

Role descriptions for the website

Café Costa Assistant:

Volunteers working in our hospital Café work a 3 hour shift over the busy lunch time break, 11am – 2pm. Volunteers help support Café caregivers by clearing and wiping down tables, loading the dishwasher and hand washing dishes as required, restocking condiments, delivering lunch orders and sweeping up.

Administration:

Volunteers in an administrative role help support their department by completing tasks including data entry and collating data, filing, photocopying, scanning, laminating, labelling patient records, putting together information packs, compiling mail outs and gift bags.

Concierge:

Located in the hospital forecourt, volunteers in the concierge role are often the first point of contact for hospital visitors. The concierge volunteers welcome visitors, assist with carrying belongings, help with wayfinding, assist patients in and out of the car if required and when necessary, assist wheelchair bound patients.

Patient Support – Day Oncology, Emergency Department, Day Surgery & Rehabilitation:

Patient support volunteers working in their designated department support patients by making tea/coffee and refreshments/morning tea, clearing patient tables, cleaning and restocking kitchenettes, assisting with re-making beds, cleaning armchairs and trolleys and general tidying. Volunteers provide comfort to anxious patients and their families through friendly, non-intrusive conversation and as required, assist with transferring of patient within the Hospital. Volunteers support nursing caregivers and the unit receptionist as appropriate.

In Patient/Ward Support & Hospitality:

Volunteers in this role aim to meet the hospitality needs of patients during their hospital stay and provide support to patients when getting discharged from hospital. This includes, offering tea/coffee, extra blankets, pillows or extra armchairs for visitors. Attending to patients flowers, assisting with using the TV, hospital Wi-Fi and if required assisting with packing and unpacking and supporting patients at mealtime. Engaging in friendly, non-intrusive conversation and upon request, reading to patients, writing cards/letters.

Meet & Greet – Main Reception

The Meet & Greet volunteers at main reception support the reception team by greeting visitors, assisting patients and visitors with directions, escorting visitors to appointments as required, delivering items to departments such as flowers and medical records. The meet & greet team support receptionists with administrative tasks as required.

Meet & Greet – Intensive Care Unit

The Meet & Greet volunteer in ICU is the first point of contact for all visitors of patients who are in ICU. Volunteers greet visitors and liaise with nursing caregivers of visitor arrivals. The meet & greet volunteer will demonstrate hospitality while visitors wait in the waiting area and support ICU with administrative tasks and compile hospital admission packs.

Flower Attendant:

Flower attendants assist patients with care for their flowers including replacing water, trimming stems, cleaning vases and rearranging flowers.

Patient Transport Service:

Transport volunteers use the hospital's patient transport vehicle to assist patients that face difficulty getting to the hospital for oncology treatment. Volunteers will pick up patients from their home, escort the patient to their appointment and drive them home following their appointment. Volunteers are also responsible for the cleanliness of the patient transport vehicle.

Companion Support:

Volunteer companions provide support and companionship to patients who might be lonely, have dementia or delirium as a result of their illness or operation. The volunteer will liaise with the Nurse Unit Manager prior to starting their shift to obtain a list of patients who could benefit from a companionship visit.

Art Program (Cartwheels) Arts Assistant:

The arts assistant volunteers help support the Cartwheels program by contributing to setting up and running meaningful art sessions for patients and their families. Volunteers also offer bedside mobile art studios and tailor activities accordingly.

Engineering & Maintenance Support:

Volunteers help support the Engineering & Maintenance team with carrying out general maintenance including changing light globes, minor repairs to wall surfaces, attending to issues with patient remote handsets and garden sprinkler systems. Assist with picking up hardware and furniture relocation using the Maintenance Van.

Convenience Trolley:

The convenience trolley volunteer visits patient rooms to see if there is any goods or confectionary they wish to purchase. The volunteer will report to the Ward Clerk before entering patient rooms to receive a list of which rooms the service should be offered to. The volunteer is responsible for restocking the trolley, inventory and cash handling.

Maternity/Women's Health Unit Concierge:

The Maternity concierge's primary function is to enhance the patient (mothers) experience by offering exceptional hospitality, which meets the non-clinical and individualised comfort needs, patients and their visitors. The volunteer will build a rapport with the patient to understand individual preferences and be proactive in offering assistance within the scope of their role.