

ROLE DESCRIPTION

<u>POSITION:</u>	Welcomer/Wayfinder
<u>RESPONSIBLE TO:</u>	Volunteer Coordinator
<u>KEY RELATIONSHIPS:</u>	Patients, visitors, NMH staff

Our Vision:

NMH's vision is to work with the people of our community to promote, encourage and enable their health, wellbeing and independence.

Our Values:

***Respect* - We care about and will be responsive to the needs of our diverse people, communities and staff.**

***Innovation* - We will provide an environment where people can challenge current processes and generate new ways of working and learning.**

***Teamwork* - We create an environment where teams flourish and connect across the organisation for the best possible outcome.**

***Integrity* - We support an environment which expects openness and honesty in all our dealings and maintains the highest integrity at all times.**

CONTEXT THAT THIS ROLE OPERATES WITHIN:

Nelson Marlborough Health (NMH) is responsible for the effective delivery of health services to people of Nelson, Tasman and Marlborough. This includes hospital based services, community based services and referrals to and from appropriate tertiary centres.

The leadership structure for volunteers comprises the clinical governance support manager supported by leads for areas where volunteers are utilised, e.g Charge Nurse Managers, Allied Health Team Leaders etc.

DESCRIPTION OF THE SERVICE:

The position is central to providing support to the patients and visitors to Nelson Hospital, providing a welcoming and professional service and a friendly face to users of Nelson Hospital.

Our emphasis is on having flexible, skilled, physically fit volunteers who are able to work within the bounds of the role but with an ability to use initiative to meet the needs of patients and visitors safely.

FINANCIAL DELEGATION:

- None

KEY ACCOUNTABILITIES:

PRACTICE:

- Providing assistance at the Information Desk at entrance to Nelson Hospital, offering a warm friendly welcome to patients and visitors
- Ensure Staff ID Badge is worn at all times
- Make the patient or visitor feel at ease by welcoming them, directing or escorting them to their desired location, offering wheelchair assistance to those who require it
- Provide information or advice on the location of services available to patients or visitors (e.g. café, chapel)
- Be polite, courteous and respectful to all patients and visitors
- Know the hospital layout and be a source of information
- Promote a positive image of the hospital, staff and volunteer services
- Help to maintain the appearance of the main foyer, reporting any spillages and any health and safety issues
- Demonstrate respect and sensitivity towards the rights, beliefs and choices of patients, visitors and staff
- Maintain privacy and confidentiality at all times
- Wear Staff Identity Badge at all times

HEALTH AND SAFETY:

Ensure that the following responsibilities are met:

- Work within a safe environment with early identification and mitigation of any hazards in the workplace.
- Compliance with ACC partnership programme requirements
- Compliance with all organisation wide Health and Safety Policies and procedures

VOLUNTEERS WILL NOT:

- Be involved in direct patient care, including administering of medications, showering patients or assisting patients to the toilet
- Be responsible for any cleaning duties except in the case of general 'tidying up'
- Read patient's medical files or share confidential information
- Repair any items of equipment
- Lift heavy loads
- Accept money or gifts from patients, visitors or staff

PERSON SPECIFICATION

KNOWLEDGE AND EXPERIENCE:

- Experience in working with people of all age groups in a health care setting desirable
- Ability to work without supervision following direction
- Understands and complies with NMH policies and procedures

SKILLS AND ABILITIES:

- Be a strong team player, supportive of colleagues and open to new ideas
- Have well-developed interpersonal skills
- Actively listens, draws out information and checking understanding
- Have an awareness of own skills and limitations, knows where and when to seek assistance, and willing to contribute at all times
- Must be able to accept instruction and feedback
- Motivated and willing to learn on the job
- Accept and carry responsibility, use initiative to be self-motivated
- Have sound judgement and maturity
- Be physically able to carry out key tasks
- Have strong organisational, time management skills, be independent in structuring the day and work with minimal supervision
- Presentation must be neat, tidy and professional
- Be interested in working with people
- Have a good record of health and fitness

APPENDIX 1

General Responsibilities of Volunteers for Nelson Marlborough Health

1 RESPONSIBILITIES

As a volunteer of Nelson Marlborough Health you are required to:

- Maintain any qualifications, including driving licence, required for legal and safe practice
- Keep yourself up to date on knowledge, best practices and legislation relating to your work
- Make personal contribution toward effective and efficient working relationships within your team and with other NMH departments
- Ensure you carry out your work in a way that is customer focused and meets NMH standards
- In conjunction with your manager, identify your own training needs and plan to meet these needs
- Manage your own time and prioritise your work effectively.

2 RIGHT TO RAISE CONCERNS

- All volunteers of NMH are expected and encouraged to immediately ask questions, raise any concerns or issues with their colleagues at their place of work, particularly if the care of a patient could potentially be compromised

3 LEGISLATION, REGULATIONS AND BOARD POLICIES

You are also required to be familiar with and adhere to the provisions of:

- All relevant acts and regulations
- All Board, hospital and departmental policies
- All relevant procedure manuals.

4 RISK MANAGEMENT

You are also required to:

- Support and promote actions and initiatives in your work area which enable risks to be identified and eliminated or reduced
- Be especially aware of those risks which have high cost or safety implications
- Complete and accident/incident report for any accident, incident or near miss which has taken place at work
- Respond to complaints according to appropriate policies.

5 OCCUPATIONAL HEALTH AND SAFETY

You are also required to:

- Carry out your role in a healthy and safe manner
- Encourage and assist others to work in the same way
- Report and rectify any unsafe workplace conditions/practices
- Complete an accident report for any accident or injury that has taken place at work, ensuring, in case of injury, that your supervisor or manager is notified within 24 hours
- Co-operate with, support and promote occupational health and safety actions and initiatives in the workplace
- Read and understand the health and safety manual, any relevant chemical information and the emergency plan
- Keep your knowledge of identified hazards up to date.

6 SECURITY

You are also required to:

- Wear your identification badge at all times when on site or when carrying out official duties
- Notify Human Resources of any changes required for your ID badge
- Report any suspicious or unusual occurrence to the security officer, orderly or telephone operator
- Complete an incident report for any incident which has or might have compromised the safety of staff, patients and visitors.

7 CONFIDENTIALITY

- Adhere to the Privacy Act 1993 and the Health Information Privacy Code 1994 and subsequent amendments in regard to the non-disclosure of information
- Strict confidentiality of patients, applicant and employee's information is maintained at all times.

8 QUALITY IMPROVEMENT

- Volunteers can contribute to quality improvement processes in their area of work.

9 TREATY OF WAITANGI

- Nelson Marlborough Health is committed to its obligations under the Treaty of Waitangi
- As a volunteer you are required to give effect to the principles of the Treaty of Waitangi, Partnership, Participation and Protection.

10 SMOKEFREE

- Nelson Marlborough Health is a Smoke free Organisation. This applies to all staff, volunteers and contractors working within NMH buildings, grounds and vehicles. It also applies to Nelson Marlborough Health volunteers on the Boards business in the community

SIGNED: _____

DATE: _____