

TRANSIT LOUNGE VOLUNTEERS He Ringa Awhina

Purpose of the Position

- To provide support, comfort and assistance to patients in the Transit Lounge.

Key Tasks of the Volunteer are:-

- Providing comfort, support and information to patients
- Providing reassurance and a listening ear.
- Helping patients make telephone calls
- Assisting out-patients to clinical appointments
- Assisting with meals under the direction and at the request of staff
- Liaising with staff and providing help with small tasks where appropriate.
- Escorting patients out to cars upon pick up.
- Providing general information to patients and their families about Waikato Hospital i.e. parking queries, where things are located etc.

Transit Lounge Volunteers– Special Considerations

1. Before commencing their duty volunteers are expected to:-
 - Sign the duty diary and catch up with any notices
 - Report to Transit Lounge staff to receive any priority tasks needing to be done and ascertain which patients would benefit from voluntary assistance.
2. Transit Lounge Volunteers are in a support role only and are not to undertake the responsibilities of paid employees i.e. toileting patients, cleaning up spills, moving patients etc. They can assist with these tasks under the direction of clinical staff.
3. Volunteers must not give food/drinks to patients without checking with staff first.
4. Volunteers are not to read nursing or medical notes and must not offer advice or voice a medical opinion.
5. Volunteers must not interfere with staff and their work.
6. Volunteers must be sensitive to the needs of patients and their families, and must not be intrusive.

Expectations – it is expected that Volunteers will:-

- Be polite at all times and treat members of the public, patients and staff with dignity, courtesy and consideration
- Assist patients and visitors in a manner that ensures their safety and comfort at all times
- Respect people's right to privacy at all times
- Ask for assistance from staff and refer all problems to the manager of Volunteer Services when required
- Communicate with and follow the direction/guidance of staff

Expectations – it is expected that Volunteers will:-

- Provide feedback as required on tasks undertaken
- Report accidents or incidents immediately
- Comply with the requirements of WDHB policies
- Comply with the required Volunteer dress code
- Bring any ideas, concerns or issues to the manager of Volunteer Services for discussion
- Volunteers are required to take a morning/afternoon tea break during their rostered duty time.