

VOLUNTEER POSITION DESCRIPTION

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| **POSITION TITLE:** | Patient Companion |
| **ACCOUNTABLE TO:** | Volunteer Coordinator |
| **REPORTS TO:** | Nurse Unit Manager |
| **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**

* To provide emotional support, companionship and therapeutic diversion for patients.
* To provide support to the nursing and allied health teams

1. **What type of patients do volunteers support?**

* Patients with memory and thinking problems or who have dementia
* Patients who experience memory and thinking problems such as delirium as a result of their illness or operation
* Patients who have vision and hearing impairment
* Patients who require assistance with eating and drinking
* Other vulnerable patients who would benefit from someone sitting with them one to one.

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 volunteer companion is an unpaid Caregiver, whose primary function is to provide person centred, emotional support and practical assistance to vulnerable patients in hospital. Responsibilities include:

* Engage patient in social interaction and diversional activities including reading to patients, reminiscence, singing, conversation, playing cards, hand massage

• Support patients who are considered vulnerable

* Support to the nursing and allied health caregivers in shift duties adhering to the scope and boundaries of volunteers role responsibilities and duties.
* Recognise and report immediately any change in patients' behaviour, which could increase the risk of harming themselves or others.
* Assist patients with the completion of their menu

• Recreational activities including taking patients for a walk in the wheelchair as advised by nursing or allied health team

• Helping activities including pouring a drink, cutting up food.

• Undertake volunteer companion training program after completion of General Orientation for volunteers.

• Contact the Nurse if they need to leave the patient’s room.

• Ensure that all patient information is treated confidentially.

• Respect the values, customer and spiritual beliefs of patients.

• Demonstrate sensitivity to privacy and dignity aspects of patient care.

• All other reasonable duties as directed by Manager/Supervisor.

**Activities NOT to be performed**

* Assist with or perform any lifting or moving of heavy objects
* Assist with duties that are not within your training or position description
* Discuss a patients treatment with them, their carers or relatives
* Discuss any aspects of the patents care outside of the health service
* Assist with lifting, moving or transferring of patients (e.g. between bed to chair/wheelchair).
* ‘Catching' a patient who is falling.
* Provide other/alternative food/drink items to patients without the permission of the Nurse in charge.

• Patient feeding.

• Patient toileting.

**Reporting**

• The volunteers report to the Volunteer Coordinator but works under the direct supervision of the Registered Nurse or Nurse Unit Manager.

• Nursing staff communicate relevant patient information at the commencement of the shift.

* + 1. **General Responsibilities**
* Demonstrate a service ethos consistent with the values of St John of God Health Care
* “Sign in / Sign out” book when attending for duty.
* Ensure an ID badge is worn and visible.
* Check communication book for messages from other volunteers or Manager.
* Take responsibility for checking the roster for start times and duties.
* Inform the Nurse Unit Manager, Volunteers Coordinator or Director of Mission Integration 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.

1. **TEAM WORK**

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

1. **COMMUNICATION**

* Communicate effectively with all customers and patients 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 commitment to the St John of God Health Care Mission and culture.
* An understanding of the importance of adhering to the Privacy and Confidentiality policies.
* Ability to deliver exceptional customer services. (friendly, helpful, compassionate)
* Excellent communication skills
* Ability to work as part of a team and independently when required
* Flexible, reliable and trustworthy
* Good personal presentation (neat and clean)

**Desirable:**

* Experience in health care field
* Customer service skills

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| I, the undersigned, understand  *Please print name*  the content and accept the duties and responsibilities of this position description.  Caregiver's Signature: Date: | |
| **Created:** | June 2017 |
| **Date of Reviews** |  |
| **Next Review** | June 2019 |