

Outpatient Volunteer

Position Description

Updated : November 2017

Job Title : Outpatient Volunteer

Hours per shift : 4

Department : Outpatient department

Location : North Shore Hospital

Reporting To : Outpatient Department Registered Nurses (RN's) and Patient Care Assistants (PCA's)

Functional Relationships with :

<p><u>Internal</u></p> <ul style="list-style-type: none"> • RN • PCA • Clerical receptionist • Charge Nurse Managers • Cleaning Services • Orderlies • WDHB staff • Other volunteers 	<p><u>External</u></p> <ul style="list-style-type: none"> • Patients • Families/Whanau • Visitors
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DHB Purpose, Values and Standards

At the heart of Waitemata DHB is our promise of 'better care for everyone'. This promise statement is the articulation of our three-fold purpose to:

1. promote wellness,
2. prevent, cure and ameliorate ill health and
3. Relieve the suffering of those entrusted to our care.

At the heart of our values is the need for all of us to reflect on the intrinsic dignity of every single person that enters our care. It is a privilege to be able to care for patients, whānau and our community, a privilege that is sometimes overlooked in our day to day work.

Our standards and behaviours serve as a reminder to us all about how we are with our patients and with each other.



Outpatient Volunteer

Position Description

Purpose: To support patients and staff within the Outpatient Department at North Shore Hospital

KEY TASKS	EXPECTED OUTCOMES
To support patients within the Outpatient Department environment	<ul style="list-style-type: none"> - Help patients and family/whānau feel welcomed, settled and comfortable - Direct or walk patients to different clinic areas within the Department. - Talk with patients while they are waiting - Assist patients to complete health questionnaires - Support patients completing the Family & Friends test, using either cards or iPads - Ensure patients are comfortable while waiting for appointments and/or ambulance by offering blanket, water, hot beverage, sandwich or magazines to pass time - Assist parents with young children - Sit in for patients as they use the restrooms and inform the doctor/specialist if the patient name is called - Transfer patients to ESC via the bridge (Outpatients staff will provide instructions)
To support staff within the Outpatient Department environment	<ul style="list-style-type: none"> - Tidy magazines and the waiting areas - Inform staff of patients who have been waiting a long time and are becoming angry/anxious - Report any hazards or dangers to staff - Help make up patient information packs - Assist with general administration roles such as labelling outcome forms, handling clinical charts and pushing trolleys with patient charts
Working with patients and carers/families/whānau	<ul style="list-style-type: none"> - Respect people's rights to privacy at all times - Be polite at all times and treat patients families and visitors with warmth, friendliness and consideration - Establish comfortable and professional relationships with patients and families - Comply with the requirements of WDHB policies
To liaise with WDHB staff	<ul style="list-style-type: none"> - Report to designated staff member on arrival and confer with them should any concerns or issues be forthcoming - Communicate with and follow the direction/guidance of staff - Alert staff and report accidents or incidents immediately
Resourcing/Resources	<ul style="list-style-type: none"> - Help to make resources and packs if required - Maintain standard of equipment
To recognise Individual Responsibility for Workplace Health and Safety under the Health and Safety at work Act 2015	<ul style="list-style-type: none"> - Company health and safety policies are understood and procedures applied when on duty. - Workplace hazards are identified and reported, including self-management of hazards where appropriate

PERSON SPECIFICATION

Job Title: Outpatient Volunteer

Qualification	Bystander CPR Skills preferred
Experience	Good interpersonal skills Prior experience in customer service
Skills/Knowledge/ Behaviour	<ul style="list-style-type: none"> • Demonstrates a friendly, warm and caring manner • Ability to listen effectively • Ability to communicate clearly • Ability to maintain confidentiality and privacy • Awareness of the need to seek assistance when issues are outside the boundaries of the role • Health must be such that the volunteer can carry out the duties required. • Demonstrates culturally appropriate behaviour

The Outpatients service and your role

The Outpatients service has a number of specialised clinics booked throughout the week. Patients attending the clinics are referred by their GP or other health services for specialised treatment and advice. Some patients may also have been discharged from hospital to check on any outstanding investigations, assess general improvement and how medications are being tolerated.

Your role as a volunteer is to help our patients get to the **right** place, at the **right** time, on the **right** day. To do this, it is important to familiarise yourself with the different outpatient areas, clinics and buildings.

Outpatient volunteers work across two shifts: 0800-1200 and 1200-1600. On arrival, report to reception. Ensure you are wearing your uniform so that staff, patients and visitors can easily identify you.

For all patients and whanau you meet, introduce yourself by using the 3M's:

- My name is...
- My role is...
- May I...

At all times you are required to follow WDH B's health and safety policy and procedure.

Thank you for being a part of our outpatient service, your role is very important to our team and our patient and whanau experience while they are in our clinics.