

VOLUNTEER POSITION DESCRIPTION

Program area:	Leisure, Health and Wellbeing
Relevant roles:	Entertainment Volunteer; 1:1 Visiting Volunteer; Pet Therapy Volunteer, Sensory/Cognitive Stimulation Volunteer; Cycling without Age - Trishaw Pilot, Gardening Volunteer, Men's Group and General Assistance, Biography Program, Meal Mates
Location:	Wellbeing Department/Residential Aged Care Facilities, Castlemaine and Maldon campuses
Classification:	Volunteer
Reports to:	Volunteer Mentor, Volunteers Coordinator
Time commitment:	As required
Amendment date:	October 2023

Welcome to Dhelkaya Health

Welcome to the volunteer program at Dhelkaya Health. Our volunteers provide invaluable support to staff and enhance the quality of life of our patients, residents and community members.

Dhelkaya Health values diversity and fosters a culture that is welcoming of all people, including but not limited to; Aboriginal and Torres Strait Islander people, people with a disability, lesbian, gay, bisexual, transsexual and intersex people, people experiencing health inequalities and culturally and linguistically diverse people.

About Dhelkaya Health

Dhelkaya Health is a new health service on Dja Dja Wurrung country; it is the coming together of Castlemaine Health, Maldon Hospital and CHIRP Community Health. Dhelkaya Health is shaping a better health system for the people of Mount Alexander Shire and beyond, while staying true and local in everything it does.

Dhelkaya Health delivers a diverse range of inpatient, outpatient, aged care, community health and outreach services to Mount Alexander Shire. It also delivers assessment, rehabilitation and allied health services to neighbouring shires.

Dhelkaya Health is committed to the quality, accessibility and sustainability of acute, aged and community-based healthcare, and family and housing services. Dhelkaya Health has campuses in Castlemaine and Maldon.

Position purpose

To assist the Leisure, Health & Wellbeing team in the delivery of meaningful one to one and/or group activities and social interaction between residents of Dhelkaya Health Aged Care Facilities.

Role	Description
Entertainment Volunteer	To share specific performing skills and talents with residents of Dhelkaya Health's Residential Aged Care Facilities and/or Hospital Wards and/or Adult Day Services.
1:1 Visiting Volunteer	To provide companionship and social support to identified residents of Dhelkaya Health's Residential Aged Care Facilities.
Pet Therapy Volunteer	Provide residents of Dhelkaya Health Residential Aged Care Facilities with the opportunity to spend time with volunteers and their pets.
Sensory/Cognitive Stimulation	To provide one of many enjoyable sensory-based experiences for residents – for example through craft, cooking, reading, and/or hand massages/manicures.
Gardening Volunteer	To contribute to the maintenance and attractiveness of Dhelkaya Health's aged care residence grounds through gardening.
Cycling Without Age - Trishaw Pilot	The Trishaw Pilot will promote, protect and support Cycling Without Age's principles of generosity, slowness, storytelling, relationships without age. By piloting the volunteer will provide a safe offsite experience for the residents and participants involved.
Men's Group	To support a fortnightly resident led Men's Group. The session will be as person centred as possible, taking cues from whoever is in attendance so as to encourage the men's independence and sense of belonging in the group.
General Assistance	To provide general assistance within the Residential Aged Care area, assist with footy tipping, and general activities within the units.

Biography Program	The biographer will be trained in how to complete a resident biography. The biographer will over 6 – 8 hourly visits record the residents story, transcribe, edit, insert photos, or any other multimedia and prepare final biography, one hardcopy and an digital copy to present to resident.
Meal Mates	To provide companionship and support to residents at Dhelkaya Health residential aged care facilities at meal times for residents needing support and supervision with meals. The role of a meal mate is to support good nutrition, hydration and social connection in order to build overall wellbeing in the resident.

Personal attributes required (all roles)	General accountabilities (all roles)
• Ability to maintain engagement with people who may experience limited concentration and/or comprehension • Well-developed interpersonal, communication and listening skills • Flexible approach, reliable and patient • Non-judgemental and positive attitude • Ability to work as part of a team as well as independently • Genuine interest in working/volunteering with older people of varying abilities in a residential or other group setting. • Ability to commit for a minimum of twelve months • Access to a computer and the internet and the ability to use email.	• Obtain and/or maintain a current and satisfactory National Police Check and NDIS check • Participate and obtain satisfactory feedback through regular formal and informal performance review meetings. • Participate in and commit to ongoing workplace initiatives and activities in health and safety, quality improvement and risk management • Demonstrate behaviours that are consistent with the Code of Conduct for Victorian Public Sector Employees.

Entertainer	Accountabilities
	• Approved volunteer entertainer will be allocated an appropriate space and time to entertain. • Negotiate with paid staff to prepare an audience and disperse it on completion of the performance. • Request that items required for the entertainment be ready e.g. piano. • Arrive prepared for the entertainment e.g. music, material. • Check in with Unit Manager/paid staff prior to commencing program.
	Selection criteria
	• Confident and competent performing abilities.
1:1 Visitor	Accountabilities
	• Engage in conversation with residents, and encourage and support participation in activities, as appropriate. • Promote individual choice and decision making through focussing on individual strengths, preferences and interests • Refrain from sharing own personal problems/difficulties with the resident. • Do not assist with personal care, manual handling or give medical/health advice to client; ask for staff assistance as necessary. • Completion of Dhelkaya Health vehicle orientation training.
	Selection criteria
	• Friendly, engaging manner. • Current drivers' licence • Confident and capable driver

Pet Therapy	Accountabilities
	• Pets are to be registered and wear their volunteer photo ID. Check in with the Unit Manager/paid staff on arrival, prior to moving amongst the residents. • Pets are to be under the control of their owners at all times e.g. have a restraining device such as a dog leash or be held by their owners. • Owner volunteers are responsible for their pets' behaviour and cleanliness. Dogs barking, boisterous behaviour and loud noises are unacceptable. • Allow residents to touch the pet if they wish and it is safe to do so. • Be aware that not everyone likes or wants contact with pets. Residents wishes are to be respected. Sensitivity to this matter is essential. Maintaining a reasonable distance is required in these circumstances.
	Selection criteria
	• Effective pet handling technique. • Ability to take instruction and seek assistance.
Gardening	Accountabilities
	• Approved volunteer gardener will be allocated an appropriate area in one of the residential aged care units in which to garden. • Use of protective wear as appropriate.
	Selection criteria
	• Gardening experience and/or interest in garden design
Sensory/cognitive stimulation	Accountabilities
	• Liaise with the Leisure and Wellbeing staff regarding scheduled activities and communicating availability to attend (e.g. assisting with a cooking class, delivering hand massages/manicures to residents, teaching an arts/crafts class, reading to residents). • Request that items required be ready (e.g. hand cream, books, crafts materials) and arrive prepared for the activity.
	Selection criteria
	• Confident/capable cook • Skilled in arts and craft • Confident in providing a manicure/hand massage
Cycling Without Age - Trishaw Pilot	Accountabilities
	• Check in with Unit Manager/paid staff prior to commencing the activity on the day. • The Trishaw Pilot is at all times in command and control of the Trishaw
	Selection criteria
	Volunteers should possess at least one of the following attributes relevant to their activity: • Competent and safe rider • Appropriate fitness to pilot a Trishaw
Men's Group	Accountabilities
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	Selection criteria
	Volunteers should possess at least one of the following attributes relevant to their activity: • Confident in supporting people in a aged care environment • Ability to effectively communication with both residents and Leisure and Wellbeing staff about tasks • Have a friendly engaging manner with residents and staff
General Assistance	Accountabilities
	• Liaise with the Leisure and Wellbeing staff regarding scheduled activities and communicating availability to attend. • Provide support upon request to assist with activities around the unit
	Selection criteria

	Volunteers should possess at least one of the following attributes relevant to their activity: • Confident in supporting people in a aged care environment • Ability to effectively communication with both residents and Leisure and Wellbeing staff about tasks • Promote individual choice and decision making through focussing on individual strengths, preferences and interests • Have a friendly engaging manner with residents and staff
Biographer	Accountabilities • Successful completion of in-house Biography training for four half days over a four week period including submission of all homework and activities • Completion of sign in sheet when arriving at RAC facility • Report to Nurse Unit Manager upon arrival at RAC facility • Understand and adhere to mandatory reporting guidelines • Encourage residents to talk about the life history using appreciative enquiry and active listening techniques • Edit the biography using Microsoft Word so that it is reflective of the resident's voice. • Check with the resident that the transcribed version of the biography is correct. Be prepared and have transcribing and editing complete before the next resident visit • Include any photographs, or other items that are relevant to the resident in the biography • Proof read the biography according to Dhelkaya Health guidelines • Format the biography according to Dhelkaya Health guidelines • Report to Volunteer Coordinator via email at the completion of each resident interview • Maintain confidentiality at all times outside Dhelkaya Health and delete/destroy all client information at the completion of the biography • Attend additional training sessions when required
	Selection criteria Volunteers should possess all of the following attributes: • Commit for a minimum of twelve months • Well developed interpersonal, communication and listening skills • Flexibility and reliability • Experience using recording technology, word processing, insert photos and use track changes, (MS Word), transcribing, formating and editing • Use of Teams to store templates and documents • Use of email with the ability to attach documents to email • Good typing skills • Experience with interviewing, asking guiding questions and listening without judgement • Ability to be present and focus on the client
Meal Mates	Accountabilities Please note: Volunteers will not feed residents, administer medications or provide personal or clinical care. • Liaise with the Leisure and Wellbeing staff regarding attendance and communicating availability. • Attend the necessary training in order to do your role. • Stay with resident during their mealtime to provide conversation and support • Offering practical help and encouragement during mealtimes ensuring resident feels supported and included • Practice good hand hygiene • Help resident prepare for meals, such as supporting with handwashing and positioning trays, utensils and water jugs to ensure they are accessible and within easy reach. • Provide some simple assistance such as cutting food or pouring drinks.

	Selection criteria
	Volunteers should possess at least one of the following attributes relevant to their activity: • Confident in supporting people in an aged care environment • Demonstrate excellent communication skills, create a friendly and supportive atmosphere for patients • Be punctual and dependable, ensuring residents can rely on your presence during mealtimes. • Ability to effectively communicate with nursing staff and Leisure and Wellbeing staff about role • Have a friendly, compassionate and kind manner with residents and staff.

Working within the scope of your role

Volunteers must not advise, counsel, or influence patients in any medical, legal or personal matters. Volunteers are never to engage in any clinical practices. Volunteers must keep information regarding patients, other staff members and hospital business, which they may sight while they carry out their volunteer role, strictly confidential.

Volunteer acceptance

I acknowledge that:

- I have read and understood the requirements of the volunteer position as outlined in my role as a volunteer with Dhelkaya Health.
- I possess the necessary skills, knowledge, experience and abilities to successfully perform in this volunteer role.

Name (print): _____

Volunteer role: _____

Signature: _____

Date: _____