

Wellness Centre – Shopfront

Role description

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The role of the Wellness Centre is to deliver consumer-focused, evidence-based health promotion programs, and improve access to reliable health information for patients, staff and the community.

The Wellness Centre works collaboratively with other CALHN sites, departments and outside organisations to increase the capacity of the community to improve their health.

Duties

- Open shopfront if first shift and prepare for clients by turning on equipment (blood pressure machine, PC and television)
- Take clients blood pressure as required
- Advise client of appropriate steps to take if a high/low BP is recorded
- Undertake Body Mass Index testing and weight checks as required
- Fill out clients Wellness record card with relevant details
- Complete all relevant details on shopfront statistical recording sheets.
- Provide current, relevant health information as required utilising brochures and other written information where possible
- Source health information via Wellness Centre staff when the information is not available in the shopfront
- Manage shop sales (cash and eftpos machine) and complete receipting
- Liaise and communicate with Centre staff and volunteers
- Support State and National health initiatives
- Participate in other health initiatives as they arise

Some volunteers may wish to undertake training in Smoking Cessation. They will then have the below duty:

- Provide quit smoking advice to inpatients, staff and visitors

Hours of Service

Shift times: 10:00am – 1:00pm and 1:00pm – 4:00pm

Days: Monday to Friday (excluding public holidays)

Location of shift: Wellness Centre – Level 3

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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Experience

- Possess a clinical health background - preferably nursing

Knowledge

- Possess specific blood pressure knowledge
- Knowledge of when to refer client to the Emergency Department or their GP
- Knowledge of chronic disease management
- Knowledge of medication and possible contraindicators

Person specifications

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

- Excellent customer service skills
- Effective listening and communications skills
- Ability to be compassionate and empathic
- Ability to undertake duties with minimal supervision and in a team environment
- Reliable and punctual
- Ability to effectively communicate with a wide range of patients, staff and volunteers
- Ability to work within a hospital environment
- Ability to adapt to change and embrace new strategies and techniques
- Basic computer literacy
- Willing to participate in a range of other duties as directed

Supervisor

TBA

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

Name

Signature

Date
