

Princess Alexandra Hospital

VOLUNTEER SERVICES UNIT INFORMATION PACKAGE FOR APPLICANTS

Acknowledgement to Country

The Princess Alexandra Hospital respectfully acknowledges the Turrbal, Jagera and Yugara Peoples, 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

Hello, and welcome to our community. At our hospital we recognise that all individuals are caregivers and can influence the experience of patients and families. We offer a variety of volunteer opportunities that are aligned to the person-centred care philosophy of our health care service. We are proud to offer volunteer programs that complement the work of paid staff and compassionate and caring interactions are at the heart of everything we do. We embrace the cultural diversity of our community and we encourage people from all cultural backgrounds to become involved.

The Princess Alexandra Hospital has over 6500 staff and cares for over 740,000 patients each year. Our hospital is one of three tertiary level facilities in Queensland and one of Australia's leading teaching and research hospitals. Our volunteers help make the experience of being in a hospital a little better for everyone. With capable volunteers on hand staff can dedicate more of their time to patient care.

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.

Are our opportunities right for you?

Here are a few questions you might like to consider:

- What are my motivations for volunteering?
- Why choose the PA Hospital?
- What skills do I want to contribute or learn?
- How much time can I commit?
- Can you afford any out of pocket expenses that you may incur (transport/travel)?

Whatever your reason for volunteering your contribution will be valued at PAH by management, staff, patients and their families.

What is your commitment?

You can nominate the hours you'd like to volunteer but for most of our roles we will ask you to commit to 4 hours 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, you may wish to continue volunteering for longer, but we understand your time is precious. If you are unsure about your routine availability, this might not be the right time for you to volunteer for us.

How do you apply?

Current vacancies are advertised on www.volunteer.com.au and www.govolunteer.com.au and applicants are invited for an interview on an as needs basis. If there are no vacancies, please check in regularly or consider joining the [Metro South Health Community of Interest](#).

Pre-placement screening

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

We help volunteers meet our organisational requirements to be vaccinated against the following vaccine preventable diseases: measles/mumps/rubella, whooping cough (pertussis), chicken pox (varicella) and hepatitis b. 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, and this is 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 complete induction and training which includes being assigned an experienced volunteer 'buddy' and being issued with the Volunteer Handbook detailing the Code of Conduct and relevant policy and procedure requirements. Volunteers must read, understand and abide by the Volunteer Handbook whilst volunteering and complete the Volunteer Handbook Questionnaire within one month of commencement (approx. 1 hour). Within the first month volunteers are also required to complete the Metro South Health self-paced mandatory training modules on-line (approx. 2 hours).

Service Hours

Our service hours are generally from 6:00am – 6:00pm Monday to Friday. There are some limited roles that operate outside of these hours when special approval has been granted. Most shifts are for 4-hours and we aim to be flexible with our rostering requirements. Some volunteers elect to do 2 x 4-hour shifts on the same day and some reduce their hours after finishing their initial 3-month commitment.

Agreement

On commencement volunteers are required to sign a Volunteer Agreement for an initial term of 3 or 6 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 Work Health & Safety policies, procedures, guidelines and relevant legislation, and ensure commitment to the [Metro South Health and Princess Alexandra 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 are scheduled annually.

Transport

Getting to and from a volunteer shift is your responsibility. The PAH is central to the Brisbane Citybus and Citytrain with Buranda, Park Road and Dutton Park train stations within walking distance. For further information and timetables contact the TransInfo Line on 13 11 23. Some limited car parking support may be available, subject to availability, and must be discussed with the Manager Volunteer Services prior to placement.

Dress Standards and Uniform

Volunteers are provided with a uniform to wear over their own clothes. Acceptable dress standards for women are: dresses, skirts, blouses, tailored trousers and knee length shorts. Acceptable standards for men are trousers, shirts, dress shorts, and polo shirts. For some roles the uniform is optional, but all

volunteers are issued with a photo identification badge that must be worn at all times 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.

What is in it for you?

Volunteering with us is mutually beneficial arrangement. It is a good idea to think about what you would like from the experience so we can ensure you get what you need.

- Exposure to one of Australia's leading academic and research focused, tertiary level hospitals
- Satisfaction of directly improving the patient and visitor experience at our hospital
- Friendship, company and inclusion in a team with common goals
- Development of new skills or a new or existing career path
- Achievement of personal goals
- Personal accident and public liability insurance cover
- A nutritious lunch from the staff cafeteria when completing a 4-hour shift
- Support provided by a dedicated team
- Limited car parking (terms and conditions apply)
- Recognition and celebrations throughout the year

Our Volunteer Roles

Volunteer activity at our hospital can be broadly defined into the three main categories listed below:

- Support to visitors and the public
- Support to patients and their families
- Support behind the scenes

Each role within these categories has its own Role Description and most volunteers commence in roles that support the visitors and the public. A brief description of our most popular roles is detailed below.

Support to visitors and the public		
ROLE	WHEN	DESCRIPTION
Emergency Department Support (ED)	08:00-12:00 12:00-16:00	Liaise with Reception and Nursing staff when visitors want access to ED. Escort patients and relatives to other departments within the hospital. Support relatives and visitors in the waiting room, by listening and showing empathy.
Meet & Greet	08:00-12:00 10:00-14:00 12:00-16:00	Support the information desk and admissions staff by guiding patients and visitors around the hospital.
Musician	10:00-11:00 Negotiable	Provide the benefit of live music in designated public spaces around the hospital.
Tea & Coffee Outpatient Trolley	08:00-12:00 12:00-15:00	Provide tea and coffee to patients and carers who have long wait times in the busy outpatient clinic areas.
Transit Care Hub Support	08:00-12:00 12:00-16:00	Provide tea and coffee to patients, chat to waiting patients and run patient errands as requested by Transit Care Hub staff.
Usher	06:00-10:00 08:00-12:00 12:00-16:00	Greet patients and visitors at the main entrance, maintain smooth flow of traffic and pedestrians and provide parking information.
Waiting Room Facilitator	08:00-12:00 12:00-16:00	Greet patients on arrival to outpatient clinics. Serve tea, coffee and refreshments. Provide companionship and comfort to waiting patients. Keep clinic area tidy and replenish magazines.

Support to patients and their families

Day Surgery Treatment Unit Support (DSTU)	09:00-13:00	Assist staff in providing a positive journey through the DSTU for patients. Provide refreshments and chat to patients before and after their procedure. Prepare items for use in the unit e.g. aprons, bags, blankets and collect and fold brochures.
Endoscopy Unit Support	08:00-12:00	Assist staff in providing a positive journey for patients through the Endoscopy Unit. Provide refreshments to patient's after their procedure. Prepare items for use in the unit e.g. button gowns, prep trays and bags, fold aprons.
Kind Hands Massage	Tue and Thu 09:00-13:00 12:00-16:00	Provide a more positive experience to patients undergoing cancer treatment by offering gentle hand and foot massages.
Library Trolley	08:00-12:00 09:00-13:00	Visit patients in the hospital wards and provide a free library service.
Patient Visitors	09:00-13:00 10:00-14:00	Provide companionship and social contact patients. Assist with mobility of patients, reading and recreational activities.
Petals Floristry	09:00-13:00	Brighten patients' days and care for their flowers on the hospital wards. Discard old flowers and refresh water.
Recreation Support	09:00-13:00 (flexible)	Support the Leisure Therapists and Recreation Officers in delivering activities such as: companionship, discussion groups, live music, leisure education, outdoor sessions, modified games & sports and relaxation therapy. Service areas include: Acute Medical/Surgical & Cancer; Aged Care & Rehabilitation; Mental Health & Older Persons Mental Health.
Volunteer Intervention Supporting Aged care (VISA)	08:00-12:00 12:00-16:00	Support nursing staff in the management of elderly patients on the Acute Medical Wards. Assist with encouraging mobility of patients; reading and recreational activities; meal set up and encouragement.
Waiting Room Facilitator Intensive Care Unit (ICU)	10:00-14:00	Provide support to patient relatives in the ICU Waiting room. Liaise with Reception and Nursing staff to assist with visitor and relative access into the Intensive Care Unit.

Support behind the scenes

Crafts / Sewing	Flexible	Create goods for patient use (sew, knit, crochet). Cutting patterns and sewing patient aides.
Departmental Support	Flexible	Provide support to units with volunteer roles specific to supporting their departments. This support can be project based and may include using a professional skill in a volunteer capacity.
Fundraising	Flexible	Organise raffles and sell tickets around the hospital campus. Assist with the Cake and Craft fundraising stall.
Office Support	08:00-12:00 12:00-16:00	Help with routine office jobs and support departments with customer requests. E.g. Folding, cutting, separating, stamping, collating, stapling, binding. <i>(In the volunteer office)</i>

Contact us

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

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