

VOLUNTEER POSITION DESCRIPTION

Program area:	Patient Support
Relevant roles:	Patient Transport Driver Volunteer; Pastoral Care Volunteer; Hospital Welcome, Patient Experience Volunteer, Wayfinder Volunteer; 1:1 Visiting Volunteer, Consumer Advisors
Location:	Various sites: Castlemaine and Maldon
Classification:	Volunteer
Reports to:	Volunteer Mentor, Volunteers Coordinator, relevant Nurse Unit/Program Managers
Time commitment:	As required
Amendment date:	August 2024

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 Dhelkaya Health in providing additional support to Dhelkaya Health in-patients, residents of Aged Care Facilities and community members to strengthen our person-centred model of care.

Role	Description
Patient Transport Driver Volunteer	Utilising Dhelkaya Health Patient Transport vehicle, provide eligible Mt Alexander Shire community members and residents of Dhelkaya Health Aged Care Facilities with a safe, reliable transport service to health appointments.
Pastoral Care Volunteer	To provide spiritual/pastoral care and support to residents/patients of Dhelkaya Health, with their consent and in accordance with their spiritual care needs/assessments.
Visiting Minister Volunteer	To provide ministerial services to residents/patients of Dhelkaya Health, with their consent and in accordance with their spiritual care needs/assessments.
Consumer Advisors	Consumer Advisors contribute their lived experience as patients, carers, family members, or community members to help improve the quality, safety, and accessibility of health services.
Patient Experience Volunteer	Support the hospital in obtaining feedback from patients and their families regarding the experience that they have whilst attending Dhelkaya Health. Volunteers would be required to help with the collection of feedback in a variety of ways and places using an ipad to capture patient feedback from wards and departments across the hospital.
Hospital Welcome and Wayfinder Volunteer	To provide a friendly, welcoming presence to patients and community members entering the hospital reception area, while providing orientation and assistance with navigation as appropriate.
1:1 Visiting Volunteer	To provide companionship and social support to identified patients within Dhelkaya Health's Recovery Ward and Connolly Rehabilitation Ward (Castlemaine only).

Personal attributes required	General accountabilities
• Effective communication skills • Ability to take instruction and seek assistance • Flexible approach, reliable and patient • Non-judgemental and positive attitude • Ability to work as part of a team • Willingness to undertake training and attend meetings • Compassionate	• Ensure the confidentiality, privacy and dignity of residents/patients at all times • 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.

Patient Transport	Accountabilities
	• <u>Completion of Dhelkaya Health vehicle orientation training.</u> • <u>Collect patients from designated locations (e.g., place of residence) and sound the horn or call the patient to advise of vehicle arrival (i.e. do not enter patients' homes).</u> • Ensure the safety and security of the vehicle at all times whilst in charge of the vehicle. • Abide by all traffic laws and maintain safe driving practises. • Ensure no unapproved passengers are transported. • Store mobility aids in the vehicle's boot or behind a safety barricade. • Report all accidents and incidents immediately to the Patient Transport Coordinator. • <u>If you are unsure of a particular course of action at any stage, please contact the Volunteer Transport Co-ordinator as soon as possible.</u> • Report all contact hours to enable the Patient Transport Coordinator to compile statistical and service data for funding requirements. • Respect the confidentiality and privacy of all individuals.
	Selection criteria
	• Confident and capable driver.
Pastoral Care Volunteer	Accountabilities
	• Visit residents / patients / clients / family members as requested by the Pastoral Care Coordinators. • Pastoral Care Volunteers are accountable to the Pastoral Care Coordinators, the Volunteer Coordinator, the relevant Unit Managers of Dhelkaya Health, and (where applicable) the Accredited Visiting Minister Volunteer from relevant faith community. • Refer to and/or seek advice from Pastoral Care Coordinators or Accredited Visiting Minister Volunteer when required regarding spiritual care needs of residents / patients / clients / family members. • Respect individual beliefs, choice and decision making at all times, • Attendance, when possible, at volunteer training opportunities and quarterly meetings with fellow Pastoral Care Volunteers, Accredited Visiting Minister Volunteers and the Pastoral Care Coordinators. • ID badge to be worn whenever working in a volunteer capacity at Dhelkaya Health. • Clearly identify self and role to resident/patient • Obtain informed consent before proceeding with any visit. • Sign the volunteer attendance sheet located in reception of all units (including acute/rehab) when working at Dhelkaya Health. Let staff know upon arrival.
	Selection criteria
	• Applicant must have completed at least one unit of CPE (Clinical Pastoral Education) or equivalent. • Ability to demonstrate empathy, compassion, acceptance and respect for the diversity of ways spirituality may be expressed. • Good communication skills and the ability to work as part of the Pastoral Care team. This includes communicating activities to the Pastoral Care Coordinators and seeking advice when needed.

Accredited Visiting Minister Volunteer	Accountabilities
	- Duties may include: conducting ecumenical services; leading prayers/hymns/meditations; visiting residents / patients / clients / family members as requested by the Pastoral Care Coordinators; administering faith related ritual; or meeting other requests made by the Pastoral Care Coordinators. - Refer to and/or seek advice from Pastoral Care Coordinators when required regarding spiritual care needs of residents / patients / clients / family members. - Respect individual beliefs, choice and decision-making at all times. - Attendance, when possible, of volunteer training opportunities and quarterly meetings with Pastoral Care Volunteers, fellow Accredited Visiting Minister Volunteers and the Pastoral Care Coordinators. - ID badge to be worn whenever working in a volunteer capacity at Dhelkaya Health. - Clearly identify self and role to resident/patient and obtain consent before proceeding with any pastoral/spiritual ministry or ritual. - Sign the volunteer attendance sheet located in reception of all units (including acute/rehab) when working at Dhelkaya Health. Let staff know upon arrival.
	Selection criteria
	- Demonstrated history of leadership in faith/spiritual/religious community. - Willingness to comply with all requirements of Dhelkaya Health. - Demonstrate empathy, compassion, acceptance and respect for the diversity of ways spirituality may be expressed. - Good communication skills and the ability to work as part of the Pastoral Care team. This includes communicating activities to the Pastoral Care Coordinators and seeking advice when needed.
Consumer Advisors	Accountabilities
	Accountabilities will be tailored to your area of interest and participation, including: - Participate in consumer advisory groups, committees, consultation, co-design and quality improvement activities. - Share consumer and community perspectives on health service planning, policies, and projects. - Review patient information, communication materials, and proposed service changes. - Provide constructive feedback to help improve consumer experiences and outcomes. - Promote respectful, inclusive, and person-centred healthcare practices. - Maintain confidentiality and act in accordance with organisational values and expectations.
	Selection criteria
	- Lived experience as a patient, carer, family member or community member. - Interest in improving healthcare services and consumer experiences. - Ability to communicate respectfully and contribute to discussions. - Ability to work collaboratively with others and consider diverse perspectives.

Patient Experience Volunteer	Accountabilities • Collect patient experience using survey. • Wear a volunteer ID badge whenever working this role at Dhelkaya Health. • Time commitment of 2 ½ hours per shift, morning or afternoon, twice a month or more for at least six (6) consecutive months, with a preference to a year commitment. • Adhere to the relevant policies and procedures, including infection control, data protection and confidentiality, health and safety, equality and diversity. • Maintain patient confidentiality at all times, and understand that all conversations with patients are private and to be shared only with the Patient Experience team. • Adhere to Infection Control practices at all times, i.e., wear appropriate mask, wash hands and use hand sanitizer when interacting with patient. • Follow sound practices for approaching patients by: - Recognizing the boundaries of a patient's comfort zone; - Knowing when NOT to approach a patient/ family member; - Knowing when to end an interaction, etc. • When required escalate more serious feedback to Consumer Experience staff member.
	Selection criteria
	• Compassionate, have a friendly personality, approachable, emotionally resilient, caring and tactful • Be proactive, self-directed and able to function independently with good judgement and minimal supervision • Have effective communication and interpersonal skills • Be objective and not personalize your experiences with patients or families • Capable of using new technologies such as tablets and touch screens to gather responses from patients. • Ability to approach patients and their families to ask if they take part in a patient experience survey. • Ability to offer a calming presence to patients and family members. • Ability to summarise patient feedback and accurately record these in the feedback survey. • Demonstrate neutrality during each encounter.
Hospital Welcome and Wayfinder Volunteer	Accountabilities • Greet people as they enter the hospital and guide people to their destination. • Connect with staff and establish warm working relationships so that they know when you are on shift and available. • Respond to requests to help a patient or support person find their way. • Contribute to the comfort of patients and support persons in the supervised public areas by providing information and advice; supporting people to access bathrooms; providing water and refreshments where possible. • Provide a reassuring presence for support persons who are not allowed to accompany their loved one to appointments by acting as a liaison where needed – e.g. checking on a patient's wellbeing and providing an update to the support person.
	Selection criteria • Strong interpersonal skills • Ability to offer a calming, welcoming presence to patients and community members

1:1 Visiting Volunteer	- Engage in conversation with resident, and encourage and support participation in activities, as appropriate - Promote individual choice and decision making through focusing 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
	Selection criteria
	Friendly, engaging manner

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: _____