

VOLUNTEER POSITION DESCRIPTION

POSITION TITLE:	Concierge - Maternity Ward
ACCOUNTABLE TO:	Nurse Unit Manager
REPORTS TO:	Volunteer Coordinator
Days/Hours of Duty:	Up to 4 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 Maternity concierge's primary function is to enhance the patient and visitor experience by offering exceptional hospitality, which meets the non-clinical and individualised needs of our patients and their visitors.
- To ensure the success of the concierge role, the Nurse Unit Manager will ensure that the concierge is provided a detailed handover at the commencement of each shift.

2. POSITION REQUIREMENTS

2.1. 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.

2.2. Duties and Responsibilities

- The Concierge will be responsible for ensuring the minimisation of interruptions to the patient.
- To ensure the needs of maternity patients and visitors are efficiently met, the Concierge will carry a mobile phone and will ensure that any calls or messages are followed up personally in a timely manner.

The Concierge will have the following practical responsibilities:

Hospitality

- Attend to the hospitality needs of the patient and their visitors, including making beverages or ordering and delivering beverages from the refreshment bay or café
- Ordering, and collection of food from the Gift shop and Café as requested
- Arranging payment for items purchased from the Café and Kiosk
- Attend to the comfort needs of the patient and their visitors including providing warm blankets, pillows, additional chairs for visitors.
- Provide morning tea items (provided by hotel service) as requested to the patient and visitors
- Attend to water jug replacement as requested
- Ensure patients know how to access the hospital Wifi and use the TV

House Keeping

- Ensure that Maternity Patient rooms are identifiable to all caregivers so that it is clear which rooms you are servicing.
- Keep the patient room clear of clutter, used cutlery and crockery
- Attend to patient room requirements are attended to e.g. opening blinds.
- Place gifts and flowers in an appropriate spot for both the patient and caregivers
- Prepare the patient room for all meal delivery, ensuring the patients over-bed table is clear for breakfast service at 8am and lunch at 12pm
- At the conclusion of meals (breakfast and lunch) collect meal trays and place them on a trolley
- Help patient visitors pack up hospital bedding each morning

Additional Tasks

- Advise the patient of the schedule for photographs with the Geelong Advertiser and coordinate any desire for involvement with the Nurse Unit Manager
- Maintain clear communication with the Nurse Unit Manager regarding any patient issues (positive or negative) each shift

- The Nurse Unit Manager may request the concierge to assist with some general administrative tasks during period of low activity such as compiling documentation and welcome packs
- When requested the Concierge will assist with the transfer of patients and their items between the hospital and the Rydges Hotel
- The concierge may be requested by the patient to assist them with unpacking/packing up their belongings.

Reporting

- The concierge will report to the Volunteer Coordinator, but works under the guidance of the Nurse Unit Manager in the department.

2.2.1. 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 Nurse Unit Manager, Volunteers Coordinator of any problems encountered whilst on duty.
- Maintain good relations with patients, family, and caregiver in the department.
- Attend relevant meetings and in-services as required.

3. TEAM WORK

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

4. COMMUNICATION

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

5. QUALITY AND RISK

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

6. 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)
- Cash Handling skills

Desirable:

- Volunteer experience in health care field