



Position Description

Position Title:	Community Information Volunteer This role description is a supporting document to the "Volunteer Agreement"
Department:	Community Care
PD Issue Date:	September 2025
Performance Review:	A six-month probation will apply to this position (6 months from date of commencement). 1:1 Supervision will then be held annually.
ROLE	
<p>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.</p> <p>In line with the South Gippsland Hospital (SGH) philosophy of person-centered care, the Community Information Volunteer supports SGH to maintain a system to ensure consumers and the broader community have access to accurate and timely information regarding South Gippsland Hospital service and other associated supports.</p> <p>The system will specifically assist in updating brochures and posters in public spaces, both within SGH and on notice boards in the community.</p>	
ORGANISATIONAL RELATIONSHIPS	
<p>Reports to: Community Engagement Officer</p> <p>Liaises with: Director Community Care Quality and Risk Manager</p>	
KEY RESULT AREAS	
<p>The Community Information Volunteers will complete tasks as allocated to them:</p> <ul style="list-style-type: none">• 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 on a monthly basis• Distributing flyers to venues and businesses as required 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.	



Position Description

SPECIALIST SKILLS AND KNOWLEDGE

- Be aged 18 years or over
- Be motivated and have a passion for assisting consumers and their families.
- Display skills with attention to detail
- Basic administration skills
- Friendly and reliable

QUALIFICATIONS AND EXPERIENCE

- Excellent interpersonal skills
- Victorian Drivers licence
- Successful National Police Check
- Current Victorian 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 positively contribute to a team environment
- Demonstrates attention to detail

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 three 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.



Position Description

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.

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



Position Description

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.



Position Description

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 will be required to satisfactorily complete a National Police Records, and Working with Children Check prior to commencing employment.
- Staff are strongly recommended to be vaccinated and remain up to date with their COVID-19 vaccinations
- 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 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
 - Code of Conduct for Aged Care
 - 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.



Position Description

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: _____