

Acknowledgement

The QEII Jubilee Hospital respectfully acknowledges the Jagera, Yugara and Ugurapul People, the Traditional Owners and Custodians of the land on which we provide our services and pay our respects to Elders past, present and emerging.

About us

Welcome to our community. At the QEII hospital we recognise that all individuals are caregivers and have the ability to influence the experience of patients and families. It feels great to give, and to know that your time, energy and contribution is helping our organisation make a real and lasting difference. At the QEII, we offer a variety of volunteer opportunities that are aligned to the person-centred care philosophy of our health care service. We place great importance on the activities of our volunteers and are truly grateful for their contribution in helping to support care for our patients, visitors and staff. We embrace the cultural diversity of our community and we encourage people from all cultural backgrounds to become involved.

Every day our volunteers make an immeasurable impact on the greater QEII Jubilee Hospital community. The dynamic nature of volunteer involvement at our hospital means we are regularly reviewing our roster and recruitment needs and we welcome your interest in finding out more about what we do and becoming part of our community.

What is your commitment?

You can nominate the hours you would like to volunteer, however for the majority of our roles we will ask you to commit to a minimum of one shift per week for a minimum period of 3 months. After 3 months we will sit down together and evaluate your experience. If we are meeting each other's needs and your circumstances permit, we would love you to continue volunteering with us for longer.

How do you apply?

Complete the attached [volunteer application form](#) return via email to QEII Volunteering Services on volunteering_qe2@health.qld.gov.au. The Volunteer Coordinator is able to provide you with further information about the roles, and if suitable, arrange a time for an interview and ensure the required application paperwork is completed. A full orientation, training and induction to volunteer roles and on-going support are also provided.

Pre-placement screening

Criminal history and reference checks will be undertaken on all applicants before appointment into a volunteer role. You will be required to provide written consent and adequate proof of identity documentation, which includes your name, date of birth and signature for these checks to be carried out.

We assist our volunteers meet the organisational requirements to be vaccinated against the following vaccine preventable diseases: measles/mumps/rubella, whooping cough (pertussis) and chicken pox (varicella). Evidence of vaccination can generally be in the form of serology results, an immunisation history statement or an Australian immunisation handbook. Each volunteer role has unique requirements, which will be discussed in more detail at interview. If you are not sure of your immunity status for these diseases, we will generally recommend that you visit your GP for a blood test. If necessary, we will then arrange for vaccination/s at our staff clinic, free of charge.

Training required

During the first two shifts (approx. 8 hours) new volunteers will complete induction and training, which includes being assigned an experienced volunteer 'buddy' and being issued with the QEII volunteer handbook which details the Code of Conduct and relevant policy and procedure requirements. It is essential all volunteers read, understand and abide by the volunteer handbook and Code of Conduct whilst volunteering at the QEII hospital.

Annual Mandatory Training

V2 Effective: January 2021

All QEII volunteers will be required to attend one of three scheduled annual sessions of volunteer mandatory training. The training is specifically catered to the needs of our volunteers, and covers the following important topics:

- Occupational workplace health & safety / manual handling
- Fire & emergency response
- Infection control / hand hygiene
- Workforce services
 - *Code of conduct*
 - *Bullying, harassment & discrimination*
 - *Ethics, fraud & conflicts of interest*
 - *Occupational violence awareness*

Service Hours

Our service hours in most areas are generally from 8:00am – 3:30pm Monday to Friday. Most shifts are 3.5 - 4 hours duration, however we aim to be flexible with our rostering requirements. Some volunteers elect to do 2 x shifts on the same day and some reduce their hours after finishing their initial 3 months commitment.

Agreement

On commencement, volunteers are required to sign a volunteer agreement for an initial term of 3 months. This document sets out mutual expectations and conveys how important volunteers are to the hospital and the people we serve. Volunteers agree to operate within the Volunteer Services Unit, Human Resources and Workplace Health & Safety policies, procedures, guidelines and relevant legislation, and ensure commitment to the Metro South Health and QEII Jubilee Hospital vision, purpose and values. After the first 3 months of service all volunteers participate in a volunteer experience review and if the commitment is ongoing, reviews will be conducted annually.

Transport

Getting to and from a volunteer shift is the responsibility of the volunteer. The QEII has a bus stop directly out front of the Emergency Department. For further information and timetables contact the TransInfo line on 13 12 30 or visit <https://translink.com.au/>. Limited car parking is available in the hospital's free car park. There is also ample free street parking.

Dress Standards and Uniform

All volunteers are provided with a polo shirt after completion of orientation and training. Acceptable dress standards for women are: skirts, blouses, tailored trousers, knee length shorts and smart jeans. Acceptable standards for men are trousers, dress shorts and smart jeans. All volunteers are issued with a photo identification badge and name tag which must be worn at all times whilst on campus for easy identification by staff, patients and visitors to the hospital. Volunteers are advised to wear comfortable closed in shoes for workplace health and safety reasons.

Benefits of volunteering

- Make new friendships and create networks
- Enjoy new social and cultural experiences
- Act on your values, passions and interests
- Gain work experience, learn new skills
- Develop personally and build confidence
- Enjoy better physical and mental health (studies show volunteering makes us healthier and happier)
- Improve the quality of life of our patients and recipients of the service
- Give back to your community
- Have fun

Our Volunteer roles

Volunteers work in a range of areas within the hospital, each role has its own role description and most volunteers commence in roles that support the visitors and the public. A brief description of our volunteer roles are as detailed below:

Red Cross (Sunnybank Branch) Mon to Fri : am shift 9am-12:30pm : pm shift 12:30pm-4pm

This service has been part of QEII Jubilee Hospital since 1981. The Red Cross provides a medical loan service, cosmetic care to long stay patients, a small gift shop and a library service. The Red Cross holds numerous fundraising events throughout the year, where proceeds are donated back to the QEII hospital.

Sunbeams – Quality of Life Program Mon to Fri : 10am–2pm

This program aims to improve the quality of life for patients who are hospitalised for long periods of time and to help minimise the physical and emotional effects of prolonged periods of inactivity and minimal mental stimulation. Volunteers help long stay patients with a variety of activities which include music, craft, games, quizzes and social contact. These activities help to promote feelings of self-worth, enjoyment, fulfilment and a sense of belonging for these patients.

SMILE – Supporting and Motivating Increased Levels of Eating Project Mon to Fri : 11am-2pm

The SMILE goals are to support positive mealtime experiences for patients through social interaction and assistance with small tasks at mealtimes as needed. To encourage and assist patients to eat and drink as best they can during their time in hospital to support their recovery. Volunteers responsibilities include socialising and making conversation with patients, setting up the dining room in preparation for those patients who wish to socialise during lunch, encouraging patients with meals, helping to describe food and drinks served, removing lids and opening packages, assisting with utensils, making cups of tea and/or coffee, assistance with clean-up of dining room after lunch.

Petals Mon, Wed & Fri 8am-12pm

A great opportunity to interact with patients and brighten up their day. The Petals volunteers visit each ward of the hospital tending to and freshening up the patients' and ward reception vases and flowers. Changing water and removing flowers and foliage if necessary. This program is thoroughly enjoyable for those who enjoy social contact.

Meet & Greet Mon to Fri : am shift 8am-12pm : pm shift 12pm-3:30pm

The Meet & Greet volunteers are located in various areas of the hospital; Allied Health, Front Entrance, Outpatients Department and Endoscopy. Our Meet & Greet volunteers welcome and assist patients who are coming in for their appointment or visitors who are visiting loved ones by directing and escorting them to the correct department. They also assist with making up information packs and folding of materials within their relevant department.

Emergency Department Support Mon to Fri : am shift 8am-12pm : pm shift 12pm-3:30pm

The Emergency Department support volunteers are predominately located within the waiting room of the Emergency Department. These volunteers support patients, relatives and visitors by listening and showing empathy, liaise with reception and nursing staff when visitors require access to the Emergency Department and providing direction as required. They also keep the waiting room neat and tidy and pass on relevant information to the Emergency Department staff regarding relatives/visitors who you think may need extra support.

Tzu Chi Foundation Mon : 9am to 11:30am

The Tzu Chi volunteers commenced volunteering at the QEII Jubilee Hospital in 2000. The Buddhist Compassion Tzu Chi Foundation has provided volunteers to assist with administrative duties throughout the hospital. Since the partnership with the hospital began, the Brisbane chapter of the foundation has also donated more than \$40,000 worth of equipment through its fundraising efforts. For more information contact the Buddhist Compassion Relief Tzu Chi Foundation on 3272 6771.

Contact QEII Jubilee Hospital Volunteering Services

If you are interested in volunteering at the QEII Jubilee Hospital there are lots of ways you can donate your time for the benefit of our patients, staff and the wider community. For more information on volunteering please contact Volunteering Services as below:

Email: volunteering_ge2@health.qld.gov.au

Website: <https://metrosouth.health.qld.gov.au/get-involved/volunteer/qeii-hospital>

Telephone: 07 3182 4810