

Human Resources



## Position Description

<b>Position Title</b>	Family Support Volunteer		
<b>Unit / Branch</b>	Family Services & Volunteers		
<b>Classification</b>		<b>Employment Status</b>	Volunteer
<b>Position reports to</b>	Nurse Unit Manager/Assistant Nurse Unit Manager and indirectly to the Coordinator, Volunteer Service		
<b>Location</b>	The Royal Children's Hospital, Flemington Road, Parkville		
<b>Position Contact</b>	Ward Clerk		

### The Royal Children's Hospital

The Royal Children's Hospital (RCH) in Melbourne is a leading provider of specialist public health services for children and adolescents and is the major specialist paediatric hospital in Victoria, caring for children from Tasmania and southern New South Wales as well as other states around Australia and overseas.

The Royal Children's Hospital recently embarked on an exciting chapter in its history with a move to a new state-of-art, "world class" children's hospital. With a staff of over 4,500 and an annual operating budget of over \$270m RCH has an international reputation as a centre of clinical excellence and is a state-wide teaching, training and research hospital providing tertiary, secondary and primary infant, child and adolescent health services.

RCH has a variety of research and academic partners including Murdoch Children's Research Institute (MCRI), The University of Melbourne, La Trobe University and RMIT University for teaching medical and postgraduate nursing students and for postgraduate study and medical research as well as a number of community based partners.

Further information on RCH is available at [www.rch.org.au](http://www.rch.org.au)

### ROLE PURPOSE

To provide a welcoming, supportive, calm and reassuring environment for children, families and staff.

This objective is met primarily by supporting and assisting parents, carers, patients and staff, therefore allowing hospital staff to focus on the clinical care and needs of the unwell child.

One of the key points of International Volunteer Principles is that 'volunteering does not deprive others of a livelihood or constitute a threat to the security and job satisfaction of paid staff therefore the role of a volunteer is at all times to support and assist.

### KEY ACCOUNTABILITIES

- Provide emotional support, comfort and ease distress and anxiety during any waiting period by offering companionship and a listening ear
- Provide parents and carers with respite from caring for siblings or patients by providing a break
- Work cooperatively with staff to ensure that the needs of the patients and attending family/carers are being met

- Ensure parents/caregivers have been provided with support through relevant information provision; the focus should be on access to key RCH facilities, resources and services available to all patients, families and caregivers as per Family Support training
- Guide and orientate people to various departments, wards, facilities and resources within the hospital
- Assist with the care of siblings by providing appropriate age related play activities, games and story telling for distraction, allowing parents to focus on the needs of the patient – where necessary
- Liaise between patients and staff as necessary, communicating non-medical information and needs
- Deliver or collect messages and escort patients and families to other hospital areas as requested
- Undertake administrative support tasks such as clerical and computer duties or the re-stocking of supplies as required
- Be aware of and work in accordance with Hospital policies and procedures.
- Be respectful of the needs of patients, visitors, fellow volunteers and staff and maintain a professional approach to all interactions.

### **QUALIFICATIONS AND EXPERIENCE**

Personal attributes and behaviours required to perform this role are to:

- Demonstrate a commitment to The Royal Children's Hospital Vision and Values with a primary focus on patient and family centred care
- Have an excellent understanding of the volunteer role and the boundaries of the role
- Demonstrate a kind, warm and positive 'can-do' approach to the role
- Demonstrate a high level of communication skills and empathy with an intuitive ability to perceive the needs of patients and families and an ability to work with people from diverse backgrounds
- Demonstrate a high level of initiative as well as resilience
- Demonstrate an ability to work independently and as part of a team
- Provide a calm, welcoming, reassuring and comforting presence
- Be committed, reliable, dependable, punctual
- Value, respect and support all staff members and colleagues
- Ensure patient privacy and confidentiality at all times.

### **KEY SELECTION CRITERIA**

It is essential for all volunteer positions to:

- Satisfactorily pass referee, Police Record and Working with Children Checks
- Accept a three-month probationary period
- Be physically able to fulfil the role eg. Physically fit enough to stand up during a three hour shift
- Successfully complete all induction training
- Understand the importance of avoiding any involvement in counselling, medical procedures or advice about such matters
- Have an ability to way-find, escort people around the hospital and be able to provide clear directions to others
- Have some previous experience with children.

### **IMPORTANT INFORMATION**

All Volunteers are required to adhere to the Royal Children's Hospital Values:

- Unity - We work as a team and in partnership with our communities
- Respect - We respect the rights of all and treat people the way we would like them to treat us
- Integrity - We believe that how we work is as important as the work we do
- Excellence - We are committed to achieving our goals and improving outcomes

**QUALITY, SAFETY AND IMPROVEMENT**

RCH Volunteers are required to:

- Act in accordance and comply with all relevant Safety and Quality policies and procedures
- Participate in and contribute to quality improvement programs and commit to RCH Values
- Comply with the Requirements of the National Safety & Quality Health Service Standards
- Comply with all relevant clinical and/or competency standards
- Comply with the principles of Patient and Family Centred Care that relate to this position.

**Certification**

In signing this document I acknowledge the following:

I understand the requirements of, and am prepared to undertake the duties and responsibilities stated in this position description.

I will be subject to a three-month probationary period from my commencement date - after which my ongoing commitment will be reviewed.

Commencement date: *Day and Date*

Volunteer role and title: **Family Support Volunteer**

Allocated work area: *Ward*

Frequency, day of week and time: *shift time*

Volunteer Name (please print):

Date:

Signature:

Reviewed: October 2014  
 Developed: October 2010  
 Reviewed by: Volunteer Service staff in consultation the relevant staff members and the volunteer  
 Date of next review: 2 years or sooner if required