

POSITION DESCRIPTION

Position Title	Guest Wing Volunteer	Responsible to	Social Worker Registered Nurse Clinical Nurse Nurse Practitioner CEO / Director of Nursing Guest Wing Volunteer Co-ordinator
Team Name	Guest Wing Volunteers / Allied Health Volunteers	Version Date	May 2022

About the Role	
Purpose	Guest Wing Volunteers provide therapy / services / care to guests under the general direction of the Registered Nurse on duty. Modalities include Massage Therapy, Aromatherapy, Physiotherapy, Reflexology, Podiatry, Meal Assistance, Hair Dressing services, Beauty therapy, Remedial Massage Therapy and Chaplaincy.
Key Responsibilities	<ul style="list-style-type: none"> • Provide complementary therapy to guests (and families where possible) with compassion and patience. • Complementary therapy in a palliative care setting uses a very light touch with a purpose of providing psychological comfort and easing physical symptoms. • Liaise with the Registered Nurse and 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 either increasing or decreasing their symptoms. • Observe and abide by Work Health and Safety and Infection Control requirements. Required to report potential hazards and any incidents to Guest Wing Volunteer Coordinator in accordance with the Risk Management procedures • Provide therapy only within the boundary of their own qualification/s. • Respect the wishes of the guest and their support people.
Attributes, Skills & Experience	<ol style="list-style-type: none"> 1. ACHS EQulPNational Standards - Practices are demonstrated to support a satisfactory achievement in each criterion of the relevant standards. 2. Customer Service - Excellent communication and interpersonal skills including demonstrated experience in liaising with a range of internal and external clients. Demonstrate reliability and punctuality. 3. Teamwork & 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 4. Continuous Quality Improvement - Commitment to ensuring quality services are delivered to both internal & external clients. Maintain existing quality administration systems and processes for the organisation. 5. Technical Skills & Application - Demonstrated knowledge and application of the skills required for this position, including knowledge and understanding of relevant equipment, legislation, policies & procedures. Ensures all administration and documentation requirements are initiated and completed in a professional and timely manner. Flexible approach to changing situations. 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

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	the Code of Conduct, Confidentiality Agreement, WHS. Demonstrated commitment to IHC organisational values. Demonstrated experience and understanding of the need for continuation of both personal and professional development.
Training & Other Requirements	<ul style="list-style-type: none"> • Orientation and education as per organisational framework • Accredited Therapy Training Qualification*. • Current practitioner registration with appropriate professional association*. • Current Professional Indemnity Insurance of a least \$1m. • Current First Aid Certificate. • Covid-19 Vaccination Certificate • Current Flu Vaccination Certificate • Current clear criminal history check <p>*Students may qualify if directly supervised by training organisation</p>
Shift Days/Times	As Negotiated with Guest Wing Volunteer Coordinator
Role Risk Assessment	High

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

Volunteer Name		
Volunteer Signature		Date