



Government of South Australia

Children, Youth and Women's
Health Service

DAY SERVICE VOLUNTEER

Children Youth and Women's Health Service (CYWHS) consists of Child and Youth Health and the Women's and Children's Hospital. CYWHS is an incorporated Health unit funded predominantly by the Department of Health under the South Australian Health Commission Act, 1976. Child and Youth Health provides a range of primary health care services for the age group of 0 to 25 years, on a statewide basis.

Role Description:

Day Service volunteers provide support for the nursing staff and parents accessing the Child Health Clinic Day Service. The Day service provides additional support for families with extended concerns or needs that require longer than usual hour consultation. These commonly include settling/sleep issues, feeding/breast feeding support, need for more extensive emotional support for parents/baby. The usual age of the children involved is 0-12 months. The nurse works exclusively with one or two families a day to help them develop their parenting skills and feel more confident at parenting. Day volunteers provide extra support to families with children from 0 – 12 months of age in designated locations.

Responsible to:

Child Health Nurse

Site:

Person Specification:

We are looking for people with these qualities:

- Reliable, understanding and have an open and non-judgemental attitude
- Interest in working with children or families
- Ability to communicate well with others
- Ability to relate with a wide range of people

Volunteer Role and Responsibilities:

- To provide support and an extra pair of hands when needed
- Offer clients tea and coffee
- Help settle babies and enable clients to go for lunch
- Able to supervise children at all times whilst in their care
- Ensure the safety of the children in their care at all times
- Keep small objects away from babies and toddlers
- To engage in play with children as appropriate to the child's development
- To not give any medication to children whilst in your care.
- To ask parents to come back to the crèche and administer medication
- Prior to commencement, Volunteers will be subject to a satisfactory S.A. Police Offender History check.
- A requirement of the position is completion of the Volunteer Training Course.
- Reliability in regard to attending as rostered, notifying the Child Health Clinic as soon as possible if unable to attend.
- Required to respect client confidentiality.
- Required to attend a minimum of three ongoing staff development and training sessions per year to ensure ongoing ability to perform duties.
- Wear identification badge when at work.
- Access to and/or provide their own transport

- Protect their own health and safety and that of others by:
 Following reasonable instructions, training and complying with organisational safety systems
 Identifying and reporting workplace hazards and incidents to their supervisor

Knowledge/Skills/ Experience:

In order to undertake this role, a volunteer must:

- Be able to demonstrate a positive attitude
- Posses a non judgemental attitude
- Have the ability to work as a member of a team
- Seek assistance when they require it
- Be aware of their own limitations both physically and emotionally

Rights and Benefits to the Volunteer:

- Right to be respected, adequately supported and have contributions recognised.
- Right to be informed and consulted.
- Right not to be exploited.
- Opportunity to acquire new knowledge and skills through training and experience.
- Opportunity to contribute own life experience and personal skills within a meaningful work situation.
- Comprehensive training program offered by CYWHS and regular staff development opportunities and support.
- Coverage by Department of Health's Public Liability Insurance whilst working under the direction of the Child Health Nurse.
- Volunteers will have access to and representation in decision-making processes and communication systems affecting their role.
- To have the opportunity to participate in a formal appraisal of their particular contribution to the Health Service if desired.
- Opportunity to develop a network of resources within the health area.
- To be able to claim travel reimbursement to and from each home visit.
- To claim all telephone and postage expense related to completing this role.

VOLUNTEER NAME: _____

Signature

VOLUNTEER: _____

DATED: _____

VOLUNTEER COORDINATOR: _____

DATED: _____

VOLUNTEER MANAGER: _____

DATED: _____