

VOLUNTEER POSITION DESCRIPTION

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| **POSITION TITLE:** | Maintenance Volunteer |
| **ACCOUNTABLE TO:** | Facilities Manager |
| **REPORTS TO:** | Volunteer Coordinator |
| **Days/Hours of Duty:** | Up to 8 hour shifts |

**ST JOHN OF GOD HEALTH CARE MISSION AND VALUES**

Our vision is to bring healing to people through services that are caring, comforting and affirming, and to give them a reason to hope and a greater sense of their own dignity. Our organisational culture reflects our values of Hospitality, Compassion, Respect, Justice and Excellence.

1. **PURPOSE OF POSITION**

* The Maintenance Volunteer’s primary function is to enhance the work of the Maintenance Team by providing exceptional hospitality and attention to detail in the form of maintaining the hospital building, the grounds and equipment used on a daily basis.

1. **POSITION REQUIREMENTS**
   1. **Mission**

* Capacity to understand and willingness to support and promote the Mission and Values of St John of God Health Care
* Commitment to organisation’s service ethos through the provision of excellent service
* Act in accordance with the SJGHC Code of Conduct document.
  1. **Duties and Responsibilities**
* The Maintenance Volunteer is to respond to work requests as directed by permanent maintenance staff, within the volunteer’s capacity.

The Maintenance Volunteer will have the following practical tasks which include but not limited to:

* Replacement of light globes and fittings;
* Minor painting and surface repairs;
* Assist permanent maintenance staff with their tasks;
* Carpentry and joinery repairs;
* Driving SJOG van to purchase and/or pick up hardware items;
* General in-workshop repairs;
* Repairing/replacing patient remote handsets for nurse call and TV operation;
* Minor external cleaning tasks;
* Furniture re-location, adjustment, repair;
* Liaise with nursing and clerical caregivers as required;

**Reporting**

* The Maintenance Volunteer will report to the Volunteer Coordinator, but works under the guidance of the Facilities Manager
  + 1. **General Volunteer Responsibilities**
* Consistently demonstrate the service ethos and Values of St John of God Health Care in every interaction
* “Sign in / Sign out” when attending for duty.
* Ensure an ID badge is worn and visible at all times.
* Check communication book for messages from other volunteers or Volunteers Manager.
* Take responsibility for checking the roster for shifts and advising in advance of any issues
* Inform the Facilities Manager, Volunteers Coordinator of any problems encountered whilst on duty.
* Maintain good relations with patients, family, and caregivers in the department.
* Attend relevant meetings and in–services as required.

1. **TEAM WORK**

* Participate as a valued team member promoting and contributing to a supportive team environment.

1. **COMMUNICATION**

* Communicate effectively with all caregivers, patients and visit using the appropriate channels, utilising appropriate formal and informal channels of communication.

1. **QUALITY AND RISK**

* Participate in, contribute to and implement quality improvement and risk management into all aspects of service

1. **OCCUPATIONAL SAFETY AND HEALTH**

* Follow all Standard Operating Procedures in their workplace;
* Take reasonable care of themselves and others;
* Not to interfere, bypass or misuse any system or equipment provided for health, safety and welfare purposes;
* Take all actions to avoid, eliminate or minimize hazards;
* Seek information on any work they undertake and be aware of the risks and hazards associated with their work;
* Report all incidents / hazards / injuries;
* Assist in completion of incidents / hazards / injuries reports;
* Participate in the documentation of Risk Assessments and Standard Operating Procedures for activities that could pose a OHS risk;
* Raise OHS issues with appropriate caregivers and take part in OHS consultative arrangements;
* Use Personal Protective Equipment as required and directed;
* Attend all mandatory and recommended OHS training as scheduled by Group Services;
* Promote a positive safety culture within their areas by demonstrating a positive commitment to OHS.
* This role has the authority to:
  + - Stop any hazardous activity within their workspace
    - Report any incidents / hazards within their workplace
* The volunteer is covered by the St John of God Health Care’s Liability & Professional Indemnity and Personal Accident Insurance policy for volunteers.

**SELECTION CRITERIA**

**Essential:**

* A strong and demonstrated commitment to offering excellent service to people
* A commitment to upholding the St John of God Health Care Mission, Values and culture.
* A strong understanding of the importance of adhering to the Privacy and Confidentiality policies.
* Excellent communication skills
* Ability to work as part of a team and independently when required
* Flexible, reliable and trustworthy
* Excellent personal presentation (neat and clean)

**Desirable:**

* Volunteer experience in health care field