

Volunteer Role Descriptions for Induction Training

Floater Team Role - 9am – 12.30 or 12.30-4pm

Good role for volunteers who likes to have the social contact with like minded people, but can also work independently and sometimes in isolation. Recommended for those who are unsure of the volunteer role they wish to take on. Good for those who enjoy a variety of tasks, are flexible, adaptable and enjoy change.

FRC Volunteer Role- 9am – 12.30 or 12.30-4pm

Good for those who want family support and have a warm, welcoming personality able to support a broad range of people from all walks of life.

Volunteer tasks in FRC: (check reception task list)

Reception: welcome, family support and assistance with personal emergency supplies, issuing locker keys, library books and storing suitcases

Business Centre: support families with faxes, scanning, printing and basic computer trouble shooting

Kitchen and meals area: cleaning and tidying toys, dishwasher, wiping tables, stocking food and beverage containers

General tasks: family support including siblings, tidying up, maintaining supplies and access to facilities

Possum Ward: Day Surgery /Recovery Role - - 9am – 12.30 or 12.30-4pm

Families in Day Surgery feel very challenged as they just don't want to be there; the wait is sometimes long and boring and their child is hungry and thirsty due to the need to fast before surgery.

Parents and children need distraction with conversation, music, engaging play activities, games, including word games and similar short term activities.

Parents often need respite to get a drink, something to eat or to make a phone call. Simone Kelly NUM is generally available to discuss the importance of this role.

Volunteers need to be warm as families are usually very anxious to be reunited with their child. Once children have come out of Surgery and are in the Recovery Area nursing staff will ask volunteers to go to the Waiting Area to collect family members and escort them to Recovery.

Playroom Role – as required by Play Therapist

This is a great role for those who enjoy working directly with children. Prior experience working with children is essential ie. early childhood training, working in a

kindergarten, primary school or working in childcare. Volunteers work closely with a Play Therapist. Children spend time in the playroom to assist them with their development, enjoy time away from their room and to provide respite for family members. A large part of the role is ensuring that all toys are cleaned after each use. Furniture and equipment are to be cleaned after each session. Volunteers are provided with one on one training with Play Therapist. Volunteers also need to be able to engage with family members as they often spend time in the playroom with their child.

Volunteers working in a playroom need to fit to work with children ie. sitting at small tables and to get down on the floor to play with toddlers and babies.

Play room volunteers are part of the ward volunteer team and as such will need to develop a relationship with other volunteers on the ward including Family Support, Inpatient Desk and Ward Grandparents.

Family Support Volunteers – on the ward – 9am – 12.30 or 12.30-4pm

This can be a very satisfying role for those Volunteers who are warm, engaging and confident. Volunteers need to be confident enough to cold canvass families, children and staff.

Volunteers provide respite to families and distraction for children who may not have visitors.

Each shift Volunteers report to the ward clerk to let them know that they are available and to ask which patients if any could benefit from a Volunteer visit. Volunteers will also need to know which patients do not wish to be visited. Family Support Volunteers are part of the ward volunteer team and as such will need to develop a relationship with Inpatient Desk Volunteers, Play Therapy Volunteers and Ward Grandparents.

Inpatient Floater Role - on the ward – 9am – 12.30 or 12.30-4pm

This role is a varied role and requires volunteers who are confident, warm and engaging and willing to assist with almost anything. These volunteers will require some computer skill as they will need to access IBA the patient management system to assist with way finding. These volunteers will also use the Ascom phones so that the ward clerk and the Volunteer Service Office can contact them for any special requests. This role is a welcoming and wayfinding role some of the tasks include tidying of the Parents room, providing Family Support including siblings. These volunteers will work closely with the Ward Clerk and may be asked to assist with delivery of mail and other tasks as required.

Inpatient Floater Volunteers are part of the ward volunteer team and as such will need to develop a relationship with Family Support, Play Therapy Volunteers and Ward Grandparents.

Specialist Clinics – Play – 9am -12 noon or 12.45 – 4.15pm

- The role of the volunteer in Specialist Clinics is to provide activities for the children while they are waiting for their appointments. Specialist Clinics run appointments Mon-Fri 9am -12pm and 1-30pm -4-30pm. These activities include drawing, puzzles, blocks, art and craft activities etc. They are set up in different areas around Specialist Clinics. 3-4 volunteers per session are required.
- The majority of children who visit the hospital only ever come to an appointment in Specialist Clinics. A lot of these children have not been on the wards. Since November 2011, 32,000 children attended a Specialist Clinic appointment that's about 700-1000 children per day.
- There are a lot of children who come to appointments quite regularly and have been visiting the hospital most of their life so they know what we do and expect there to be play activities or an art and craft activity.
- It's a good role for people who enjoy working directly with children and their families. The volunteer must be confident in approaching children, flexible, friendly and able to adapt to changes quite easily.
- Infection control is a part of their role. Tables, chairs and toys are cleaned after each session.
- The children are to remain parent's responsibility whilst they are in the Specialist Clinics. Children are not to be left in the area without their parents, this includes siblings.