY MISSION CAPABILITIES

In addition to the Key Selection Criteria, applicants should be able to demonstrate the following attributes:

<b>Quality, safety and risk management are paramount</b>	Play by the rules – you make no compromises when it comes to quality, safety and risk management
<b>Clients are at the centre of everything you do</b>	You help clients reach their goals and get the best possible outcomes by working in partnership. You're always on the lookout for opportunities for improvement.
<b>You help make Melbourne City Mission a great place to work</b>	You build and maintain relationships with all your colleagues and clients. You're a team player, you actively participate in an encouraging and supportive work environment
<b>You achieve results</b>	You're focused on what you need to do and you deliver.
<b>You raise the bar</b>	You embrace a culture of learning, growth and development.
<b>Communication is key</b>	You're clear, know your audience and use a variety of methods to share information.

## TERMS AND CONDITIONS OF EMPLOYMENT

**Appointment to this position is subject to the satisfactory completion of a National Police Check, International Police Check (if applicable), current Victorian Working with Children Check, current Victorian Driver's License and the right to work in Australia.**