

JOB DESCRIPTION

Job title	Chase Farm (CF) Therapist
Department	Patient Support
Reports to	Senior CTS Therapist (CF & NM & Finchley)
Hours of work	Part-time – 15 hours per week (2 days), not including breaks
Date	April 2026
Role-specific requirements	This role requires on-site presence at Chase Farm Hospital and is not suitable for home/hybrid working.

The Royal Free Charity

The Royal Free Charity (the charity) supports the 17,000 staff and 2 million patients of the Royal Free London NHS Foundation Trust (RFL), across Barnet, Chase Farm, North Mid and Royal Free hospitals, plus over 30 NHS services.

Our focus:

- Enhancing patient care and experience
- Supporting staff wellbeing and development
- Funding research and innovation
- Providing state-of-the-art medical equipment

Our work is made possible by the generosity of donors, fundraisers, and volunteers. The charity employs 90+ people and is committed to being an employer of choice.

To find out more, please visit our website [Careers | Royal Free Charity](#)

Patient support purpose:

Patient support brings together volunteering, complementary therapy, and wider charity patient-facing support into one integrated, site-based team at each of the four main hospital sites. Each hospital has a dedicated “charity space” with a core team that works together to provide a consistent, responsive, and easy-to-navigate offer for patients and families. Patient support site managers work closely with NHS site teams to ensure support reflects the clinical needs and demographics of each hospital. Volunteering and therapy roles are embedded locally rather than operating as separate teams, enabling continuity, flexibility, and equitable provision. A small central social rights and benefits team provides targeted, discharge-focused advice for financially vulnerable patients. Patient support delivered via the charity is designed to be clear, collaborative

and patient-centred, with charity staff working as one team to deliver high-quality support tailored to each site.

Job purpose – CF therapist

The purpose of the role is to provide adaptive therapeutic massage to patients under referral from clinical teams, at the CF site within step-down, rehabilitation and chemotherapy infusion suite settings, supporting patients comfort, relaxation, and well-being during recovery.

Key objectives and responsibilities of the post are:

- Provide gentle adaptive therapeutic touch to support relaxation and well-being
- Set the highest possible standards of care, respecting cultural preferences, touch, and privacy
- To ensure robust clinical pathways, assessments and review processes are followed, maintaining appropriate clinical records/document sessions as per policy
- Demonstrate safe delivery of best clinical practice
- Contribute to the development of evidence-based practice and be involved with research and case studies, where appropriate
- Assist senior CTS therapist NM & CF (Finchley) in the induction and mentoring of volunteers.
- Strict adhered to infection prevention
- Protocols the immediate escalation of adverse reactions
- Liaise closely with the nursing and medical team
- Be aware of current developments within complementary therapy
- Ensure sensitive information is managed in accordance with GDPR, Safeguarding and confidentiality policies and guidance
- Always maintain confidentiality, which includes patients, relatives, staff and volunteers
- Monitor and maintain the complementary therapy stock and ensure oils and equipment are stored safely and correctly
- Work autonomously but in compliance with the relevant professional body's code of ethics and professional conduct, national frameworks and trust policies and procedures specific to the role

Key relationships and stakeholder engagement

- Other site therapists
- Senior CTS Therapist (NM & CF) Finchley
- NM & CF site managers
- CF Assistants
- Head of Patient Support
- Patient Support Data Officer
- Director of Services & Innovation
- Trust staff
- Volunteers

Person specification

Essential criteria

Qualifications

- ITEC (International Therapy Examination Council) level 3 in holistic massage or equivalent
- CSE/GCSE in Maths and English or equivalent
- Fully insured and registered with a professional body

Experience and skills

- Extensive experience as a qualified therapist in one or more complementary therapy disciplines
- Demonstrate understanding of confidentiality & working with integrity
- Ability to manage staff across multiple sites
- Demonstrate relevant post-qualification experience
- Excellent verbal and written English skills, with the ability to communicate clearly and sensitively
- Basic IT skills - MS Office (Outlook, Word, Excel and PowerPoint)
- Proven experience in a customer-focused or service-driven role, demonstrating professionalism, empathy and discretion. (**Respect & Dedication**)
- Strong active listening and problem-solving skills, with the confidence to take responsibility and make sound decisions (**Innovation & Energy**)
- Effective communication skills, with the ability to build and maintain positive working relationships and work in partnership with others. (**Partnership**)
- Sensitivity, patience and emotional intelligence, including the ability to remain calm and professional in challenging or stressful situations (**Respect**)
- Proven experience in a service-driven role, demonstrating professionalism, empathy and discretion. (**Respect & Dedication**)
- Empathy and the ability to positively support staff, colleagues and stakeholders (**Respect**)
- Ability to work independently, manage competing priorities and take responsibility for own workload while contributing positively to a team (**Dedication & Energy**)
- Ability to work under pressure and meet deadlines, prioritising tasks while maintaining a high standard of service (**Energy & Dedication**)
- Ability to handle confidential or sensitive information (**Dedication & Respect**)
- Ability to problem-solve when required
- To be self-confident and willing to take responsibility of own work
- Excellent interpersonal skills with the ability to establish good working relationships with senior staff, internal and external stakeholders (**Partnership**)

Knowledge

- Extensive knowledge of massage and other complementary therapies
- Understanding of patient clinical needs and contraindicators for a therapy intervention
- Understanding and knowledge of safeguarding and Infection Prevention and Control
- Knowledge of how the human body works
- Confidence and willingness to learn new systems, develop new skills and contribute ideas that drive efficiency and continuous improvement (**Innovation**)
- A flexible, tactful and diplomatic approach when working with colleagues and stakeholders (**Partnership, Respect**)

- Understanding of confidentiality, data protection and working with integrity at all times (**Respect**)

Desirable Criteria

- Experience in a rehabilitation or hospital setting
- Understanding of post-surgical contraindications
- Ability to adapt techniques for mobility limitations
- Training in oncology or hospital-based massage
- Experience in working with medical complex patients
- Experience of working within a charity, healthcare or public sector organisation
- Experience in supporting wellbeing, patient experience

Other requirements – we expect you to:

- Commit to ongoing personal and professional development, contributing learning and ideas to the wider team
- Work effectively and confidently with minimal supervision
- Demonstrate a positive, professional attitude at all times
- Be highly motivated, proactive, and able to use initiative
- Show a strong affinity with the NHS and philanthropic values
- Maintain a high level of attention to detail
- Support and collaborate effectively with team members and colleagues
- Attend meetings, training, supervision and regular one-to-one sessions with the line manager
- Be flexible and responsive to the changing needs of the charity
- Treat everyone with dignity and respect, promoting equality and inclusion regardless of protected characteristics (sex, age, disability, gender reassignment, race, ethnicity, religion or belief, sexual orientation, or any other protected characteristic)
- Read, understand and adhere to all charity policies, procedures and relevant legislation, including the dress code and ensure any direct reports do the same
- Actively work towards the charity's vision and mission, demonstrating its values of dedication, innovation, partnership, energy, and respect
- Maintain a good understanding of Health and Safety at Work and fire procedures and take appropriate action in the event of an emergency
- Undertake any additional duties that are relevant to the role as required

This job description is not exhaustive, and the role will include other tasks and responsibilities commensurate with the post and subject to change to meet legislative requirements.