

VOLUNTEERS ON WARDS

Purpose of the Position

- To provide support, comfort and assistance to patients on Wards.

Key Tasks of the Volunteer are:-

- To offer support to patients by listening to them and conversing with them.
- To assist with any tasks such as:
 1. Reading to patients
 2. Writing and posting letters
 3. Playing card games, doing art and craft activities etc.
 4. Assisting with telephone calls
 5. Helping to make purchases within the Hospital
 6. Sorting/arranging flowers, magazines etc.
- To support patients and their families with general information about Waikato Hospital and the Ward i.e. parking queries, where things are located etc.

Volunteers on Wards – Special Considerations

1. Before commencing their duty volunteers are expected to:-
 - Liaise with ward staff to ascertain which patients would benefit from volunteer assistance.
 - Sign the duty diary or log in to Better Impact.
2. Volunteers on Wards are in a support role only and are not to undertake tasks of paid employees i.e. toileting patients, cleaning up spills, moving patients etc.
3. Volunteers must not give food/drinks to patients without checking with staff first.
4. Volunteers are not to read clinical 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 Volunteer Manager when required
- Communicate with and follow the direction/guidance of staff
- 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 Volunteer Manager for discussion
- Volunteers are required to take a morning/afternoon tea break during their rostered duty time.