

Mansfield District Hospital

Position Description

VOLUNTEER

Mansfield District Hospital

OUR VALUES



Mansfield District Hospital Values & Expected Behaviours are based on the Application of Public Sector Standards, Relevant Enterprise Bargaining agreements, Awards, Fair Work Australia, Code of Conduct for Victorian Public Sector Employees and our MDH Strategic plan and Great Care Model.

We value our Staff and have faith that they will express a positive attitude by actively modelling and promoting our values and ensuring every person who has contact with Mansfield District Hospital receives Great Care – consistently and every time.

<p><u>We deliver great care</u> <i>We strive for the best health outcomes for our consumers and communities every time. Consumers are at the centre of our care and we consistently provide high-quality, safe and personalised care. We demonstrate empathy and kindness in every aspect of our care.</i> Our commitment to Great Care is underpinned by four guiding principles:</p> <ol style="list-style-type: none"> 1. Personal- the individuals' values, beliefs and uniqueness' guide all aspects of planning and delivery of care. 2. Effective–the right care is delivered in the right way and at the right time. 3. Connected–care and information is received when needed, and in a co-ordinated way. 4. Safe–avoidable harm is eliminated. 	<p><u>We respect each other</u> <i>We respect our peers, our consumers, our hospital and our environment. Care is delivered thoughtfully and with compassion. We are considerate of our consumers' dignity and privacy, and our consumers trust and have confidence in our quality of care. We actively listen and act fairly, impartially and without judgement.</i> Behaviours to support value</p> <ul style="list-style-type: none"> • Lead by example – champion positive behaviour • Treat people equally – support human rights • Be open and honest in our dealings with others • Report improper or inappropriate conduct • Treat others fairly and objectively, considering all relevant facts • Communicate courteously • Promote positive relationships that support the values and objectives of the organisation • Be respectful of people from culturally diverse backgrounds • Seek to resolve conflict constructively
<p><u>We work together</u> <i>We work as a cohesive team and feel connected to the work we do together. We maintain strong connections to our diverse communities in and outside of Mansfield. We work in collaboration with our partners to deliver exceptional care. We have honest and open conversations with our staff, consumers and the community.</i> Behaviours to support value</p> <ul style="list-style-type: none"> • Being honest, open and transparent in our dealings with our colleagues • Use powers responsibly • Identifying and avoiding conflicts of interest in our daily practice. • Working to clear objectives in a transparent manner • Our staff will ensure freedom from discrimination, harassment and bullying • Acknowledge the views, opinions, beliefs and ideas of others • Discuss differences in a clear and calm manner • Refrain from using behaviours that are abusive, intimidating and patronising 	<p><u>We empower each other</u> <i>We support and trust each other to deliver an exceptional consumer experience. We give our consumers the information and resources they need to make considered and informed decisions about their health care. We continuously support our staff in their development and empower them to make decisions based on their best judgement.</i> Behaviours to support value</p> <ul style="list-style-type: none"> • Accepting responsibility for our decisions and actions • Cultivating and maintaining relationships that support the goals of the organisation • Actively implementing, promoting and supporting our values • Feel empowered to perform our best • Promote diversity and equality • Empower employee wellbeing, self-care and awareness • Seek continuous personal development • Actively listen and use positive body language

MANSFIELD DISTRICT HOSPITAL
POSITION DESCRIPTION

Position Purpose
<p>MDH values all that our volunteers bring to the organisation. We recognise that volunteers provide services that compliment, rather than duplicate, services provided by staff. Volunteers enrich our programs, facilitate strong relationships with our community and enhance the operations at Mansfield District Hospital (MDH).</p> <p>Volunteer roles identified by the organisation are clearly articulated in a role description. This role description includes anticipated duties, supervision, any special training requirements and the desirable attributes of the volunteer.</p>
Key attributes
<ul style="list-style-type: none"> • Demonstrated understanding of the Great Care ethos of MDH • Responsive to the needs of residents, patients and visitors of MDH. • Ability to develop a good rapport with other team members, residents, patients, and visitors to MDH. • Has a two-way approach to communication that leads to a successful relationship between the volunteer and the organisation • Participates in a range of opportunities that contribute to Great Care at MDH. • Applies active listening skills. • Demonstrates an ability to work independently and as a team member. • Proactively seeks feedback <p><i>In addition to the key responsibilities specific to your role, you are required to deliver on the Key Organisational Accountabilities (refer Appendix 1) which are aligned with the Mansfield district hospital strategic aims.</i></p>
Key Selection Criteria
<p>Essential:</p> <ul style="list-style-type: none"> • Effective listening skills; • Ability to engage in patient / resident centred practices; • Demonstrated commitment to the organisation's values; • Volunteers must complete the volunteer application form and be willing to: <ul style="list-style-type: none"> ○ Undertake a National Police Records Check (MDH facilitated) ○ Where applicable, Provide a Working with Children's check – Volunteer ○ Complete the confidentiality agreement and statutory declaration ○ Attend a meeting with the Volunteer Coordinator to discuss current needs ○ Participate in induction and ongoing training

General Information

- Willingness to positively promote and represent Mansfield District Hospital;
- Ability to work cooperatively with staff to ensure the needs of residents / patient or visitors to MDH are met;
- Willingness to assist residents / patients / visitors to become familiar with the facilities as required;
- Participates in volunteer induction, training and meetings;
- Willingness to develop a sound understanding of the role of the volunteer within MDH;
- Ability to carry out tasks in a safe manner by adhering to MDH Occupational Health & Safety Policies, regulations, infection control and safe work procedures, and report any potential hazards / incidents occurring in the workplace;
- Commitment to ensuring that the affairs of MDH, its consumers and staff remain strictly confidential and are not divulged to any third party.

Volunteer Support

Volunteers will receive ongoing support from the Volunteer Coordinator. Volunteers will also receive support and guidance from the relevant Department Head on a day to day basis.

Volunteers will have an annual formal meeting with the Volunteer Coordinator to discuss their experiences however, any issues or concerns will be addressed as they arise.

Risk Assessment Matrix <i>Under Occupational Health and Safety, potential risks associated with this position are detailed below. Employee familiarity and compliance with emergency procedure codes apply to all areas of the hospital</i>		
Aspects of Normal Workplace	Frequency	Comments
<u>Work Environment</u> <ul style="list-style-type: none"> Clinical Area for the management of patients/ residents Administrative and office environments Training facilities and rooms Traveling or driving in cars 	Occasionally Occasionally Regularly Infrequently	Core business activity
Office area for the completion of reports, computer operation, phone usage, handwriting. Fully adjustable ergonomic equipment is available.	Occasionally	May require use of phones and computers
<u>Work Activity</u> Exposure to Substances. Hazardous substances are part of the hospital workplace (e.g. blood). Protective equipment and procedures are in place to prevent contact.	Infrequently	Atopic individuals are required to declare their condition for individual assessment
<ul style="list-style-type: none"> A No-Lift program is vigorously supported at Mansfield District Hospital. Reaching and stretching more than 30cm Bending forward (e.g. filling photocopier) Bending forward squatting, e.g. picking up boxes) 	Intermittent Intermittent Intermittent	Annual training is mandatory Only few minutes at any one time, weight of articles not substantial.
<u>OH&S Management</u> <ul style="list-style-type: none"> Participation in hazard information identification and improvement strategies Correct and safe use of all equipment Correct and safe use of all protective equipment Follow safe working procedures and systems 	Continual Continual Continual Continual	Includes Hazard or Incident Reports.
<u>Work relationships</u> <ul style="list-style-type: none"> Professional interaction with medical, nursing and admin staff Interact with other volunteers and hospital staff Members of the public Patients and relatives 	Continual Continual Continual Continual	Need to constantly monitor situation.
<u>Training</u> <ul style="list-style-type: none"> Initial induction Ongoing training and support 	Continual	Training in accordance with MDH policy and guidelines

*I confirm I have read the **Position Description**, understand its content and agree to work in accordance with the requirements of the position.*

Volunteers Name: _____

Volunteers Signature _____ Date: _____

*I confirm I have read and understood the **Key Organisational Accountabilities (Appendix 1)** and **Mansfield District Hospital Code of Conduct**, in accordance with the requirements of the position.*

Volunteers Name: _____

Volunteers Signature _____ Date: _____