

Intensive Care Unit

Role description

Intensive Care Unit

The Intensive Care Unit (ICU) caters to patients with severe and life-threatening illnesses and injuries, which require constant, close monitoring and support from specialist equipment and medications in order to ensure normal bodily functions. The ICU is staffed by highly trained doctors and nurses who specialise in caring for critically ill or injured patients and offers 60 beds. The ICU operates with a higher staff-to-patient ratio and has access to advanced medical resources and equipment that is not routinely available elsewhere.

Duties

- Provide a frontline sensitive and discreet reception support service to visitors
- Meet and greet visitors to the ICU and ensure the appropriate monitoring of patient's visiting restrictions are adhered to
- Liaising with patients and staff as requested to communicate non-clinical information
- Ensure visitors have adhered to relevant infection control procedures for the patient they are visiting
- Provide escort service to visitors within the Intensive Care Unit
- Support visitors who are distressed and escort them to an appropriate area for privacy
- Guiding and orientating visitors to (and within) the ICU and throughout the facility where required
- Assist with general activities and tasks that support the ICU staff, patients and visitors
- Working cooperatively with ICU staff to ensure the non-clinical and support needs of patients and attending family/carers are met.

Hours of Service

Shift times: 9:00am to 1:00pm and 1:00pm to 4:30pm and 4:30pm to 8:30pm
Days: 7 days a week
Location of shift: Intensive Care Unit – Level 4

Special Requirements

- Have the physical ability to undertake 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
- Resilience and ability to handle difficult situations

Supervisor

Clinical Services Coordinator – Intensive Care Unit

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

Name

Signature

Date

