

VOLUNTEER JOB DESCRIPTION

Position Title	Volunteer – Palliative Care Unit & North Ward
Department	Palliative Care Unit & North Ward
Supervised By	Palliative Care Nurse Unit Manager (NUM) or Associate Nurse Unit Manager (ANUM) Palliative Care or Nurse in Charge & North Ward NUM
Date Revised	February 2019

Duties/Responsibilities

Volunteers are to report to the Nurse in Charge to gain direction on the type of patient support required for the shift. This could include any of the following:

- Escort patients to daily activities, ie group cooking, exercise and music sessions
- Assist Allied Health staff members with activities as directed
- Take around a trolley with activities
- Purchase newspapers at patient request
- Set patients up for their meals by unwrapping packaging and ensuring utensils are within reach
- Write biographies, offer books and magazines from the library. Offer CD players, CD's, DVD players and DVD's.

Qualifications/Skills

- Communicate well with patients and their families
- Work independently
- Respond appropriately to directions from staff and seek assistance readily from staff as required
- Be reliable in regular attendance

Purpose

Support the patients within the palliative care unit by providing non-clinical assistance.

Hours

Generally volunteers are required from 10:00am to 2:00pm. However, hours can be varied in consultation with the Palliative Care NUM & North Ward NUM.

Volunteers are NOT to take part in the following

- Not to give out meals/beverages to patients unless directed by the supervisor
- Not to offer any medical advice to patient or visitors
- Not to disclose any confidential information
- Not to handle any medical equipment
- Not to discuss patient information, ie. with family, friends or media

- Not to give any information or advice over the phone relating to a patient or a medical condition
- Not to handle any specimens, scripts, x-rays, case notes
- Not to take money from anyone
- Not to be a counsellor
- Not to assume any additional duties without approval from the supervisor
- Not to take on nursing duties or have physical contact with patients
- Not to assist staff or clients with any interpreting
- Not to translate any written documents for staff or clients

If in doubt, seek guidance from the supervisor or Nurse Unit Manager.

Support and Debriefing

- Talk to your supervisor first for support and debriefing as necessary
- Should any outstanding issues arise, your supervisor can also be contacted for advice/referral to our external debriefing provider

Confidentiality

It is absolutely essential to treat any personal details of medical, social or family history of a patient as strictly confidential. Volunteers may discuss only matters relevant to their own function and responsibility with their supervisor or other authorised staff at Eastern Health in the course of patient care. Any confidential information which may come into your possession by virtue of your position, is not to be divulged to any unauthorized person. Volunteers MUST respect patient confidentiality at all times.

Training

Volunteers must complete the following mandatory training prior to commencement:

- Eastern Health online Orientation
- Occupational Health & Safety modules
- Hand Hygiene module
- Child Safety module
- Other training as required by your department

Volunteers MUST also complete the refresher mandatory training every 12 months and other training as identified from time to time.

ORGANIZATIONAL INFORMATION

Our Vision

GREAT CARE, EVERYWHERE, EVERY TIME

Our Mission

Together we care, learn, discover and innovate.

Organisational Environment

Eastern Health provides a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care and community health services to people and communities that are diverse in culture, age and socio-economic status. These services are provided both on an inpatient and outpatient basis. These services and programs are supported by staff who possess an unparalleled commitment to patient care as well as teaching and research.

The strategic goals are fully detailed in the Eastern Health ilearn orientation.

Eastern Health Values

Eastern Health values reflect who we are as individuals and as an organisation. Our values are:

PATIENTS FIRST: KINDNESS, RESPECT, EXCELLENCE, AGILITY, HUMILITY

The Eastern Health Values are fully detailed in the Eastern Health ilearn orientation.

OH&S Statement

As a Values-Based Safe Workplace, we are committed to providing and maintaining, so far as is practicable, a safe and healthy working environment for all staff, volunteers, contractors and visitors. This commitment is in accordance with the organisation's values and the requirements of the various Occupational Health & Safety Acts, associated Regulations and Codes of Practice.

Equal Employment Opportunity

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of disciplinary procedure, which may result in dismissal from your volunteer position.

Important Points to Remember

- If, whilst in the course of your duties as a volunteer, you are asked any medical question or any questions in regards to a patient, smile, explain that you are not a member of the medical or nursing staff and point out who they can talk to. You may also assist in bringing these enquiries to the attention of relevant staff in the area.
- If you have any queries or concerns, please direct them to your supervisor or the Volunteer Services office.
- Any information you may learn about any patient is confidential and must not be passed on to anyone.
- Approach patients and their families in a professional manner and maintain a high standard of service at all times.
- Be discrete and use basic common sense.
- If in doubt about doing something, always ASK the staff or seek advice from your supervisor.
- Work within State and Eastern Health organisational guidelines and responsibilities
- Complete all required mandatory training.

CERTIFICATION

I acknowledge that:

- I understand the requirements of, and am prepared to undertake the duties and responsibilities stated in this position description;
- The position description will be reviewed regularly in consultation with me; and
- I will be subject to a three month probationary period from my commencement date - after which my ongoing commitment will be reviewed.

Volunteer

Name

Signature Date.....

Volunteer Coordinator (or other as stated)

I have carefully reviewed the position description and am satisfied that it fully and accurately describes the requirements of the position.

Name

Signature Date.....

General Information for Volunteers – Palliative Care Unit & North Ward

In order to help assist you settle into the Volunteer role these general guidelines have been developed:

Work Ethic

- Volunteers will present in a neat and quiet manner, being mindful of the circumstances in which they work.
- Informal meetings with individual Volunteers to take place and to be arranged with the Nurse Unit Manager

Daily Routine

On arrival, report to the Nurse in Charge, which is generally the Nurse Unit Manager (NUM) or Associate Nurse Unit Manager (ANUM). The Nurse in charge of the shift will inform you of any restrictions or limitations regarding visiting or activities for individual patients.

Important points to remember

- Please liaise with the Nurse in Charge to find out if there are any patients that either must remain in their rooms or that you cannot visit eg. Infectious patients.
- Patients and relatives may sometimes assume that you are a member of the medical/nursing staff, so please introduce yourself and inform them of your role.
- Please wash your hands between patients to prevent spread of infection between patients.
- Maintaining patient's confidentiality is vital. Do not ask patient's or their families' details of the patient's medical condition.
- Do not answer any medical or treatment related questions. Please promptly inform the nursing staff of any concerns or medical questions raised.
- If you need to discuss any medical issues with the nursing staff, please do so away from the patient or their families.
- Patients/family's details are also not to be discussed with any unauthorized people.
- If you are unsure about any situation, please feel free to ask the staff.

Finally, please feel free to ask the staff any questions to assist you to enjoy your time with the patients.

Thank you for volunteering to assist within the Palliative Care Unit; your assistance and time are greatly appreciated.