

**VOLUNTEER POSITION DESCRIPTION**

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| Position Title: | **Hospitality & Patient Support Volunteer** |
| **Department:** | Level 2 East |
| **Hours of Work:** | 11am – 1pm and 4pm – 7pm, Monday – Friday |
| **Terms and Conditions:** | * Regulations as set out in the SJGGH Volunteer Handbook * Adherence to hospital policies and procedures |
| **Reports to:** | Unit Manager/Unit Receptionist |
| **Review:** | Within 3 months post appointment and annually thereafter with the Unit Manager/Volunteer Co-ordinator. |
| **Accountable to:** | Volunteer Services Co-ordinator |
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Volunteer Caregivers are expected to uphold the five values, treating each otherand those they serve with respect and dignity in support of our vision, mission and culture.   1. **Purpose of Position:**   The Hospitality Volunteers primary function is to enhance the patient experience by offering exceptional hospitality, which meets the non-clinical and individualised needs of our patients.   1. **Position Requirements**   **2.1 Mission**   * Capacity to understand and willingness to support and promote the Mission   and Values of St John of God Health Care   * Commitment to organisation’s service ethos through the provision of excellent service (refer to service ethos handbook) * Caregivers are required to act in accordance with the standards of behaviour outlined in the SJGHC Code of Conduct document (refer to volunteer handbook).   1. **Duties and responsibilities:**   **Patient Rounding**   * Perform Patient Rounding every hour. * Report to Unit reception for relevant information e.g Patients who are not to be disturbed. Alert to patients in isolation. * Knock before entering a patient’s room. * Introduce yourself to the patient and that you are a part of the Volunteer Service and explain your role. * Water jugs are filled by nurses. If patient requests more water please check with nurse as the patient might be on fluid restriction. * Offer tea or coffee if applicable * Attend to the comfort needs of the patient and their visitors including providing additional blankets, pillows and additional chairs for visitors * Attend to patients flowers if necessary * Ensure patients know how to access the hospital WiFi and use the TV * Offer assistance with packing/unpacking bags * Engage in friendly, non-intrusive conversation – if you believe that patient is seeking pastoral care please inform the Nurse who will arrange visit from Pastoral Care staff. * During interactions with patients please incorporate the following questions (known as the 4 P’s) :   + Pain – are you in pain? (if yes advise nurse)   + Possessions – are you able to reach your possessions / equipment (e.g. reading glasses, purse, call bell, phone, magazines)?   + Personal Care – Do you need to use the bathroom? (if yes advise nurse)   + Position – Do you need to change positions? (if yes advise nurse)   + At conclusion, complete form and file in front of patient folder in drop-down box outside patients room   **Lunch, Dinner Assistance and General Support**   * Immediately prior to lunch and dinner period assist patients to clear over-bed tables in readiness for meal tray – don’t touch personal items (e.g. used tissues, urine bottles, etc). Buzz nurse to remove these items. Wipe down table with wipes. * Check with nurse if patient is asleep and needs to be woken for lunch * Use hand control to elevate bed if requested to do so- do not physically assist patient – buzz for nurse. * Assist patients with meal if necessary (eg cutting food, removing lids/seals, making tea or coffee) – ensure water **is not boiling** to avoid harm. * Other duties include reading to patients, writing cards/letters on request. * Tidying patient rooms and offering tea/coffee to visitors. * Ensure that hand hygiene is carried out as instructed at orientation. (refer to Orientation Program Hand book). Remain bare below the elbows to ensure correct hand washing.   **Claim Forms and Patient Discharge**   * Liaise with Discharge office for any forms requiring completion. * Assist patient in completing forms if required, ensuring all boxes ticked, dates and signatures as required. * Return forms to Discharge office. * Assist patient with packing (if required) wrapping flowers in plastic bags. * Ensure patient has (where applicable) :   + Been advised of next doctor’s appointment   + Collected x-rays and medications (do not pack medications, nurses role)   + ID band/s removed. * Escort **only** ambulant patients, to Discharge office to complete documentation. * Ask the person who is collecting the patient to drive car to front entrance. * Escort patient to car (not beyond hospital grounds) assisting with light weight bags and flowers only. * Strip beds for patients who are discharged and dispose of linen down laundry shoot * Re stock Perspex folders in patients rooms with relevant brochures, brochures located in Volunteer cupboard Level 3W   **Maintaining General Tidiness of Ward**   * Identifying areas of clutter and returning items to cupboards (eg. Walking sticks, walking frames, bed frames, empty I.V. poles etc) * Keeping the corridors free of equipment not in use (check with nursing staff)   **Please remember that patients’ information is private and confidential. When asking for personal information please ensure that it cannot be over-heard. If practical it is better for a patient to complete his/her Hospital benefit form – this reduces the risk of breaching the Privacy Act**   1. **Volunteers are NOT to do the following:**  * Do not handle soiled items. * Do not transport patients in wheelchair. * Do not escort patients beyond hospital grounds. * Do not feed patients. * Do not handle medication. * Do not lift heavy baggage  1. **Responsibilities of Volunteering**  * Informs the department directly when unavailable for a shift. * Reliability and accountability. * Respect and maintain strict confidentiality. * Ask for support or guidance as required. * Carry out the work you have agreed to responsibly and professionally. * Attend relevant training and meetings. * Inform unit receptionist or nursing staff when your shift has finished.  1. **Team work**  * Participate as a valued team member promoting and contributing to a supportive team environment  1. **Communication:**  * Communicate effectively with all customers using the appropriate channels, utilising appropriate formal and informal channels of communication. * Informs the Unit Manager, Volunteer Services Coordinator or Director of Mission of **any** problems encountered whilst on duty.  1. **Quality and Risk**  * Participate in, contribute to and implement quality improvement and risk management into all aspects of service  1. **Occupational Health and Safety:**  * Follow all Standard Operating Procedures in their workplace; * Take reasonable care of self and others; * Not to interfere, bypass or misuse any system or equipment provided for health, safety and welfare purposes; * Take all actions to avoid, eliminate or minimize hazards; * Seek information on any work they undertake and be aware of the risks and hazards associated with their work * Report all incidents / hazards / injuries; * Assist in completion of incidents / hazards / injuries reports; * Participate in the documentation of Risk Assessments and Standard * Operating Procedures for activities that could pose a OHS risk; * Raise OHS issues with Team Leader and take part in OHS consultative arrangements; * Use Personal Protective Equipment as required and directed; * Attend all mandatory and recommended OHS training; * Promote a positive safety culture within their areas by demonstrating a positive commitment to OHS.   **This role has the authority to:**   * Stop any hazardous activity within their workplace; * Report any incidents / hazards within their workplace.   **Physical demands of position include;**   * Manual handling activities which include the movements of bending, stretching, reaching, pushing, pulling, lifting & walking. * Walking, standing and sitting. * Lifting and carrying of patient’s belongings. **– use discretion.** * **Do not lift any heavy bags – inform nurse.**   **Dress Code**  Neat and clean day wear e.g dress pants, shirt, knee length skirt, comfortable closed in shoes.  If wearing perfume ensure that it is light as some patients may be affected by strong fragments.  To meet Infection Control standards - do not wear jewelry below the elbow eg. Bracelets, rings, wrist watch.    **Environment**  The caregiver, recognising St John of God Health Care commitment to the responsible environmental stewardship, will support the organisational environmental goals in performance of all duties.  **Essential Capability framework**   * A strong commitment to the St John of God Health Care Mission and Culture. * Demonstrates exceptional customer service – maintains awareness of patient, colleague and the public needs. * Demonstrates sensitivity and respect for diversity and differences. * Performs own role and responsibilities efficiently to contribute to hospital mission and vision. * Demonstrates reliability, flexibility and punctuality to meets agreed schedules and timelines * Observes Code of Conduct and behaves ethically and seeks assistance with ethical dilemmas * Demonstrates active listening and asks appropriate questions when dealing with customers, patients and colleagues.   **Personal Attributes**   * Is open flexible to change * Remains calm and focused when faced with difficulty * Demonstrates empathy  |  |  | | --- | --- | | I, the undersigned, understand the content and accept the duties and responsibilities of this position description.  Caregiver's Signature:……………………………………………….. Date:……………………………….. | | | **Created:** | February 2019 | | **Date of Reviews** | February 2021 | | |
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