

# Ward Volunteer

## Position Description

**Updated** : March 2019

**Job Title** : Ward Volunteer

**Hours per shift** : 4

**Department** : To be confirmed

**Location** : North Shore & Waitakere Hospital

**Reporting To** : Charge Nurse Manager (CNM) or Shift Coordinator or ward clerk

**Functional Relationships with** :

<p><u>Internal</u></p> <ul style="list-style-type: none"> <li>• RN</li> <li>• PCA</li> <li>• Clerical receptionist</li> <li>• Charge Nurse Managers</li> <li>• Cleaning Services</li> <li>• Orderlies</li> <li>• WDHB staff</li> <li>• Other volunteers</li> </ul>	<p><u>External</u></p> <ul style="list-style-type: none"> <li>• Patients</li> <li>• Families/Whanau</li> <li>• Visitors</li> </ul>
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### DHB Purpose, Values and Standards

At the heart of Waitemata DHB is our promise of ‘better care for everyone’. This promise statement is the articulation of our three-fold purpose to:

1. promote wellness,
2. prevent, cure and ameliorate ill health and
3. Relieve the suffering of those entrusted to our care.

At the heart of our values is the need for all of us to reflect on the intrinsic dignity of every single person that enters our care. It is a privilege to be able to care for patients, whānau and our community, a privilege that is sometimes overlooked in our day to day work.

Our standards and behaviours serve as a reminder to us all about how we are with our patients and with each other.



# Ward Volunteer

## Position Description

**Purpose:** To support patients, their families and staff within the ward providing societal care to the patient and Performing other no-clinical tasks as directed.

KEY TASKS	EXPECTED OUTCOMES
<p><b>To provide comfort to patients, their families and visitors in the ward.</b></p>	<ul style="list-style-type: none"> <li>- Help patients and family/whānau feel welcomed, settled and comfortable</li> <li>- Respect people’s rights to privacy at all times</li> <li>- Be polite at all times and treat patient’s families and visitors with warmth, friendliness and consideration.</li> <li>- Handout patient and family feedback cards</li> <li>- Direct visitors to the correct patient space.</li> <li>- Provide extra blanket, sheet pillow, etc.</li> <li>- Talk with and listen to patients and their families</li> <li>- Provide hot beverage (tea, coffee, and milo) or water when needed.</li> <li>- Ensure patient’s area is tidy</li> <li>- Ensure day room is tidy and has enough tea bags/coffee/milk/sugar/cups/spoon/napkins</li> </ul>
<p><b>To liaise and support staff within the Ward.</b></p>	<ul style="list-style-type: none"> <li>- Report to designated staff member on arrival and confer with them should any concerns or issues be forthcoming</li> <li>- Communicate with and follow the direction/guidance of staff</li> <li>- Alert staff and report accidents or incidents immediately.</li> <li>- Answer bell when staff are busy.</li> <li>- Answer general, not clinical queries. Please refer clinical queries to the Nurse.</li> <li>- Stack supplies in supply room, replenish stocks of disposable gowns, arrange/sort/fold linens in cabinets</li> <li>- Make beds for empty beds (no patients )</li> <li>- Comply with the requirements of WDHB policies</li> </ul>
<p><b>To assist at meal times</b></p>	<ul style="list-style-type: none"> <li>- Assist with delivering and collecting trays</li> <li>- Assist with getting table ready and close to patients</li> <li>- Assist with hand washing/sanitising.</li> <li>- Encourage patients to eat,</li> </ul>
<p><b>To recognise Individual Responsibility for Workplace Health and Safety under the Health and Safety at work Act 2015</b></p>	<ul style="list-style-type: none"> <li>- Company health and safety policies are understood and procedures applied when on duty.</li> <li>- Workplace hazards are identified and reported, including self-management of hazards where appropriate</li> </ul>

## PERSON SPECIFICATION

<b>Qualification</b>	Bystander CPR Skills preferred
<b>Experience</b>	Good interpersonal skills Prior experience in customer service
<b>Skills/Knowledge/ Behaviour</b>	<ul style="list-style-type: none"> <li>• Demonstrates a friendly, warm and caring manner</li> <li>• Ability to listen effectively</li> <li>• Ability to communicate clearly</li> <li>• Ability to maintain confidentiality and privacy</li> <li>• Awareness of the need to seek assistance when issues are outside the boundaries of the role</li> <li>• Health must be such that the volunteer can carry out the duties required.</li> <li>• Demonstrates culturally appropriate behaviour</li> </ul>

At all times you are required to follow WDHB's health and safety policy and procedure.

Thank you for being a part of our wards.