



## Government of South Australia

Children, Youth and Women's  
Health Service

### HOSPITAL VISITING 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:

Hospital volunteers provide the first welcoming/positive link to the service of parents with a new baby. They promote services, and increase parents' awareness of the different services has to offer them. They assist in the completion, collection, and collation and at Women's and Children's Hospital, the dissemination of the consent forms to the relevant Child and Health Clinics.

#### Responsible to:

**Regional Volunteer Coordinator**

#### Person Specification:

***We are looking for people with these qualities:***

- Reliability
- Have an open and non-judgemental attitude
- Knowledge of issues relating to children, young people and families
- Experience working (paid or voluntary) with children, young people and families
- High level communication skills
- Able to make a one year commitment

#### Volunteer Role and Responsibilities:

- Provide information to parents about their local Child Health Clinic and support groups
- Promote CYWHS services, including the Contact Centre Services
- Give parent's handouts of information about services within the hospital they may want to access, and the CYWHS Parent Helpline magnet
- Promote and explain use of the blue book or 'Personal Health Record'
- Briefly explain Universal Home Visiting and check if they have received and completed the 'Consent for home visit appointment' form
- 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.
- 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 the Manager

#### 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

**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: \_\_\_\_\_