



POSITION	Volunteer
RESPONSIBLE TO	Social Support Coordinator..... Community Volunteer Nurse Unit Manager..... Aged Care Volunteer
HOURS OF DUTY	As negotiated
REVIEWED	April 2018

INGLEWOOD & DISTRICTS HEALTH SERVICE

Inglewood & Districts Health Service (IDHS) is a holistic health service nestled in the peaceful rural hamlet of Inglewood in country Victoria. With a population of 800 people, the town features a charming historic streetscape with many notable gold rush buildings, a modern pharmacy, banks, post office, supermarket, excellent wineries, and bowls and golf clubs. Inglewood is a 45km drive away from the bustling, Central Victorian town of Bendigo which is also easily accessible by public transport. This makes Inglewood a very attractive option for those wanting a rural lifestyle while having access to all the facilities and services of a large regional centre.

IDHS is situated in the Shire of Loddon and provides services to more than 5,500 residents in the communities of Bridgewater, Inglewood, Korong Vale, Newbridge, Serpentine, Tarnagulla, Wedderburn and surrounding townships.

All IDHS facilities are conveniently located on one site – Urgent Care Centre, community health and hospital and residential aged care (hostel and nursing home). IDHS also offers a diverse range of services including diabetes education, community and district nursing, counselling and cardiac rehabilitation, planned activity groups, volunteer and strength training programs.

IDHS has strategic alliances with a range of hospitals, health services, health alliances and government bodies.

OUR VISION

Excellence in Health Care now and the future

OUR MISSION

Providing Quality Health Services, supporting and enhancing community wellbeing

OUR VALUES

- Care
- Respect
- Choice
- Equality

OUR COMMITMENTS

- We encourage and assist our clients to achieve life-long health and wellbeing.
- We respect each individual's rights, needs and choices including the right to refuse treatment.
- We provide equality of access to services.
- We support the broad definition of health which includes meeting social, emotional, physical, cultural and spiritual needs through a multi-disciplinary approach.
- We seek to achieve quality health outcomes.
- We provide a safe and supportive environment for staff and others.
- We encourage the personal and professional development of staff.
- We encourage participation by all members of the community in planning, implementing and evaluating service delivery.
- We facilitate partnerships with other service providers.
- We support and encourage a culture of Continuous Improvement across the organisation.

THE POSITION

Volunteers of IDHS willingly give their time to participate in activities and projects that are of benefit to the community, clients and residents. IDHS recognises the valuable part volunteers play in helping IDHS enhance the health and wellbeing of the community and its clients and residents and is committed to delivering a positive and supportive environment for its volunteers.

<p><u>KEY RESPONSIBILITIES AND DUTIES</u></p>	<ul style="list-style-type: none"> • Responsible for the welfare comfort and safety of clients and residents participating in activities and projects • Transport community members, clients and residents to Specialist Medical appointments as arranged by the Social Support Coordinator and Aged Care staff • Provide feedback to the Social Support Coordinator and Nurse Unit Manager regarding clients' and residents' needs • Attend orientation and training as required • Treat all community members, clients and residents with dignity and respect
<p><u>KEY SELECTION CRITERIA</u></p>	<ul style="list-style-type: none"> • Commitment to working with elderly people • Understanding of the concept of person-centred care • Good communication skills • A positive, friendly and helpful attitude • Commitment to building and maintaining positive working relationships • Ability to work collaboratively as part of a team • Demonstrated awareness of confidentiality and privacy principles • Current Victorian Drivers licence • Satisfactory criminal history check
<p><u>GENERIC RESPONSIBILITIES AND REQUIREMENTS</u></p>	<p>Compliance with Policies and Procedures All IDHS's policies and procedures are set out in its clinical and managerial policy manuals located on PROMPT and in hard copy. All staff and volunteers must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.</p>

Confidentiality

Each staff member and volunteer must comply with the rules of confidentiality relating to hospital patients, nursing home or hostel residents, and clients of any community health service. A breach of confidentiality will result in disciplinary action and/or dismissal from the health service.

Infection Control

Each staff member and volunteer has a responsibility to minimise exposure to incidents of infection/cross infection of patients, clients, residents, staff, volunteers, visitors and the general public. This can be achieved by all staff and volunteers adhering to the policies and procedures as set out in the Infection Control Manuals.

No-Smoking Policy

To ensure a healthy and safe work environment for our staff, volunteers, patients, clients, residents and visitors, smoking is not permitted on hospital grounds, in buildings and offices or in any vehicle.

Person Centred Care

Person Centred Care (PCC) is a philosophical approach to how we provide care to patients, clients, residents and interact with other customers, including staff and volunteers of IDHS. PCC is based on the principles of respect, value of the individual and the need to deliver service in an environment that supports peoples' physical, emotional, social and psychological needs. PCC is underpinned by a culture of collaboration and partnership and all staff and volunteers of IDHS are required to adhere to these principles.

Pre-Employment Security Screening

All new staff and volunteers are required to undergo a criminal history check prior to commencement and then again every three years. A Working With Children Check may also be required for particular positions.

Privacy Principles

Each staff member and volunteer must understand and comply with the Privacy Principles of the Health Records Act and Information Privacy Act.

Risk Management

IDHS supports an organisational philosophy that ensures risk management is an integral part of corporate objectives, plans and management systems. Staff and volunteers are accountable for risk management through organisational, team and individual performance objectives that are within their span of control.

	<p>Workplace Health & Safety</p> <p>IDHS is committed to the provision and maintenance of a healthy and safe workplace with the notion of “safety always” underpinning all its activities. Staff and volunteers are encouraged to actively promote the behaviours, values and attitudes that are supportive of a culture of safety, with each staff member and volunteer being required to take reasonable care for their own health, safety and wellbeing and the health, safety and wellbeing of others who may be affected by their actions. All staff and volunteers are required to adhere to organisational workplace health and safety policies and procedures and participate in safety related education and evaluation activities.</p> <p>IDHS recognises the integral role of each individual in the promotion, development and maintenance of its culture of safety.</p>
<u>ADDITIONAL INFORMATION</u>	<ul style="list-style-type: none"> • All IDHS staff and volunteers are required to carry out lawful directions as outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association. • This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at IDHS's discretion and activities may be added, removed or amended at any time.

ACCEPTANCE OF THE POSITION

I understand, agree to and accept the role as outlined in accordance with this position description.

Volunteer's Name (please print) _____

Volunteer's Signature _____ Date _____

Manager's Name (please print) _____

Manager's Signature _____ Date _____

CEO Name (please print) _____

CEO Signature _____ Date _____