



## Volunteer or Consumer Representative Position Description

<b>Position Title:</b>	<b>Volunteer - Community Information and Communication</b> This position description is a supporting document to the Volunteer Agreement
<b>Department:</b>	Quality
<b>PD Issue Date:</b>	January 2024
<b>Classification/Award:</b>	N/A
<b>Performance Review:</b>	A six-month probation will apply to this position (6 months from date of commencement). Performance reviews will then be held annually.

### ROLE

South Gippsland Hospital volunteers help us to enhance the quality of care provided to patients, clients and their families who come into our organisation. Volunteers help in many programs and areas across the organisation and can be found in the ward, social support group, the kitchen, maintenance and across all areas of community health.

This role involves assisting the Quality and Administration teams to maintain a system to ensure consumers and the broader community have access to accurate and timely information regarding South Gippsland Hospital and other associated services and supports.

The system will specifically assist in updating brochures and posters in public spaces, both within SGH and on notice boards in the community.

The role will assist with creating and distributing targeted information to SGH consumers, their carers and the broader community via a newsletter, to be distributed twice per year.

### ORGANISATIONAL RELATIONSHIPS

Reports to: Quality and Risk Manager

Liaises with:

- Community Engagement Officer
- the Director Community Care
- Administration staff

### KEY RESULT AREAS

The Community Information and Communications volunteer will complete tasks in conjunction with the Quality team and Administration staff.

Tasks include but are not limited to:

- Checking and restocking brochures in public spaces at SGH on a monthly basis; ensuring all information is current, as reflected in a designated list of approved brochures

- Checking and tidying areas where brochures and posters are on display in public areas on a monthly basis
- Checking and updating community notice boards in South Gippsland at least twice per year, and when special events are held (SGH car to be booked at a mutually convenient time)
- Updating a spreadsheet on a monthly basis, reflecting brochures restocked / changed
- Assist in developing and formatting content for the consumer newsletter
- Assist in administrative tasks in association with the newsletter (for example, a mail out)
- Communicates with organisation in a timely and planned manner regarding availability.
- Escalates any concerns regarding any aspect of the service to managers in a timely manner.

### **SPECIALIST SKILLS AND KNOWLEDGE**

- Be aged 18 years or over
- Be motivated and have a passion for assisting consumers and their families.
- Good computer skills, with a knowledge of excel and publisher preferable
- Have a driver's licence

### **QUALIFICATIONS AND EXPERIENCE**

- Excellent written and oral communication and listening skills
- Demonstrated ability to be responsible for the welfare, comfort and safety of assessed clients or patients whilst in their charge
- Victorian Drivers licence
- Successful Police and Working with Children's check

### **KEY SELECTION CRITERIA**

- Display the South Gippsland Hospital values of mutual respect, adaptability, trust, excellence and accountability.
- Well-developed interpersonal, communication and organisational skills.
- Ability to follow all relevant SGH policies and procedures.
- Commitment to enhancing the quality of life of frail aged people, people with disabilities and their carers.
- Ability to empower clients to participate in decision making.
- Commitment to positively contribute to a team environment

### **MANDATORY COMPETENCIES**

Unless a volunteer is able to produce authorised evidence of successfully completing an approved mandatory competency, the employee will be required to successfully complete the competencies within the first six months of employment.

Each volunteer is then required to successfully complete mandatory clinical competencies annually.

### **ORGANISATIONAL VALUES**

South Gippsland Hospital (SGH) staff and volunteers work with each other according to the Values listed below and the behaviours these values require when carrying out business. These values are:

**Accountability – accepting responsibility for our actions**  
**Trust- acting with integrity and being able to count on each other**  
**Excellence – doing our best at all times and looking for ways to improve**  
**Adaptability – being flexible and accepting of new ideas and change for the better**  
**Mutual Respect – treating others in the way that want to be treated**

It is expected that staff and volunteers will work according to these Values when working directly with other staff, clients and members of the community.

### **OCCUPATIONAL HEALTH AND SAFETY**

SGH recognises its obligation for full compliance with the *Occupational Health and Safety Act 2004* and associated Occupation Health and Safety regulations 2017. All staff and volunteers are required:

- to comply with safety instructions in their work environment and to familiarise themselves with OH&S procedures.
- to take reasonable care of their own health and safety as well as that of other people who may be affected by their conduct in the workplace.
- to seek guidance about new or modified work procedures.
- to ensure that any hazardous conditions are eliminated or minimised and that near misses and injuries are reported immediately to their supervisor.

If the role includes people management duties, these include the requirement to manage the health and safety of people under this control and support the actions contained in SGH OH&S policies.

### **INFECTION PREVENTION AND CONTROL**

An effective, integrated organisation-wide Infection Prevention and Control Program is dependent upon the support, recognition, motivation, commitment and integrity of every staff member and volunteer.

All staff members and volunteers have a responsibility to maintain infection prevention and control knowledge levels commensurate with the requirements of the position, and to adhere to the organisation's Infection Prevention and Control policies and procedures at all times.

### **LEARNING AND DEVELOPMENT**

SGH is committed to education.

All staff and volunteers have a responsibility to undertake their own professional development and actively participate in the learning and development of others. This may involve colleagues, health professionals from other disciplines or students. Inter-professional education is strongly encouraged and supported and is integral to a small rural hospital

### **HEALTH AND WELLBEING**

The health and wellbeing of employees and volunteers is a priority for SGH and the importance of an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals is recognised in this workplace.

Staff and volunteers are expected to:

- partake in the promotion of the health and wellbeing of employees and volunteers
- contribute to an inclusive and health promoting environment
- promote our values of trust, excellence, accountability, adaptability and mutual respect
- promote an organisational culture of positive mental health and wellbeing through supportive leadership, employee participation and shared decision making

### **DIVERSITY STATEMENT**

SGH is committed to providing employment, health care and all related business based on the principles of access, equity and respect. SGH acknowledge the Traditional Custodians of the land on which we work and pay our respect to their Elders past, present and emerging. Staff and volunteers are expected to provide excellence in care and a safe, welcoming and inclusive health service by:

- extending respect to Aboriginal and Torres Strait Islander people at all times,
- engaging respectfully with all cultures and
- respecting and appreciating what makes each individual different, in terms of age, gender, ethnicity, religion, disability, sexual orientation, education and national origin.

### **MULTI AGENCY RISK ASSESSMENT MANAGEMENT (MARAM)**

Family Violence is a health issue and SGH provide support to any staff member or volunteer experiencing family violence. All public hospitals are legislated to screen, identify and respond to family violence. The Multi Agency Risk Assessment Management (MARAM) framework is a whole organisation, multi-level approach to family violence. At SGH, we are committed to align our organisation with the 4 pillars of the MARAM framework: Shared understanding, Collaborative practice, Responsibility for risk assessment and management and Systems, outcomes and improvement. We respectfully, safely, and sensitively engage with all. We work collaboratively to increase the safety of people experiencing family violence, and to keep perpetrators in view and accountable for their actions and behaviour. We are committed to ensuring that all staff have access to adequate training to enable them to fulfil the responsibilities assigned to their role in the MARAM framework. Employees will undertake MARAM training as appropriate to their position and adhere to related policies.

At SGH all staff and volunteers either contributes to or holds the following responsibilities;

Responsibility 1: Respectful, sensitive and safe engagement with clients and colleagues

Responsibility 2: Identification of family violence risk

Responsibility 5: Seek secondary consultations and referrals for comprehensive risk assessment and management

Responsibility 6: Contribute to information sharing with other services in line with SGH Information Sharing Policy

Responsibility 9: Contribute to coordinated risk management

Responsibility 10: Collaborate for ongoing risk assessment and risk management

In addition to the above, some senior nursing staff hold responsibilities of

Responsibility 3: Intermediate risk assessments

Responsibility 4: Intermediate risk management.

### **CONFIDENTIALITY**

Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents, employees or volunteers of SGH.

Staff and volunteers must understand and accept that in accessing this personal information they hold a position of trust relative to this information. In recognising these responsibilities staff and volunteers must agree to preserve the confidential nature of this information.

Failure to comply with this agreement may result in disciplinary action and may include termination of employment.

### **QUALITY AND RISK MANAGEMENT**

In order to ensure patient safety and high quality of care:

- Staff and volunteers are required to participate in the development and maintenance of a quality service through the application of professional standards; participation in quality improvement activities; and compliance with the policies, procedures, practices and organisational goals and objectives of SGH.
- Staff and volunteers are required to encourage the patient to partner with the health care team and be at the center of all care decisions.
- Staff and volunteers are required to contribute to the development and maintenance of the SGH Risk Management Framework and apply the framework to identify, evaluate and minimise exposure to risk.

- Staff and volunteers are required to abide by the Code of Conduct for Victorian Public Sector Employees
- Clinical leaders are required to help support other clinicians to understand and perform their delegated safety and quality roles, and ensure clinical staff are working within their designated scope of clinical practice

### **SPECIAL REQUIREMENTS**

- Staff and volunteers will be required to satisfactorily complete a National Police Records, and Working with Children Check prior to commencing employment.
- Staff and volunteers will be required to hold a COVID-19 vaccination certificate, or valid medical exception prior to commencing employment.
- Should your role require you to drive a SGH vehicle, a current Victorian Drivers Licence is required. Loss of licence or any licence infringement must be reported by the employee to Management immediately.
- A completion of pre-existing injury or illness declaration will be required prior to appointment to the position.
- SGH employees and volunteers are expected to be familiar and work according to:
  - policies and procedures of SGH, including Risk Management Policy & Framework
  - Industrial Agreements that provide terms and conditions of employment
  - Scope of Practice and professional codes of conduct established for your profession
  - Code of Conduct for Victorian public sector employees and
  - Provisions of the Fair Work Act.
  - Voluntary service/role from an existing or former SGH staff member will be assessed on a case-by-case basis, must not be a conflict of interest with the employee's role or otherwise and requires final approval by the CEO.

### **INCUMBENT STATEMENT**

I, \_\_\_\_\_ have read, understand and accept  
(please print name)

the above Position Description.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Copy to Volunteer: ☐ Yes ☐ No

Details certified correct by:

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_