

## POSITION DESCRIPTION

<b>Position Title</b>	Guest Wing Volunteer Coordinator	<b>Responsible to</b>	Social Worker Registered Nurse Clinical Nurse Nurse Practitioner CEO / Director of Nursing
<b>Team Name</b>	Guest Wing Volunteers	<b>Version Date</b>	May 2022

About the Role	
Purpose	To coordinate the team of Guest Wing / Allied Health Volunteers to provide services to the guests of Ipswich Hospice. Guest Wing Volunteers provide services to guests under the general direction of the Registered Nurse on duty. Modalities include Massage Therapy, Aromatherapy, Reflexology, Podiatry, Hair Dressing services, Beauty therapy, Remedial Massage Therapy and Chaplaincy.
Key Responsibilities	<ul style="list-style-type: none"> <li>• Maintain a roster of Guest Wing &amp; Allied Health volunteers.</li> <li>• Update Guest Wing volunteer details.</li> <li>• Ensure Guest Wing volunteers have appropriate qualifications; licences; certificates of currency etc.</li> <li>• Liaise with members of the Clinical Team to ensure the therapist has a thorough knowledge of treatment plans for each guest which would include the potential for complementary therapy improving quality of life.</li> <li>• Observe and abide by Work Health and Safety and Infection Control requirements. Required to report potential hazards and any incidents to Registered Nurse in accordance with the Risk Management procedures</li> <li>• Provide therapy only within the boundary of their own qualification/s.</li> <li>• Respect the wishes of the guest and their support people.</li> <li>• Ensure all administration and documentation requirements are initiated and completed in a professional and timely manner. Flexible approach to changing situations.</li> </ul>
Attributes, Skills & Experience	<ol style="list-style-type: none"> <li>1. An ability to give instructions and manage a team. Previous experience in Allied Health would be an advantage.</li> <li>2. An understanding of ACHS EQulP National Standards Practices to ensure that services provided by Guest Wing Volunteers support a satisfactory achievement in each criterion of the relevant standards.</li> <li>3. Customer Service - Excellent communication and interpersonal skills including demonstrated experience in liaising with a range of internal and external clients. Demonstrate reliability and punctuality.</li> <li>4. Teamwork &amp; Communication - Demonstrated ability to participate as an active member of a team, consistent with the philosophy and policies of the organisation. Effective communication demonstrating understanding, sensitivity, and empathy. Positively accept instruction / suggestion and supervision. Effective interpersonal and teamwork skills.</li> <li>5. Continuous Quality Improvement - Commitment to ensuring quality services are delivered to both internal &amp; external clients. Maintain existing quality administration systems and processes for the organisation.</li> <li>6. Compliance and Professional Conduct - Ensures privacy and confidentiality at all times. Work within the bounds of relevant legislation/regulations (e.g. Privacy, Fair Work, WHS, etc.) and relevant professional codes. Adhere to all IHC policies and procedures including the Code of Conduct, Confidentiality Agreement, WHS. Demonstrated commitment to IHC organisational values. Demonstrated</li> </ol>

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	experience and understanding of the need for continuation of both personal and professional development.
Training & Other Requirements	<ul style="list-style-type: none"> <li>• Orientation and mandatory education as per organisational frameworks</li> <li>• Accredited Therapy Training Qualification if applicable.</li> <li>• Current practitioner registration with appropriate professional association if applicable.</li> <li>• Current Professional Indemnity Insurance of a least \$1m if applicable.</li> <li>• Current First Aid Certificate.</li> <li>• Covid-19 Vaccination Certificate</li> <li>• Current Flu Vaccination Certificate</li> <li>• Valid criminal history check</li> </ul>
Shift Days/Times	As negotiated with CEO/DoN
Role Risk Assessment	High

Acceptance of terms and conditions of position description on commencement / review:

Volunteer Name		
Volunteer Signature		Date