

Outpatient Volunteer

Role description

Outpatients Volunteer

Outpatient clinics operate to provide healthcare to patients who require an examination or treatment, but who are not required to stay in hospital overnight.

Outpatient clinics at the Royal Adelaide Hospital provide consultations for public patients in a range of clinical specialties.

Duties

- Guiding and orientating visitors to (and within) the Outpatients Department and throughout the 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 tasks that support the Outpatient Department staff, patients and visitors
- Working cooperatively with Outpatient Department staff to ensure the non-clinical and support needs of patients and attending family/carers are met
- Assisting and educating patients and visitors in the use of the Outpatient check-in kiosk technology and process

Hours of Service

Outpatients operating times: 8:30am to 5:00pm

Days: Monday to Friday (excluding public holidays)

Location of shift: Outpatients Department – Level 3 & check-in kiosks

Shift duration: Full and half day shifts available

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
- Volunteers in this role may be required to stand for prolonged periods of time



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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

Outpatients Coordinators

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

Name

Signature

Date

