



Gold Coast Hospital and Health Service

Volunteer Service Information Kit

2017

Welcome to Gold Coast Health - Volunteer Services. We hope your voluntary contribution to the service is an enjoyable and fulfilling one, and as valuable an experience to you as it is to our district. Thank you very much for considering giving your time to become part of our health care team.

We place great importance on the activities of volunteers and are truly grateful for their contribution in helping to support care for our patients.

This handbook is designed to assist you in becoming familiar with the roles our Volunteers perform and the duties required for each of those roles.

Our Vision

Gold Coast Health will be recognised as a centre of excellence for world class healthcare.

Our Purpose

Providing excellence in sustainable and evidence based healthcare that meets the needs of the community.

Our Values

- **Integrity** – To be open and accountable to the people we serve.
- **Community first** – To have the patient's and the community's best interest at heart.
- **Excellence** – To strive for outstanding performance and outcomes.
- **Respect** – To listen, value and acknowledge each other.
- **Compassion** – To treat others with understanding and sensitivity.
- **Empower** – To take ownership and enable each other to achieve more.

Volunteer Services

Volunteers are an essential part of the successful functioning of Gold Coast Health. For your benefit, and that of the organisation, it is important that your role is carefully defined, and that you are provided with regular feedback as to the valuable contributions of your efforts. Volunteer Services aim to compliment and enhance services of the Health Service through the selfless contribution of volunteers.

Volunteers offer support in many ways from listening and chatting with patients and their families, assisting with way finding, comforting patients who arrive for clinic appointments, offering books and magazines to read and assisting with ward activities. Any support given to patients and their families or to paid staff attending them is a valuable worthwhile contribution and can make a patient's stay a little more comfortable.

The characteristics of a Volunteer include **Team Spirit, Flexibility, Commitment and Reliability.**

When recruiting Volunteers to positions we look for characteristics where people wish to work in a team environment. Where they feel they can contribute to the health and benefit of the patient. Volunteers wish to be part of their community and give of their time freely without financial benefit.

Our Volunteer Positions are not Work Experience roles. We do not have Volunteers performing roles that staff are paid to perform. We must always respect our staff and patients' privacy and confidentiality. We look for Volunteers who are committed, reliable and willing to offer a minimum of 6 months support on a rostered weekly basis.

General principles for use of volunteers

Volunteering is to benefit the community and the volunteer, and be of the volunteer's own free will and without coercion. Volunteers receive no financial payment and must work in designated volunteer positions only.

- Volunteering is always a matter of choice.
- Volunteering is not compulsorily undertaken to receive pensions or government allowances.
- Volunteering is a legitimate way in which citizens can participate in the activities of their community.
- Volunteering is a vehicle for individuals or groups to address human, environmental and social needs.
- Volunteering is not a substitute for paid work.
- Volunteering respects the rights, dignity and culture of others.
- Volunteering promotes human rights and equality.
- Volunteers will not be utilised where legislative requirements or GCHHS policies and procedures dictate the use of paid or contracted staff.
- Volunteer positions will not be created to suit the needs of individuals and this includes work experience opportunities.
- Volunteers are required to undertake a general Criminal History Check and/or hold a current working with children Blue Card depending on the role they will be performing. This will be arranged through the Volunteer Co-ordinator.
- Volunteers will require documentary evidence they have been vaccinated for the vaccine preventable diseases (VPD's) of measles, mumps, rubella, varicella and pertussis. This will be arranged through the Volunteer Co-ordinator.

Volunteering is never to be used as a precondition for paid employment or as a substitute for paid work. Volunteers are not to replace paid employees or pose a threat to their job security. They are not to fill a position previously held by a paid employee. Volunteers are not required to do the work of paid employees during industrial disputes.

Activities undertaken by a volunteer are to positively support the achievements of the volunteer program. The activities are to be meaningful to the volunteer and contribute in a meaningful way to the objectives of GCHHS. Volunteers are not to be exploited or expected to perform tasks that paid staff are reluctant to undertake.

Volunteer rights and responsibilities

The terms and conditions of volunteer engagements are not covered by award conditions or workplace agreements. However, volunteers have rights provided by legislation or as an obligation of organisations engaging volunteers.

Volunteers have the right:

- to work in a healthy and safe environment;
- to be interviewed and employed in accordance with equal opportunity and anti-discrimination legislation;
- to be adequately insured and indemnified;
- to be given accurate and truthful information about GCHHS;
- to be reimbursed for out-of-pocket expenses incurred on behalf of GCHHS;
- to be given a copy of GCHHS's volunteer policy and any other policy that affects volunteers and their work;
- not to fill a position previously held by a paid worker;
- to have a job description and agreed working hours;
- to have access to a grievance procedure;

Gold Coast Health

Building a healthier community

- to be provided with orientation to the organisation;
- to have confidential and personal information dealt with in accordance with the principles of the *Privacy Act 1988*;
- to be provided with sufficient and appropriate training to do the job;
- to work only in their assigned unit and not be asked to perform tasks outside their experience without training and supervision;
- of a place to work and suitable resources;
- be included in planning for the service.

Volunteers will maintain a high standard of service and be responsible for:

- maintaining a friendly, polite, courteous and helpful approach at all times;
- maintaining a high standard of personal presentation;
- to work only in their assigned unit and not be asked to perform tasks outside their experience without training and supervision;
- to be dependable, reliable, arrive on time, and notify the organisation if they are unavailable;
- have a willingness to learn, as training is essential to any job well done;
- welcome supervision and ask for support when they need it;
- avoid over-extending themselves, recognise personal limitations, and not make promises they cannot keep;
- value and support other team members and the functions of paid staff;
- address areas of conflict with the Volunteer Manager/Co-ordinator;
- advise the organisation if you do not wish to continue;
- maintain client privacy and confidentiality at all times;
- if unable to provide immediate assistance, being able to refer clients to appropriate areas for assistance.

Volunteer Service Areas

- AODS Peer Support
- Breast Screening Clinic
- Café Trolley
- Cancer Services – Day Unit
- Chronic Disease Program
- Courier Service
- Day Procedure Unit
- Endoscopy Unit
- Hand Massage & Nail Care
- HEAL Breathe Easier
- Justice of the Peace
- Library Service
- Magnet Recognition Programme
- Meet n' Greet Desk
- Mini Mart Trolley
- M.S. Exercise Program
- Music Therapy
- Palliative Care
- Patient Support
- Q-Flow Kiosks
- Star Program
- Transfer Unit
- Way Finding Ambassadors

AODS Peer Support Position Description

Role title	'Back in Control' Volunteer	
Unit/Branch/Division	Alcohol & Other Drug Service Mental Health and Specialist Services	
Hospital and Health Service	Gold Coast Hospital and Health Service	
Service provision (Hours)	Tue 9.30am – 12.00pm	Southport Health Precinct
	Tue 1.00pm – 3.00pm	Southport Health Precinct
	Wed 1.00pm – 3.00pm	Helensvale Community Health
	Thu 9.30am – 12.00pm	Palm Beach Community Health

Purpose of the Role

Provide peer support to clients attending the 'Back in Control' relapse prevention group and support for staff facilitating the group.

Volunteers responsibilities:

- To have a client focussed approach to the provision of support.
- Treat all clients, carers, families, staff and other volunteers with care, compassion, dignity, and respect at all times and without compromise.
- To provide support to clients in a manner that respects their independence and enhances their emotional well-being.
- To communicate any concerns about client, family or carer to the AODS staff.
- To participate in any training considered appropriate for this role.
- Ensure all appropriate actions are taken to implement OH&S policy, procedures and legislative requirements.
- Ensure you have an understanding of Gold Coast Health policies and procedures.
- Wear Identification Badge at all times.

Key Duties

- Provide support to staff and clients attending the 'Back in Control' relapse prevention group.
- Ensuring clients feel welcome by providing a meet n greet service.
- Support staff facilitating the group by attending to messages and errands, restocking and collating paperwork.

Are You the Right Person for the Role?

- Ability and willingness to promote and support the Back in Control relapse program.
- Ability to work co-operatively with staff and volunteers and work as part of a team.
- Strong communication and literacy skills (listening and communicating).
- Ability to display empathy, compassion, reliability, confidentiality and a lived experience.
- Respect the beliefs and values of all people including those of particular cultural, religious, social and/or ethnic groups.

Volunteer boundaries

- Volunteers must respect the rights of clients and their decisions in relation to their care.
- Volunteers will not be required to perform any medical, nursing or staff roles.
- Volunteers are not to perform any patient handling tasks.
- Volunteers are not to suggest or offer any medications.
- Volunteers will not disclose their personal phone numbers, emails address or home addresses to clients, families or visitors.

Mandatory Requirements

Volunteers will require a clear Criminal History Check. This will be arranged through the Volunteer Co-ordinator.

Volunteers will require documentary evidence they have been vaccinated for the vaccine preventable disease (VPD's) of measles, mumps, rubella, varicella and pertussis. This will be arranged through the Volunteer Co-ordinator.

Volunteers must attend Gold Coast Health Orientation, a work unit induction and any other training considered necessary for this position.

Breast Screen Position Description

Location:	Level 1, Hot Tomato House, 60 High Street, Southport
Purpose of position:	To provide support, care and comfort for clients of the Breast Screen service.
Service provision (Days & Hrs):	Mon → Fri 8.00am – 12.30pm Mon → Fri 12.30pm – 4.30pm
Specific requirements: Mandatory requirements:	Female Volunteers Only. Volunteers will require documentary evidence they have been vaccinated for the vaccine preventable diseases (VPD's) of measles, mumps, rubella, varicella and pertussis. This will be arranged through the Volunteer Co-ordinator. Volunteers must attend orientation, a work unit induction and any other training considered necessary for this position.
Physical requirements:	Shifts require a minimum of 4 hours walking and sitting. Ability to display empathy, confidentiality and good communication skills are essential in this role.

Duty Statement

- Welcoming women to the service.
- Showing the women to the change area if their required to change for their mammogram.
Gowns are available if requested.
- Directing women to an area where they may sit and wait.
- Collect charts for patients attending.
- Pack laundry away & tidy.
- Offering companionship and refreshments to the women waiting.
- Re-stock tea, coffee, sugar and replenish water before end of shift.
- Compiling health promotion packs.
- Maintain and tidy Waiting Areas.
- Assist with other tasks as requested by Breast Screen staff.

Café Trolley Position Description

Location:	Robina Hospital, Bayberry Lane, Robina
Purpose of position:	Provide a Café Trolley service to patients and staff.
Service provision (Hours):	Mon → Fri 8.30am – 12.00pm
Mandatory requirements:	Volunteers will require documentary evidence they have been vaccinated for the vaccine preventable diseases (VPD's) of measles, mumps, rubella, varicella and pertussis. This will be arranged through the Volunteer Co-ordinator. Volunteers must attend orientation, a work unit induction and any other training considered necessary for this position.
Physical requirements:	Shifts require a minimum of 3.5 hours walking and standing. Pushing of Café trolley required. Ability to follow directions, display empathy, maintain confidentiality and good communication skills are essential in this role.

Duty Statement:

- Collect Café Trolley from Bayberrys Café
- Stock trolley with Newspapers and Magazines daily.
- Provide the Café Trolley to all Wards & Departments.
- Sell items to patients, staff and visitors.
- Interact with patients by providing social support.

Café Trolley Position Description

Location:	Gold Coast University Hospital, 1 Hospital Boulevard, Southport
Purpose of position:	Provide a Café Trolley service to patients and staff.
Service provision (Hours):	Mon → Fri 8.00am – 12.00pm
Mandatory requirements:	Volunteers will require documentary evidence they have been vaccinated for the vaccine preventable diseases (VPD's) of measles, mumps, rubella, varicella and pertussis. This will be arranged through the Volunteer Co-ordinator. Volunteers must attend orientation, a work unit induction and any other training considered necessary for this position.
Physical requirements:	Shifts require a minimum of 4 hours walking and standing. Pushing of Café trolley required. Ability to follow directions, display empathy, maintain confidentiality and good communication skills are essential in this role.

Duty Statement:

- Escort the Quick Stop Mini Mart staff with the Café Trolley.
- Provide the Café Trolley to all Wards & Departments.
- Sell items to patients, staff and visitors.
- Assist patients with accessing their wallets and purses. Please ensure a witness is present when handling patient belongings.
- Liaise between the patient and the Mini Mart staff for purchasing of items from the trolley.
- Interact with patients by providing social support.

Cancer Services Day Unit Position Description

Location:	Cancer Services Day Unit, Gold Coast University Hospital, 1 Hospital Boulevard, Southport
Purpose of position:	To provide support, care and comfort for patients attending the Day Unit in Cancer Services.
Service provision (Hours):	Mon → Fri 8.00am – 12.00pm Mon → Fri 12.00pm – 4.00pm
Mandatory requirements:	Volunteers will require documentary evidence they have been vaccinated for the vaccine preventable diseases (VPD's) of measles, mumps, rubella, varicella and pertussis. This will be arranged through the Volunteer Co-ordinator. Volunteers must attend orientation, a work unit induction and any other training considered necessary for this position.
Physical requirements:	Shifts require a minimum of 4 hours walking, standing and sitting. Ability to display empathy, confidentiality and good communication skills are essential in this role.

Duty Statement:

- Welcoming patients to the service.
- Directing patients and visitors to an area where they may sit and wait.
- Offering refreshments to the patients awaiting treatment.
- Providing companionship for the patients as they wait.
- Maintain and tidy Waiting Areas.
- Assist with other tasks as requested by Unit staff.

Chronic Disease Support Position Description

Location:	Robina Health Precinct 2 Campus Crescent Robina 4226
Purpose of position:	Provide peer support to clients attending the Heart Failure Exercise Program.
Service provision (Hours):	Exercise class is held on: Wed 9.00am - 10.30am & 11.00am - 12.30pm Friday 8.00am - 9.30am & 11.00am - 12.30pm
Specific requirements:	Must have previously attended the Heart Failure Exercise Program as a client.
Mandatory requirements:	Volunteers will require documentary evidence they have been vaccinated for the vaccine preventable diseases (VPD's) of measles, mumps, rubella, varicella and pertussis. This will be arranged through the Volunteer Co-ordinator. Volunteers must attend orientation, a work unit induction and any other training considered necessary for this position.
Physical requirements:	Shifts require a minimum of 2 hours walking and standing. Ability to display empathy, confidentiality and good communication skills are essential in this role. This position will be reviewed every 6mths.

Duty Statement:

- Provide peer support for clients within the Heart Failure Exercise Program.
- Making clients feel welcome and help alleviate their fears and anxiety.
- Share experiences when answering questions, but do not provide medical advice.
- Mentoring and providing guidance to clients.
- Orientating clients to the gym and facilities.

Courier Service Position Description

Location:	Gold Coast University Hospital, 1 Hospital Boulevard, Southport
Purpose of position:	Provide a message and errand service delivering the internal mail between Wards and Departments.
Service provision (Hours):	Mon → Fri 8.00am – 12.00pm
Mandatory requirements:	Volunteers will require documentary evidence they have been vaccinated for the vaccine preventable diseases (VPD's) of measles, mumps, rubella, varicella and pertussis. This will be arranged through the Volunteer Co-ordinator. Volunteers must attend orientation, a work unit induction and any other training considered necessary for this position.
Physical requirements:	Shifts require a minimum of 4 hours walking, standing and sitting. Ability to follow directions, maintain confidentiality and good communication skills are essential in this role.

Duty Statement:

- Collect and distribute internal mail & messages.
- Respond to urgent requests from staff for collection and delivery of items.
- Ensure accuracy of collection and delivery points.
- Make up brochure packs for distribution.
- Label specimen bottles.

Day Procedure Unit Position Description

Location:	Day Procedure Unit Gold Coast University Hospital, 1 Hospital Boulevard, Southport
Purpose of position:	To support parents/carers when children are attending the Day Procedure Unit for a procedure.
Service provision (Hours):	Mon → Fri 8.00am – 12.00pm
Mandatory requirements:	Volunteers will require documentary evidence they have been vaccinated for the vaccine preventable diseases (VPD's) of measles, mumps, rubella, varicella and pertussis. This will be arranged through the Volunteer Co-ordinator. Capacity to obtain a Working with Children Blue Card is required and arranged by the Volunteer Co-ordinator. Volunteers must attend orientation, a work unit induction and any other training considered necessary for this position.
Physical requirements:	Shifts require a minimum of 4 hours walking and standing. Ability to follow directions, display empathy, maintain confidentiality and good communication skills are essential in this role.

Duty Statement:

- Greet parents/carers upon arrival to the surgical admitting unit.
- Prepare the parents/carer to enter the operating theatre while their child is anaesthetised, including assisting them into operating theatre attire.
- Once child is anaesthetised, guide the parents/carer back to the waiting area, helping to discard theatre attire and providing directions to ward waiting areas.
- Provide support to parents/carers to help ease anxiety while their child is undergoing a medical procedure.
- Support parents/carers with tea, coffee making facilities and location of retail area.
- Work co-operatively with surgical staff to ensure that the needs of patients and attending family/carers are being met.

Endoscopy Unit Position Description

Location:	Endoscopy Unit Gold Coast University Hospital, 1 Hospital Boulevard, Southport
Purpose of position:	To support patients when attending the Endoscopy Unit for a procedure.
Service provision (Hours):	Mon → Fri 8.00am – 12.00pm
Mandatory requirements:	Volunteers will require documentary evidence they have been vaccinated for the vaccine preventable diseases (VPD's) of measles, mumps, rubella, varicella and pertussis. This will be arranged through the Volunteer Co-ordinator. Volunteers must attend orientation, a work unit induction and any other training considered necessary for this position.
Physical requirements:	Shifts require a minimum of 4 hours walking and standing. Ability to follow directions, display empathy, maintain confidentiality and good communication skills are essential in this role.

Duty Statement:

- Greet patients upon arrival to the Endoscopy Unit.
- Tidy Waiting Area and replenish Magazines.
- Offer assistance to patients with gowning for their procedures and obtain warm blankets whilst they wait.
- Replenish gowns, hair covers etc in the pre-procedure area.
- Provide patients with refreshments after their procedure. Ensuring that they have something to eat or drink before they leave.
- Escort patients in and out of the Endoscopy Unit. Including, escorting them to the foyer or Transfer Unit for their transportation home.
- Provide social support to patients and their carers.
- Work co-operatively with Endoscopy staff to ensure that the needs of patients and attending family/carers are being met.

Hand Massage & Nail Care

Location:	Gold Coast University Hospital, 1 Hospital Boulevard, Southport
Purpose of position:	To provide a hand massage and nail care service to patients, particularly those hospitalised for long periods.
Service provision (Hours):	Mon → Fri 12.00pm – 4.00pm
Mandatory requirements:	Volunteers will require documentary evidence they have been vaccinated for the vaccine preventable diseases (VPD's) of measles, mumps, rubella, varicella and pertussis. This will be arranged through the Volunteer Co-ordinator. Volunteers must attend orientation, a work unit induction and any other training considered necessary for this position.
Physical requirements:	Shifts require a minimum of 4 hours walking and sitting. Ability to follow directions, display empathy, maintain confidentiality and good communication skills are essential in this role.

Duty Statement:

- This service will be providing patient centred care identifying long term patients that would benefit from hand massage and nail care.
- This service would benefit those patients whose nails have become an unsafe length.
- Research indicates that hand massage is very therapeutic particularly benefiting patients with pain relief.
- Our aim is to provide a pleasant, relaxing experience for the patient and to enhance trust and communication.
- We would visit with Wards and together with the staff, identify patients that would benefit by having hand massage or their nails manicured.
- It would be anticipated that the Volunteers would provide this service at the bedside of patients.

Hand Massage & Nail Care

Location:	Robina Hospital, Bayberry Lane, Robina
Purpose of position:	To provide a hand massage and nail care service to patients, particularly those hospitalised for long periods.
Service provision (Hours):	Mon → Fri 12.00pm – 3.30pm
Mandatory requirements:	Volunteers will require documentary evidence they have been vaccinated for the vaccine preventable diseases (VPD's) of measles, mumps, rubella, varicella and pertussis. This will be arranged through the Volunteer Co-ordinator. Volunteers must attend orientation, a work unit induction and any other training considered necessary for this position.
Physical requirements:	Shifts require a minimum of 4 hours walking and sitting. Ability to follow directions, display empathy, maintain confidentiality and good communication skills are essential in this role.

Duty Statement:

- This service will be providing patient centred care identifying long term patients that would benefit from hand massage and nail care.
- This service would benefit those patients whose nails have become an unsafe length.
- Research indicates that hand massage is very therapeutic particularly benefiting patients with pain relief.
- Our aim is to provide a pleasant, relaxing experience for the patient and to enhance trust and communication.
- We would visit with Wards and together with the staff, identify patients that would benefit by having hand massage or their nails manicured.
- It would be anticipated that the Volunteers would provide this service at the bedside of patients.

HEAL Breathe Easier Position Description

Location:	Helensvale Community Health, 105 Lindfield Road, Helensvale
Purpose of position:	Provide peer support to clients attending the HEAL Breathe Easier education program and LARF support group.
Service provision (Hours):	Tue 10.30am – 12.30pm
Specific requirements:	Must have been a past participant of the COPD program and LARF support group.
Mandatory requirements:	Volunteers will require documentary evidence they have been vaccinated for the vaccine preventable diseases (VPD's) of measles, mumps, rubella, varicella and pertussis. This will be arranged through the Volunteer Co-ordinator. Volunteers must attend orientation, a work unit induction and any other training considered necessary for this position.
Physical requirements:	Shifts require a minimum of 2 hours walking, standing and sitting. Ability to follow directions, display empathy, maintain confidentiality and good communication skills are essential in this role.

Duty Statement:

- Social interaction and support with clients of the Heal Breathe Easier program and LARF support group.
- Making clients feel welcome by providing a meet n' greet service.
- Share experiences by answering participants' questions but **not** providing medical advice or counselling.
- Mentoring peers with an emphasis on self-management goals including self esteem.
- Assist with morning teas and tidy up.

Justice of the Peace Position Description

Location:	Volunteer Services, Gold Coast University Hospital, 1 Hospital Boulevard, Southport
Purpose of position:	To provide Justice of the Peace services for our patients, families and staff.
Service provision (Hours):	Mon → Fri - flexible between 8.00am – 4.00pm
Mandatory requirements:	Volunteers will be required to have a clear Criminal History Check and require documentary evidence they have been vaccinated for the vaccine preventable diseases (VPD's) of measles, mumps, rubella, varicella and pertussis. This will be arranged through the Volunteer Co-ordinator. Volunteer JP's must attend orientation and work unit induction.
Physical requirements:	Ability to display empathy, confidentiality and good communication skills are essential in this role.

Duty Statement:

- Provide confidential and discreet Justice of the Peace services to our patients, families and staff.
- This service may be required to be conducted at the bedside of patients or in a private area away from the public.
- JP's provide a range of services such as witnessing and signing formal documents and certifying original documents.
- Services may include, but not limited to Advanced Health Directives and Enduring Powers of Attorney.

Library Service Position Description

Location:	Gold Coast University Hospital, 1 Hospital Boulevard, Southport
Purpose of position:	Delivery of magazines & books to patients, social support and tend to flowers.
Service provision (Hours):	Mon → Fri 8.00am – 12.00pm
Mandatory requirements:	Volunteers will require documentary evidence they have been vaccinated for the vaccine preventable diseases (VPD's) of measles, mumps, rubella, varicella and pertussis. This will be arranged through the Volunteer Co-ordinator. Volunteers must attend orientation, a work unit induction and any other training considered necessary for this position.
Physical requirements:	Shifts require a minimum of 4 hours walking and standing. Pushing of library trolleys required. Ability to follow directions, display empathy, maintain confidentiality and good communication skills are essential in this role.

Duty Statement:

- Stock Magazine & Book Trolley.
- Deliver magazines and books to patients on the Wards.
- Collect magazines and books from Wards.
- Visit with patients and provide social support.
- Tend to patient flowers.
- Maintain and tidy Waiting Areas.
- Replace magazines in waiting areas.
- Catalogue donated magazines and books.

Library Service Position Description

Location:	Robina Hospital, Bayberry Lane, Robina
Purpose of position:	Delivery of magazines & books to patients, social support and tend to flowers.
Service provision (Hours):	Mon → Fri 8.30am – 12.00pm
Mandatory requirements:	Volunteers will require documentary evidence they have been vaccinated for the vaccine preventable diseases (VPD's) of measles, mumps, rubella, varicella and pertussis. This will be arranged through the Volunteer Co-ordinator. Volunteers must attend orientation, a work unit induction and any other training considered necessary for this position.
Physical requirements:	Shifts require a minimum of 3.5 hours walking and standing. Pushing of library trolleys required. Ability to follow directions, display empathy, maintain confidentiality and good communication skills are essential in this role.

Duty Statement:

- Stock Magazine & Book Trolley.
- Deliver magazines and books to patients on the Wards.
- Collect magazines and books from Wards.
- Visit with patients and provide social support.
- Tend to patient flowers.
- Maintain and tidy Waiting Areas.
- Replace magazines in waiting areas.
- Catalogue donated magazines and books.

Magnet Recognition Programme

Location:	Gold Coast University Hospital, 1 Hospital Boulevard, Southport
Purpose of position:	To support the Magnet Recognition Program by facilitating patient and staff engagement and feedback.
Service provision (Hours):	Mon → Fri 8.00am – 12.00pm Mon → Fri 12.00pm – 4.00pm
Mandatory requirements:	Volunteers will require documentary evidence they have been vaccinated for the vaccine preventable diseases (VPD's) of measles, mumps, rubella, varicella and pertussis. This will be arranged through the Volunteer Co-ordinator. Volunteers must attend orientation, a work unit induction and any other training considered necessary for this position.
Physical requirements:	Shifts require a minimum of 4 hours walking, standing and sitting. Ability to follow directions, display empathy, maintain confidentiality and good communication skills are essential in this role.

Duty Statement:

- Handing out surveys to patients in inpatient and outpatient work units.
- Assist patients who would like to complete surveys.
- Collect patient surveys from work unit areas and return to the Magnet office.
- Provide patients with staff thank you cards on each of the professional affiliation days.
- Assist in setting up marketing tools in assigned areas.
- Putting up and taking down posters to ensure patients/families are informed.
- Work with the Magnet team to ensure that the needs of patients, families and carers are being met and enhancing the patient experience.

Magnet Recognition Programme

Location:	Robina Hospital, Bayberry Lane, Robina
Purpose of position:	To support the Magnet Recognition Program by facilitating patient and staff engagement and feedback.
Service provision (Hours):	Mon → Fri 8.30am – 12.00pm Mon → Fri 12.00pm – 3.30pm
Mandatory requirements:	Volunteers will require documentary evidence they have been vaccinated for the vaccine preventable diseases (VPD's) of measles, mumps, rubella, varicella and pertussis. This will be arranged through the Volunteer Co-ordinator. Volunteers must attend orientation, a work unit induction and any other training considered necessary for this position.
Physical requirements:	Shifts require a minimum of 4 hours walking, standing and sitting. Ability to follow directions, display empathy, maintain confidentiality and good communication skills are essential in this role.

Duty Statement:

- Handing out surveys to patients in inpatient and outpatient work units.
- Assist patients who would like to complete surveys.
- Collect patient surveys from work unit areas and return to the Magnet office.
- Provide patients with staff thank you cards on each of the professional affiliation days.
- Assist in setting up marketing tools in assigned areas.
- Putting up and taking down posters to ensure patients/families are informed.
- Work with the Magnet team to ensure that the needs of patients, families and carers are being met and enhancing the patient experience.

Meet n' Greet Position Description

Location:	Gold Coast University Hospital, 1 Hospital Boulevard, Southport
Purpose of position:	To provide information and directions on the location of Wards & Departments.
Service provision (Hours):	Mon → Fri 8.00am – 12.00pm Mon → Fri 12.00pm – 4.00pm Sat & Sun 10.00am – 2.00pm
Mandatory requirements:	Volunteers will require documentary evidence they have been vaccinated for the vaccine preventable diseases (VPD's) of measles, mumps, rubella, varicella and pertussis. This will be arranged through the Volunteer Co-ordinator. Volunteers must attend orientation, a work unit induction and any other training considered necessary for this position.
Physical requirements:	Shifts require a minimum of 4 hours walking, standing and sitting. Ability to follow directions, display empathy, maintain confidentiality and good communication skills are essential in this role.

Duty Statement:

- Provide information to patients and visitors on various Wards and Departments.
- Reassure people if they appear distressed or confused.
- Escort patients and visitors to various Wards and Departments if unsure where to go.
- Provide information on local amenities such as, Hospital eateries, rest rooms, local coffee shops, taxis and public transport.
- Refer patients to Enquiries if they require assistance from Porterage or patient information.
- Assist patients with locating or requesting wheelchairs.
- Advise patients and visitors as to Parking locations and Public Transport access.
- Deliver Flowers to Wards once the florist has checked if patient is still admitted.

Meet n' Greet Position Description

Location:	Robina Hospital, Bayberry Lane, Robina
Purpose of position:	To provide information and directions on the location of Wards & Departments.
Service provision (Hours):	Mon → Fri 8.30am – 12.00pm Mon → Fri 12.00pm – 3.30pm
Mandatory requirements:	Volunteers will require documentary evidence they have been vaccinated for the vaccine preventable diseases (VPD's) of measles, mumps, rubella, varicella and pertussis. This will be arranged through the Volunteer Co-ordinator. Volunteers must attend orientation, a work unit induction and any other training considered necessary for this position.
Physical requirements:	Shifts require a minimum of 3.5 hours walking, standing and sitting. Ability to follow directions, display empathy, maintain confidentiality and good communication skills are essential in this role.

Duty Statement:

- Provide information to patients and visitors on various Wards and Departments.
- Reassure people if they appear distressed or confused.
- Escort patients and visitors to various Wards and Departments if unsure where to go.
- Provide information on local amenities such as, Hospital eateries, rest rooms, local coffee shops, taxis and public transport.
- Refer patients to Enquiries if they require assistance from Porterage or patient information.
- Assist patients with locating or requesting wheelchairs.
- Advise patients and visitors as to Parking locations and Public Transport access.
- Deliver Flowers to Wards once the florist has checked if patient is still admitted.

M.S. Support Position Description

Location:	Robina Health Precinct 2 Campus Crescent Robina 4226
Purpose of position:	Provide support to clients attending the Multiple Sclerosis Exercise Program
Service provision (Hours):	Exercise class is held on: Mondays 8.30am – 10.00am
Mandatory requirements:	Volunteers will require documentary evidence they have been vaccinated for the vaccine preventable diseases (VPD's) of measles, mumps, rubella, varicella and pertussis. This will be arranged through the Volunteer Co-ordinator. Volunteers must attend orientation, a work unit induction and any other training considered necessary for this position.
Physical requirements:	Shifts require a minimum of 1.5 hours walking and standing. Ability to follow directions, display empathy, maintain confidentiality and good communication skills are essential in this role. This position will be reviewed every 6mths.

Duty Statement:

- Provide support for clients within the Multiple Sclerosis Exercise Program.
- Making clients feel welcome and help alleviate their fears and anxiety.
- Social Support and interaction with clients attending the program.
- Mentoring and providing guidance to clients.
- Orientating clients to the gym and facilities.
- Assisting to clean the gymnasium equipment.

Music Therapy Position Description

Location:	Robina Hospital, Bayberry Lane, Robina
Purpose of position:	Provide live Music as therapy for patients and consumers.
Service provision (Hours):	Mon – Fri Between 10.00am – 4.30pm Days and Hours will depend on Ward & Departments.
Mandatory requirements:	Volunteers will require documentary evidence they have been vaccinated for the vaccine preventable diseases (VPD's) of measles, mumps, rubella, varicella and pertussis. This will be arranged through the Volunteer Co-ordinator. Volunteers must attend orientation, a work unit induction and any other training considered necessary for this position.
Physical requirements:	Shifts require a minimum of 1 hour sitting. Ability to follow directions, display empathy, maintain confidentiality and good communication skills are essential in this role.

Duty Statement:

- Ability to play a variety of styles of music.
- Ability to interact with staff, patients, consumers and their relatives.
- Social interaction with patients, consumers & relatives.
- Engage patients and consumers in meaningful age appropriate activities.
- Co-facilitate music therapy.

Palliative Care Position Description

Location:	Robina Hospital, Bayberry Lane, Robina
Purpose of position:	Provide care and support to clients, carers, families and staff of the Palliative Care Service.
Service provision (Hours):	Mon → Fri 10.00am – 1.00pm (flexible)
Mandatory requirements:	Volunteers will require documentary evidence they have been vaccinated for the vaccine preventable diseases (VPD's) of measles, mumps, rubella, varicella and pertussis. This will be arranged through the Volunteer Co-ordinator. Volunteers must attend orientation, a work unit induction and any other training considered necessary for this position.
Physical requirements:	Shifts require a minimum of 2 hours walking, sitting or standing. Some pushing of trolleys may be required.

Volunteers responsibilities:

- To have a patient and family focussed approach to the provision of support.
- Treat all patients, carers, families, staff and other volunteers with care, compassion, dignity, and respect at all times and without compromise.
- To provide support to patients and families in a manner that respects their independence and enhances their emotional well-being.
- To communicate any concerns about client, family or carer to the Palliative Care staff.
- To participate in any training considered appropriate for this role.
- Ensure all appropriate actions are taken to implement OH&S policy, procedures and legislative requirements.
- Ensure you have an understanding of Gold Coast Health policies and procedures.
- Wear Identification Badge and Volunteer Uniform at all times.

Key Duties

- Support patients, carers and families upon admission and provide support during their stay.
- Liaise with staff to ensure the patients and their families are comfortable and that their needs are being met.
- Listening – 'just being there' for the ill person, for the carer, family members and visitors.
- Provide respite for carers that need to have a break.
- Purchase items from the Hospital Café for the patient, carer or family.
- Assisting at meal times with cutting food and opening items.
- Assist with patient activities of reading, games, crosswords etc.
- Assist the staff with Ward events and activities.
- Provide hand and nail care.
- Attend to any flowers and regularly change water.
- Support the staff in enabling the patients to attend musical performances and activities in the recreation garden area.
- Assist the staff with memorial services.
- Willingness to promote and support Palliative Care values for patient centred care.
- Ability to work co-operatively with staff and volunteers and work as part of a team.
- Strong communication skills (listening and communicating).
- Ability to display empathy, compassion, dignity and respect.
- Respect the beliefs and values of all people including those of particular cultural, religious, social and/or ethnic groups.

Patient Support Service Position Description

Location:	Gold Coast University Hospital, 1 Hospital Boulevard, Southport
Purpose of position:	Offer social support to patients on the Wards.
Service provision (Hours):	Mon → Fri 8.00am – 12.00pm
Mandatory requirements:	Volunteers will require documentary evidence they have been vaccinated for the vaccine preventable diseases (VPD's) of measles, mumps, rubella, varicella and pertussis. This will be arranged through the Volunteer Co-ordinator. Volunteers must attend orientation, a work unit induction and any other training considered necessary for this position.
Physical requirements:	Shifts require a minimum of 4 hours walking, standing and sitting. Ability to follow directions, display empathy, maintain confidentiality and good communication skills are essential in this role.

Duty Statement:

- Provide social support to patients.
- Providing companionship for the patients without offering personal opinions, religious beliefs or medical advice.
- Assist patients with the use of their Patient Entertainment System.
- Assist patients with the electronic menu ordering system.
- Assist patients who may wish to purchase something from the retail shops in the Hospital foyer.
- Tend to patient flowers.

Q-Flow Kiosk Position Description

Location:	Gold Coast University Hospital, 1 Hospital Boulevard Southport
Purpose of position:	To provide support for patients attending appointments on the use of the Q-Flow patient queuing and wait management kiosks.
Service provision (Hours):	Mon → Fri 8.00am – 12.00pm Mon → Fri 12.00pm – 4.00pm
Mandatory requirements:	Volunteers will require documentary evidence they have been vaccinated for the vaccine preventable diseases (VPD's) of measles, mumps, rubella, varicella and pertussis. This will be arranged through the Volunteer Co-ordinator. Volunteers must attend orientation, a work unit induction and any other training considered necessary for this position.
Physical requirements:	Shifts require a minimum of 4 hours walking and standing. Ability to follow directions, display empathy, maintain confidentiality and good communication skills are essential in this role.

Duty Statement:

- Greet patients arriving for appointments.
- Ensure good communication with patients and staff whilst respecting privacy and confidentiality.
- Assist patients with the use of the Q-Flow patient queuing and wait management system.
- Assist patients with check-in identification.
- Direct patients to the appropriate waiting areas (as per kiosk instructions).

Q-Flow Kiosk Position Description

Location:	Robina Hospital, Bayberry Lane, Robina
Purpose of position:	To provide support for patients attending appointments on the use of the Q-Flow patient queuing and wait management system.
Service provision (Hours):	Mon → Fri 8.30am – 12.00pm Mon → Fri 12.00pm – 3.30pm
Mandatory requirements:	Volunteers will require documentary evidence they have been vaccinated for the vaccine preventable diseases (VPD's) of measles, mumps, rubella, varicella and pertussis. This will be arranged through the Volunteer Co-ordinator. Volunteers must attend orientation, a work unit induction and any other training considered necessary for this position.
Physical requirements:	Shifts require a minimum of 3 hours walking and standing. Ability to follow directions, display empathy, maintain confidentiality and good communication skills are essential in this role.

Duty Statement:

- Greet patients arriving for appointments.
- Ensure good communication with patients and staff whilst respecting privacy and confidentiality.
- Assist patients with the use of the Q-Flow patient queuing and wait management system.
- Assist patients with check-in identification.
- Direct patients to the appropriate waiting areas (as per kiosk instructions).

Star Program Position Description

Location: Community Health,
9, 5th Avenue,
Palm Beach

Purpose of position: Provide support to the Star therapy group for people who are socially isolated, frail aged and/or disabled.

Service provision hours for centre based groups:

Wed	9.15am – 12.00pm
Wed	1.00pm – 3.45pm
Fri	9.00am – 11.45am
Fri	11.45am – 2.30pm

There could be other days or times when the group may have an external excursion. This will be negotiated with the Volunteer at the time of the event.

Mandatory requirements: Volunteers will require documentary evidence they have been vaccinated for the vaccine preventable diseases (VPD's) of measles, mumps, rubella, varicella and pertussis. This will be arranged through the Volunteer Co-ordinator. Volunteers must attend orientation, a work unit induction and any other training considered necessary for this position.

Physical requirements: Shifts require a minimum of 2 hours walking, standing and sitting. Ability to follow directions, display empathy, maintain confidentiality and good communication skills are essential in this role.

Duty Statement:

- Social interaction with clients.
- Assisting the Diversional Therapist with craft/activities.
- Assist staff with patient comfort. No patient handling / transferring required.
- Preparing and serving Morning or Afternoon tea.
- Clearing tables and stacking dishwasher.
- Travel with clients on the centres bus when hosting external excursions / activities.

Transfer Unit Position Description

Location:	Gold Coast University Hospital, 1 Hospital Boulevard, Southport
Purpose of position:	Provide a support service to patients being dropped off and picked up from the Transfer Unit.
Service provision (Hours):	Mon → Fri 8.00am – 12.00pm Mon → Fri 12.00pm - 4.00pm
Mandatory requirements:	Volunteers will require documentary evidence they have been vaccinated for the vaccine preventable diseases (VPD's) of measles, mumps, rubella, varicella and pertussis. This will be arranged through the Volunteer Co-ordinator. Volunteers must attend orientation, a work unit induction and any other training considered necessary for this position.
Physical requirements:	Shifts require a minimum of 4 hours walking, standing and sitting. Ability to follow directions, display empathy, maintain confidentiality and good communication skills are essential in this role.

Duty Statement:

- Provide assistance to patients being dropped off and picked up at the Transfer Unit.
- Inform drivers of where they can locate Hospital Parking.
- Assist patients with locating wheelchairs.
- Refer patients to Porterage if they require assistance getting in and out of vehicles or requiring wheelchair assistance.
- Support patients by escorting them to their appointments.
- Provide information on local amenities, taxis and public transport options.

Way Finding Ambassadors Position Description

Location:	Gold Coast University Hospital, 1 Hospital Boulevard, Southport
Purpose of position:	Provide way finding services to patients, visitors and staff.
Service provision (Hours):	Mon → Fri 8.00am – 12.00pm Mon → Fri 12.00pm - 4.00pm Sat & Sun 10.00am – 2.00pm
Mandatory requirements:	Volunteers will require documentary evidence they have been vaccinated for the vaccine preventable diseases (VPD's) of measles, mumps, rubella, varicella and pertussis. This will be arranged through the Volunteer Co-ordinator. Volunteers must attend orientation, a work unit induction and any other training considered necessary for this position.
Physical requirements:	Shifts require a minimum of 4 hours walking and standing. Ability to follow directions, display empathy, maintain confidentiality and good communication skills are essential in this role.

Duty Statement:

- Provide assistance for people locating various Wards & Departments.
- Provide assistance with the use of the Way Finding Kiosks.
- Reassure people if they appear distressed or confused.
- Escort people to Wards & Departments.
- Provide information on local amenities such as toilets, cafes etc.
- Assist patients with locating wheelchairs.

More information

If you would like to become a Volunteer for the Gold Coast Hospital and Health Service,

Please Contact:

**Volunteer Services
Gold Coast Health
1 Hospital Boulevard
SOUTHPORT Qld 4215**

Tel: 5687 3903

Email: GCHHS_Volunteers@health.qld.gov.au