

Role Description

Volunteer Program:

- Companionship and Social/Recreational Support Volunteer
- Justice of the Peace - Volunteer
- Rainbow Peer Supporter Volunteer
- Health Navigator – Volunteer

Location*:	Across Community and Oral Health Programs	Unit/Department:	<ul style="list-style-type: none"> • Gannet House • Brighton Health Campus • Ebbtide House - Interim Care, Brighton Health Campus. • Brighton Wellness Hub • Cooinda House Kippa-Ring • Halwyn Centre Red Hill • Interim Care Dolphin House, Brighton Health Campus • Rehabilitation Unit Dolphin House, Brighton Health Campus • Residential Transition Care, Zillmere
Closing Date:			
Contact name:	Katie Chan	Contact number:	3631 7450
Online applications:	www.smartjobs.qld.gov.au		

* Please note there may be a requirement to work at other facilities located across Metro North Health.

**Future recurring vacancies may also be filled through this recruitment process at any location across Metro North Health.

***Applications from third parties will not be accepted.

Volunteer Program

Community and Oral Health offers a broad range of quality community-based healthcare and support services to help people improve and maintain their well-being and independence. Community and Oral Health operates community health facilities across the Brisbane north region, from inner-city Red Hill to bayside Brighton.

The Community and Oral Health volunteer program manages volunteers across the service. Our volunteers work alongside health care staff to provide support, companionship and care for our clients, patients and residents and their loved ones.

Community and Oral Health Volunteers assist allied and clinical health professionals, operational and administrative staff in delivering excellence in health care services, to residents and patients within Community and Oral Health facilities, whilst supporting the aims and values of Metro North Hospital and Health Service.

Community and Oral Health is committed to fostering a diverse and inclusive environment. We strongly encourage Aboriginal and Torres Strait Islander peoples, as well as individuals from multicultural and diverse backgrounds, to apply for volunteer opportunities with us. Your unique perspectives and experiences are valuable in helping us provide comprehensive and culturally respectful care to all members of our community.

Community and Oral Health offers other programs which utilises volunteers from the community. These are:

- Justice of the Peace Program
- Chaplaincy Program
- Brighton Wellness Hub – Health Navigation Program
- Rainbow Room – Peer Support Program

These programs are managed under the same Volunteer Program guidelines outlined within this document. The Senior Engagement Office will oversee the programs and be the professional lead.

Purpose of the role

- The role of a Volunteer is to provide assistance with the delivery of both individual (companionship/ peer support/ Consumer Engagement) and group-based social and recreational support with events and activities within each Community and Oral Health facility.

Context

This role reports directly to

- This role has an operational reporting line to the Volunteer Champion (facility staff member) from allocated facility (eg Advanced Recreation Officer, Senior Social Worker, Shift Coordinator/Team Leader).
- This role has a professional reporting line to Senior Engagement Officer (SEO), Engagement Team.

Daily Volunteer Shift/Allocation:

Upon commencement of each volunteer shift, volunteers must:

- Adhere to:
 - public health advice in response to COVID-19;
 - hand hygiene practice and protocols for each Community and Oral Health facilities;
 - infection control precautions and follow as necessary.
- Report to facility Volunteer Champion Lead (COH staff member) who will provide:
 - Advice, guidance and support on how volunteers can provide either companionship, social/recreational support, consumer engagement or general volunteer support (as per the key accountabilities below).
 - Volunteers will receive information in relation to residents/patients interests, background and topics appropriate to start conversations with.
- Volunteers must ensure daily electronic timesheets are completed (sign in and sign out).
 - Volunteers must only volunteer their time as per the agreed allocation.

Key Attributes and Skills

- Ability to take direction and work unassisted with minimal supervision.
- Ability to understand and adhere to professional boundaries and confidentiality.
- Good interpersonal and communication skills and the ability to interact with a range of people.

Key Accountabilities

General

- Conduct all duties within the policies and procedures Metro North Hospital Health Service and in accordance with the Code of Conduct for the Queensland Public Service.

Companionship

- Provide companionship and support to residents/patients/clients, including but not limited to:
 - Engaging in friendly and gentle conversations with residents/patients/clients (eg talking about favourite topics (food, television shows, movies, book, music, hobby, talents etc).
 - Listening to and identifying, any specific needs of the patient/resident/clients and ensure these needs/requests are communicated to the appropriate staff member for follow-up/action.
 - Promoting local events/activities, workshops and/or services (eg events/activities at the Brighton Wellness Hub). If patient/resident/client does express interest in being involved in any specific outing, ensure these requests are communicated to the appropriate staff member for follow-up/action.
 - When requested by Advanced Recreation Officer, Senior Social Worker, Shift Coordinator/Team Leader:
 - Provide company and emotional support to residents/patients/clients during mealtimes.
 - Assist with decluttering and reorganising wardrobes (at resident's request).
 - Gently comb hair, or gently rub hand cream into hands.
 - Take resident/patient/client for a walk around the campus or to a pre-approved destination (please refer to attached volunteer checklist accompanying a resident/patient/client to and from an activity/event/outing).

Social/Recreational Support

- Assist Advanced Recreation Officer, Senior Social Worker, Shift Coordinator/Team Leader in the preparation and delivery of activities, including but not limited to:
 - Board Games and puzzles
 - Creative Arts
 - Current Affairs
 - Social Groups
 - Outdoor Leisure
 - Community access
- Assist Community and Oral Health staff in the preparation and delivery of local events (eg celebrations, themed days, community events), including but not limited to:
 - When requested by (Advanced Recreation Officer, Senior Social Worker, Shift Coordinator/Team Leader):
 - Assist with setting up and packing down;
 - Ensuring all participants are comfortable and ready to be involved in the activity/event.

Consumer Engagement

- Provide assistance and support with consumer engagement tasks and initiatives, including but not limited to:
 - Undertake surveys with residents/patients/clients and their families;
 - Provide feedback to staff if residents/patients/clients have any compliments, concerns and suggestions.

Justice of the Peace (JP):

- Liaise with Social Work Team of the services, to determine client requirements of JP.
- If working at the Justice of the Peace in the Community site (Brighton) respond to community needs whilst liaising with the Engagement Team.

Health Navigation:

- Welcome Community members who seek help and support, talk friendly and respectfully with visitor to create a welcoming environment.
- Provide information utilising the Health Navigation database.
- Assist the Engagement team to support the community with induction to the Brighton Wellness Hub.

- Assist with the setting up and down of activities.
- Assist with other duties on an adhoc basis.

Rainbow Room - LGBTIQ+ Peer Supporters:

- Welcome staff or consumer to the program and offer support as required.
- Provide Peer support through impartial and unbiased conversation and information to those who connect with the service.
- Provide navigation to suitable non-clinical services external to Queensland Health.
- Assist in development of new initiatives to support improved care for our LGBTIQ+ Community.
- Being involved in organising support activities.

About Metro North Health

Delivering outstanding health services is just one of the ways that we care for our community. Our passion for people is reflected in the way we do our work and live our values every day. We value and nurture our team members so they can provide quality value based care to our patients across our diverse organisation. Our focus on Value Based Healthcare means we expect our staff to deliver the care the patient needs, no more and no less, to achieve the best quality of life for our community. This passion fuels our collaborative culture of innovation and research.

We embrace the diversity of local and greater communities as we provide services to people throughout Queensland, northern New South Wales and the Northern Territory, in all major health specialities including medicine, surgery, mental health, cancer care, trauma, women's and newborn care, and more than 30 sub-specialities. Metro North Health services include rural, regional and tertiary hospitals, and community and oral health services.

Our diverse Health Service provides a wide variety of rewarding career paths across our tertiary/quaternary referral hospitals, secondary hospitals, community health centres, residential and extended care facilities and regional community hospitals. We expect our staff and volunteers to translate our values into action through providing high quality connected care that is relevant, efficient and respectful of our patients' needs and wishes. Our people are passionate about our community and patients, with a focus on putting people first. Come and work where people are at the centre of everything we do and your contribution is truly valued.

Health Equity and Racism



Metro North Health has set out its actions and agreed key performance measures to improve Aboriginal and Torres Strait Islander people's health and wellbeing outcomes.

Racism is a key structural determinant of Aboriginal and Torres Strait Islander people's health inequity. Racism is not always conscious, explicit, or readily visible - often it is systemic. Systemic or institutional racism are forms of racism that are widely and deeply embedded in systems, laws, written or unwritten policies and well-established practices and beliefs that produce, condone, and perpetuate widespread unfair treatment, causing and/or contributing to inherited disadvantage.



It is expected that all Metro North Health staff, including the incumbent of this role as a valuable member of the Metro North workforce, contribute to the health equity agenda and meet the intent of supporting the defined six actions that specifically meet the needs of Aboriginal and Torres Strait Islander people within the National Safety and Quality Health Service Standards (NSQHS), by actively supporting the elimination of racial discrimination and institutional racism; supporting increased access to health care; influencing the social, cultural and economic determinants of health; supporting the delivery of sustainable, culturally safe and responsive health services; and recognise the importance of working with Aboriginal and Torres Strait Islander peoples, communities and organisations to design, deliver, monitor and review the health and support services we provide.

Please visit our website for additional information about Metro North Health. <http://metronorth.health.qld.gov.au/>

Our Vision

Excellent healthcare, working together, strong and healthy communities.

Metro North Health Values and their corresponding Lominger™ competencies:

				
Respect	Teamwork	Compassion	High performance	Integrity
<ul style="list-style-type: none"> • Interpersonal savvy • Manages conflict • Communicates effectively • Balances stakeholders 	<ul style="list-style-type: none"> • Collaborates • Develops talent • Values differences • Builds effective teams 	<ul style="list-style-type: none"> • Customer / patient focus • Demonstrates self-awareness • Manages ambiguity • Being resilient 	<ul style="list-style-type: none"> • Cultivates innovation • Action oriented • Drives results • Drives vision and purpose 	<ul style="list-style-type: none"> • Decision quality • Ensures accountability • Courage • Manages complexity

How you will be assessed

You will be assessed on your ability to demonstrate the following values within the context of the “Key Accountabilities”. The ideal applicant will be able to demonstrate the following:

- **Respect** –communicates effectively and balances the needs of all stakeholders with utmost respect to all people at all times.
- **Teamwork** – collaborates effectively, develops talent, values differences.
- **Compassion** – is patient / client focussed, demonstrates self-awareness and the effects of behaviour on others.
- **High Performance** –supports Metro North Health’s vision and purpose to exceed expectations of our patients and stakeholders.
- **Integrity** –

Mandatory qualifications/professional registration/other requirements

- Attendance at Community and Oral Health Orientation Program
- On-the-job orientation and mandatory training
- It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment ([Health Employment Directive No. 01/16](#)):
 - Measles, mumps, rubella (MMR)
 - Varicella (chicken pox)
 - Pertussis (whooping cough)
 - Hepatitis B
 - Tuberculosis

How to apply

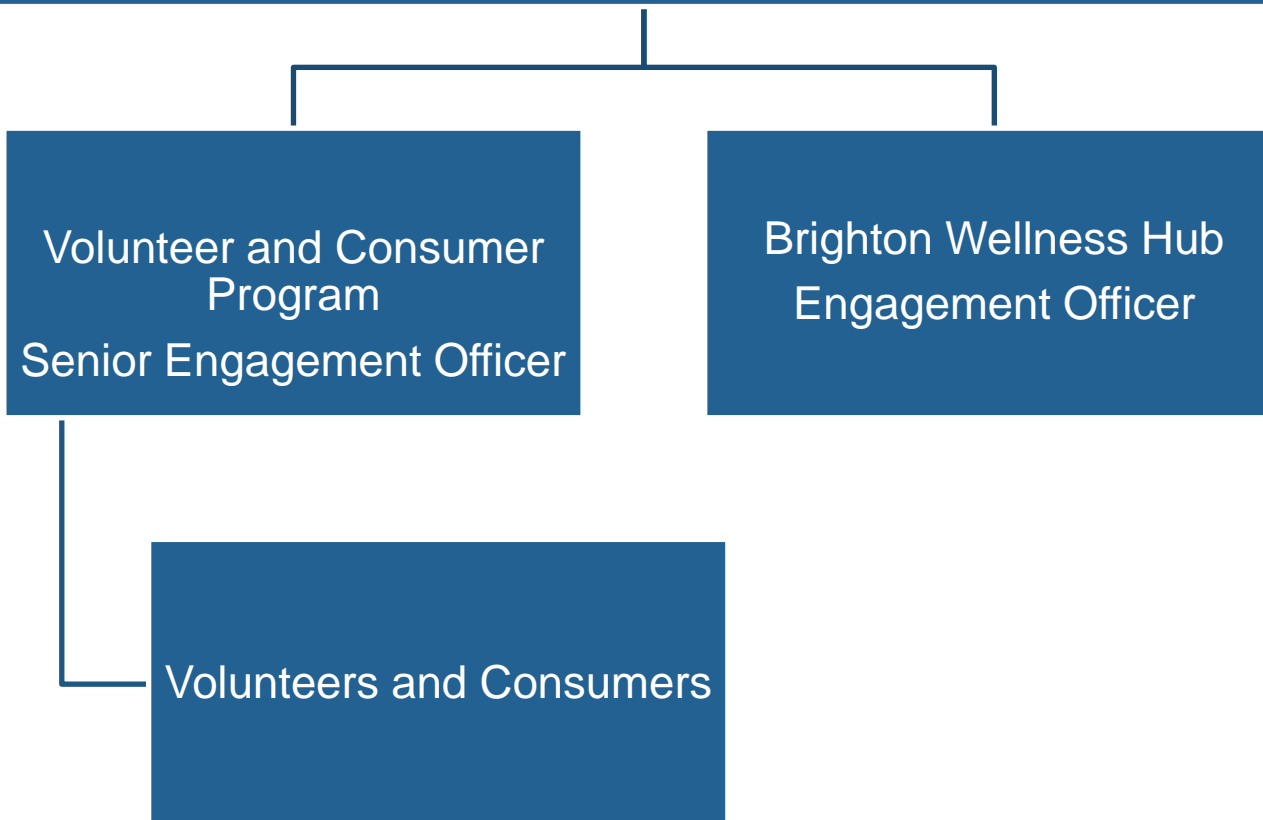
Please provide complete the Expression of Interest form here

- [Join our volunteer team | Community and Oral Health](#)

Complete the survey below

- [Community and Oral Health Volunteer and Consumer Survey](#)

Community and Oral Health Engagement Team Manager Consumer and Community Partnerships



Diversity and Inclusion

We are committed to providing a diverse and inclusive workplace for our people and our community. We encourage people of all genders, races, ages and abilities to apply for roles within Metro North Health and strive to ensure that our workplace is free from all forms of discrimination and harassment.

As an Equal Employment Opportunity (EEO) employer we ensure that our selection processes and employment decisions are undertaken in a non-discriminatory way and are consistent with the requirements of the Anti-Discrimination Act 1991. If there are any reasons that you may have challenges with the recruitment process, please let us know when we contact you.

Work Health and Safety

We are committed to *Putting People First* to provide better healthcare. This commitment includes a dedicated *People Focussed Safety* culture.

This culture commits to the health, safety and wellbeing of staff, volunteers and other persons, through the provision of a dynamic and comprehensive Health and Safety Management System (HSMS). The HSMS provides for proactive safety initiatives, early injury management practices with a strong focus on a safe and durable return to work.

The provision of a Health and Safety environment within Metro North Health is everyone's responsibility.

Safety and Quality

Relevant to the position, staff participate in the ongoing education, implementation, monitoring and evaluation of safety and quality initiatives relevant to The National Safety and Quality Health Services Standards 2nd Edition and the Australian Council on Healthcare Standards (ACHS).

Vaccine Preventable Diseases (VPD) Requirements ([Health Employment Directive No. 01/16](#))

It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment:

- Measles
- Mumps
- Rubella
- Varicella (chicken pox)
- Pertussis (whooping cough)
- Hepatitis B

Further vaccinations may be required due to particular risks for a role; examples include:

- Hepatitis A – Workers in regular contact with untreated sewerage
- Q Fever – Research or Laboratory staff regularly handling specimens

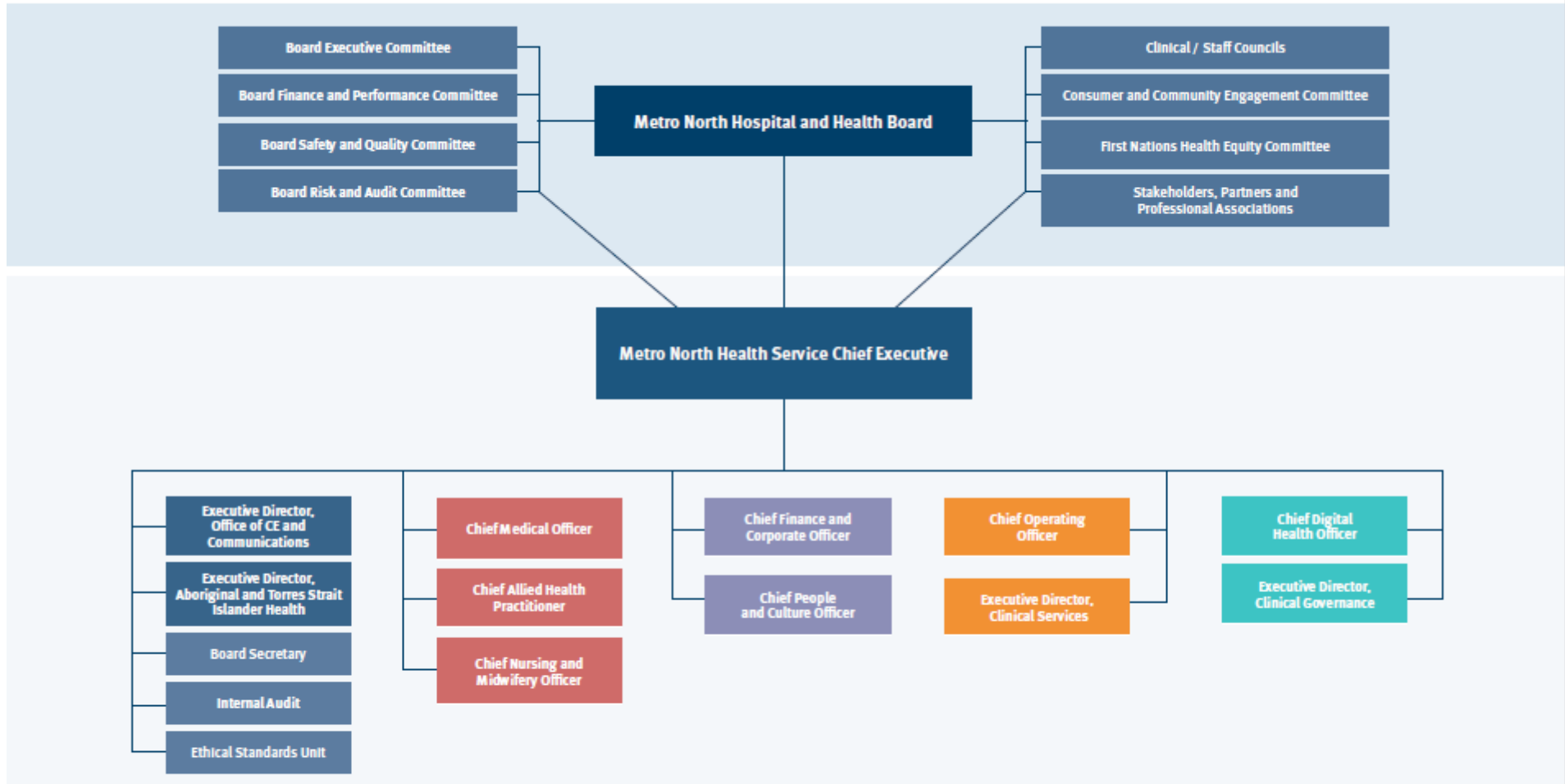
All new employees who will be working in clinical areas must be assessed for their risk of tuberculosis and screening undertaken if required.

Existing staff that are engaged prior to 1 July 2016 are **not subject** to this condition of employment unless they apply for a role with VPD requirements that is with a different Queensland Health entity (i.e. one Health Service to another Health Service, Department of Health (DoH) to a Health Service, or Health Service to DoH).

Additional Information

- Applications will remain current for 12 months or for the duration of the vacancy.
- Future vacancies of a temporary, full time and part time nature may also be filled through this recruitment process.
- Health Care Workers in Queensland Health whose occupation poses a potential risk of exposure to blood or body fluids must be immunised against Hepatitis B according to the National Health and Medical Research Council Australian Immunisation Handbook and the Queensland Health Infection Control Guidelines.
- Pre-employment screening, including criminal history and discipline history checks, will be undertaken on persons recommended for employment. Roles providing health, counselling and support services mainly to children will require a Blue Card, unless otherwise exempt. Roles providing services to National Disability Insurance Scheme (NDIS) participants require an NDIS worker screening check.
- Applicants may be required to disclose any pre-existing illness or injury which may impact on their ability to perform the role.
- Applicants will be required to give a statement of their employment as a lobbyist within one (1) month of taking up the appointment. Details are available at:
https://www.forgov.qld.gov.au/_data/assets/pdf_file/0033/185919/lobbyist-disclosure-policy_0.pdf
- Employees who are appointed to Queensland Health may be required to undertake a period of probation appropriate to the appointment. For further information, refer to Probation HR Policy B2
<https://www.health.qld.gov.au/system-governance/policies-standards/doh-policy/policy/qh-pol-197.pdf>
- All relevant health professionals, who in the course of their duties formulate a reasonable suspicion that a child or youth has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to Child Safety Services, Department of Communities.

Metro North Health Executive Structure



EFFECTIVE DATE: 02/2025