

Inpatient Unit

Role description

Inpatient Unit Volunteer

Inpatient Unit volunteers work across a variety of different units and provide support to patients who are in the hospital receiving treatment. Support ranges from laundry services, facilitating shopping request to sitting with patients and relatives/friends.

Duties

- Visit all patients within the ward and identify patients who have limited to no support/visitors to assist them
- Provide information to patients on the support services the Volunteer Services Unit offers
- Assist patients in the care of their flowers
- Coordinating patient and hospital laundry services (including collection and delivery)
- Facilitating shopping requests such as purchasing items from the gift shop or newsagency
- Delivering clothing donations to those in need
- Patient hand and foot massages (at own discretion)
- Reading and playing games or puzzles with patients
- Guiding and orientating patients and visitors to (and within) the hospital facility where required
- Providing patients with practical support during the waiting period and, if requested, during treatment
- Liaising with patients and staff as requested to communicate non-clinical information
- Offering comfort to family and friends of patients
- Assist with general activities and task that support the Inpatient Unit staff, patients and visitors

Hours of Service

Shift times: 8:30am to 2:30pm

Days: Monday to Friday (excluding public holidays)

Location of shift: Inpatient Units throughout the hospital

Special Requirements

- Have the physical ability to undertaken the duties in a safe manner
- Complete a clear National Police Clearance certificate and renewal every 3 years
- Comply with Work Health & Safety and Infection Control requirements
- Complete all annual mandatory training requirement



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Person specifications

Volunteers in this role will have the following personal skills, experiences and attributes:

- Excellent customer service skills
- Ability to relate and engage with people from a diverse range of backgrounds
- Effective listening and communications skills
- Ability to be compassionate and empathic
- Ability to undertake duties with minimal supervision
- Reliable and punctual

Supervisor

Clinical Services Coordinator within Inpatient Unit

I have read and understand the duties and requirements associated with this volunteering role.

Name

Signature

Date
