



## Government of South Australia

Children, Youth and Women's  
Health Service

### TORRENS HOUSE 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:

Torrens House is a live-in service for parents and babies. It runs from Tuesday to Friday each week and is closed on weekends. There are 9 rooms available, each with facilities for both parents, ensuite and cot for the baby. Mothers and Fathers may come to Torrens House from all walks of life who want help with the normal but often distressing difficulties that young babies can bring. They gain assistance with feeding, crying, sleeping and other parenting problems. Parents can recover lost energy, gain confidence, learn practical skills and care for themselves to enable them to be effective in their parenting role. The babies will range from birth to twelve months, but usually six babies are between 1 – 4 months, one is 4 – 5 month, and two are 7 – 12 months.

Torrens House volunteers provide practical help and support for children and their parents whilst they are in Torrens House. The volunteer plays a vital role in the "settling in" process for clients. Volunteers also assist staff with babies over evening meal times or whilst parents are at the Wednesday evening group.

#### Responsible to:

**Manager, Torrens House**

#### 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:

- Introducing themselves to parents and helping parents settle into their rooms;
- Maintaining tea/coffee in the parent's kitchen and showing parents where to make a cup of tea/coffee on arrival;
- Showing parents around the Unit to orientate them to where everything is
- Providing assistance in entertaining the baby; eg, showing them where to meet a playmate in the lounge, and set up toy frames;
- Giving assistance in settling baby – (under direction and consultation with the RNs) – eg, settling baby in the cot, rocking baby in the cot or in the pram, so mother can unpack and settle in;
- Help parents feel at ease if they are particularly nervous or worried – this is especially important with mothers with post-natal depression.
- Helping the older babies with their food solids at lunchtime;
- Assisting the RN's who care for the babies while the clients have their half hour lunch break (massage, play or settling);
- Taking phone messages in the Nurses Station and from the clients' phone while mothers are at lunch.

- Maintaining the cleanliness of the equipment as necessary
- 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 Torrens House staff 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 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 Staff Member.
- To have the opportunity to participate in a formal appraosail of their particular contribution to the Health Service if desired.
- Volunteers will have access to and representation in decision-making processes and communication systems affecting their role.
- Opportunity to develop a network of resources within the health area
- To claim travel reimbursement, telephone and postage expenses related to completing this role.

VOLUNTEER NAME: \_\_\_\_\_

**Signature**

VOLUNTEER: \_\_\_\_\_

DATED: \_\_\_\_\_

VOLUNTEER COORDINATOR: \_\_\_\_\_

DATED: \_\_\_\_\_

VOLUNTEER MANAGER: \_\_\_\_\_

DATED: \_\_\_\_\_