Royal Darwin and Palmerston Hospitals Volunteer Program

# Volunteer role description

A Royal Darwin and Palmerston Hospital (RDPH) volunteer’s role is vital, and to be carried out by an active and positive person who has chosen to give time to assist the consumers of the hospital. The volunteer’s role is to provide practical support to hospital consumers to ensure they have the most positive experience possible.

## Position objective

# To provide a welcoming and supportive environment where patients, families and visitors receive practical support and assistance to ensure their experience of our service is as positive as possible.

Roles and duties carried out

The role of a RDPH Volunteer may include;

* Providing a friendly face to meet and greet consumers at the main entrance of the Hospital and provide support and information to help visitors get where they need to go
* Companionship to patients staying at the hospital
* Assisting with group activities under the supervision of a relevant health professional
* Customer service and consumer engagement activities

## Skills/qualities required

* Good communication skills
* A depth and diversity of life experience
* A healthy and positive approach to caring
* Self-awareness
* Strong commitment to customer service
* Patience
* Compassion and empathy
* A sense of calm and level-headedness
* A good sense of humour
* Flexibility
* Maturity
* Honesty

## Key areas of responsibility

As a volunteer your key responsibilities are:

* To commit to a regular time each week/fortnight (as agreed upon with the Volunteer Coordinator) for at least six months
* To actively participate in tasks agreed to between yourself and the Volunteer Coordinator
* To commit to attending the monthly volunteer meeting/training
* Respect the dignity, privacy and choices of the RPDH consumers

Your role is a social role; volunteers are not required to attend to any personal care requirements of any consumers.

## Supervisor

Each volunteer will report to the Volunteer Coordinator.

## Days/times required

Volunteers will usually commit to attending hospital on a weekly or fortnightly basis. Days and times are flexible and negotiated between the volunteer and the Volunteer Coordinator. Volunteers are asked to look at this program as regular ongoing volunteering.

## Training requirement

All volunteers are required to attend training prior to commencement of volunteering. Topics covered include:

* Introduction to NT Health and RDPH
* The Volunteer’s role
* Aboriginal Cultural Awareness
* Work Health and Safety & Aggression Minimisation
* Hand Hygiene & Infection Control
* Mandatory Reporting
* Confidentiality
* Self-care of the volunteer.

Additional internal training opportunities on a variety of topics are offered at the monthly volunteer meetings.

Volunteers will be notified of any beneficial training opportunities that they may wish to attend.

## Onboarding requirements

All volunteers are assessed for suitability to undertake the role via an interview, a National Police Check, a Working with Children card (WWCC) and reference checks.