

# **STRETTON PARK HOSTEL, MAFFRA Volunteers Information Handbook**



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# **Welcome**

Stretton Park Hostel, Maffra is a 42 bed, low level residential aged care facility. Our residents can age in place. We are managed through CGHS but are a not for profit community owned facility.

As a volunteer, working along with our Diversional Therapists and other staff, we welcome and appreciate your time, energy and commitment.

# **Volunteer Policy**

The philosophy of Stretton Park Hostel Inc. recognises that ageing is a natural process in life – a part of the continuum of life. The provision of care for the residents and enhancing that quality of life involves the maintenance of the well-being, thus meeting the physical, intellectual, emotional, spiritual and social needs.

## **Aim**

To increase the level of community participation, in the form of volunteering into the life of Resident's of Stretton Park Hostel, Maffra.

## **Volunteer Objectives**

- To improve the quality of life of all residents and to complement and enhance the work of the staff.
- To provide opportunities for Volunteers to give of themselves and to fulfill their own needs and thus maintain a valuable link to the general community.
- To provide opportunities for volunteers to develop skills or utilise existing skills.

# Volunteer Rights and Responsibilities

## **Volunteers have the right to .....**

- Satisfaction, to participate in activities that are worthwhile and challenging.
- Have the support and respect from their supervisor and co-workers.
- Share responsibilities with co-workers.
- Receive all information relevant to the job that will help them perform their duties more confidently and competently.
- Assist with developing new skills.
- Be involved in decision making.
- Receive reimbursement of out-of-pocket expenses, if appropriate.

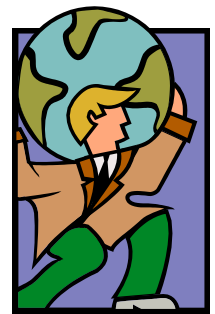


- Receive training, initial and ongoing, as well as on-the-job training and supervision.
- Be given protection – insurance and personal safety.
- Be trusted with confidential information that will help them to carry out their work more effectively.
- Be well briefed on the organisation and informed of new developments.
- Know who they are accountable to, and to have clearly defined channels of communication.
- Know the reason why, if they are deemed to be unsuitable for a task.

- To have information about the people with whom they will work if it is relevant to their job.
- Confidentiality from the Co-ordinator about their own personal details.
- Know what tasks they will be expected to perform and to be able to say “No” to unacceptable tasks.

### **Volunteers have the responsibility to .....**

- Be dependable and to notify the co-ordinator if they are unable to attend
- Be willing to undertake training
- Use reasonable judgement in making decisions
- Remember that all personal information learnt whilst volunteering is strictly confidential and adhere to the organisational policy on client confidentiality.
- Stipulate their physical or other limitations to the performance of their duties.
- Provide feedback, suggestions and recommendations regarding their activities to the appropriate people.
- Treat the people with whom they are working with respect.
- Themselves, not to become over-committed.



*Taken from the publication “Setting up a Volunteer Program”*

### **Volunteers should NOT.....**

- Carry out any nursing or personal care duties such as toileting, dressing of wounds or lifting of clients without assistance from staff.
- Carry out any tasks other than



the instructions given to them at the time of their briefing.

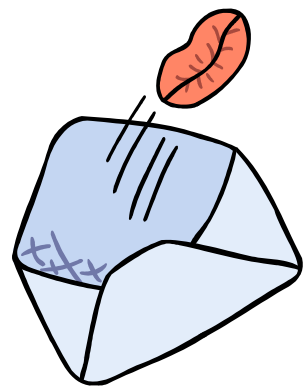
- Accept money, gifts, bequests or any other gift that has other than the minimum value.
- Arrange delivery of services or goods without going through the appropriate staff member.
- Administer any type of medication.
- Administer food or drink without consultation and instructions from the appropriate supervisor.
- Interfere or press own views, judgements.
- Become over-involved in the relationship of a client.
- Accept responsibility for a clients' property or financial affairs.
- Discuss a client with another person other than the authorised staff member.

## Volunteer Obligations

### **Confidentiality**

Volunteers may have access to information about other people that is extremely confidential, sensitive or personal. It may be information that is important and private to that person.

Volunteers must exercise discretion at all times.  
**DO NOT** talk about information that you are privileged to hear whilst volunteering.



## **What is confidential information?**

The type of confidential information will vary from person to person. Generally, confidential information can be defined as personal information that may fall into the categories of financial, health, sexuality, family, religious or legal issues. Sometimes people are sensitive about other issues too.

At times you may have access to information or may witness something that leads you to believe your client may be at risk, or that concerns you in another way. It is appropriate, and it is your *Duty of Care*, to report this concern to your supervisor immediately. This is not a breach of confidentiality.

## **Duty of Care**

Duty of Care exists when one individual's actions could reasonably be expected to affect another person.

A minimum standard in the Duty of Care should be provided to the individual who is the recipient of it. This minimum standard does not mean the care provided has to be *perfect*, but it should be of a reasonable standard.

A reasonable standard of care is determined by factors such as:

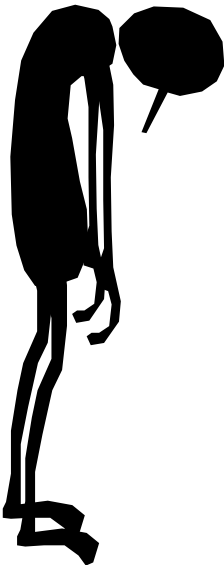
- the practicality of the situation
- the need to meet the duty of care of all persons who might be involved
- legal requirements in service provision
- current community values about what *is* or *is not* acceptable community practice in the provision of the duty of care

## **Implications for Staff**



Staff have the responsibility to do what is *'reasonable'* to prevent or avoid unforeseeable injury to clients and volunteers. To do this, staff should:

- Determine what events, that could result in injury or damage occurring, are actually foreseeable and generally based on common sense.
- Determine what *reasonable* actions should be taken that would reduce the possibility of the event occurring.



### **Grievance Procedure**

The CGHS is committed to a workplace environment that is safe, free from harassment, free from discrimination and is committed to equal employment opportunity. Volunteers have a right to refuse an assignment offered to them if, for any reason, they feel uncomfortable performing that task.

If a Volunteer is aggrieved for *any* reason, they have a right to access the following process:

- Take your concerns to your immediate contact person.
- If the issue is not resolved at this point, put your concerns in writing and seek an appointment with the Unit Manager.
- If not resolved at this point, the Unit Manager will present the issue to the Director of the Division. If not resolved at this point the Director will decide on:
  - Internal mediation
  - Further discussions with the Managing Director
  - External mediation

Volunteers have the right to:

- An advocate/support person to be present during grievance process discussions at all times.
- Be heard, supported and offered counselling if required.
- Be treated in a respectful and decent way.
- You have the right to be treated confidentially.

## **Incident Reporting**

Volunteers have the same rights as paid workers. If an incident occurs, it must be reported immediately to your first contact person. The contact person will then advise you of the process according to the degree of the problem. All incidents must be reported as soon as possible. If you have not been instructed on the incident reporting procedure then you should ask your program supervisor or the volunteer coordinator to ensure you are familiar with this procedure.

## **In case of an Emergency**

The volunteer should familiarise himself/herself with the organisation's emergency procedures for the premises in which they are working. It is the duty of the Unit Manager to ensure the volunteer is properly informed of such procedures.

In an emergency off premises such as a public place, dialing **000** will put you in contact with Police, Ambulance or Fire Brigade.

If a client is found unconscious ring **000** and order an ambulance.

It is important that you remain calm at all times and comfort the client.



# Useful Information

## **Insurance**

Volunteers do not generally use a Central Gippsland Health Service vehicle. However, it is useful to know that all Volunteers and service users who they are transporting are covered by the Central Gippsland Health Service's public liability insurance policy. In addition volunteers are covered by personal accident insurance for death or injury that does not involve a vehicle.

Should an accident occur whilst the volunteer is driving their own vehicle, all occupants are covered by TAC Insurance for personal injury and for some losses in income, providing the vehicle they are driving is currently registered. A volunteer driving a CGHS vehicle and any occupants are of course covered by the CGHS insurance policy.



## **Workcover**

As a general rule Volunteers are not covered by Workcover.

Thank-you for contributing to our facility as a volunteer. We hope you find this an enjoyable and worthwhile experience.



The following documentation contains information specific to the volunteer activity that you have chosen.

Best wishes and glad to have you on board.

# Volunteer Application Form

This form must be completed by people interested in becoming a Volunteer with the JHF McDonald Wing, Maffra Hospital. Please complete the form and return to the Diversional Therapists,.

Date: \_\_\_\_\_

## Applicant Information

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Postal Address: \_\_\_\_\_

Telephone: Home: \_\_\_\_\_

Business: \_\_\_\_\_

Mobile: \_\_\_\_\_

Country of Birth: \_\_\_\_\_

Language Spoken: \_\_\_\_\_

Occupation:  Student  Retired  Home Duties

Employed  Unemployed  Other

Next of Kin

Contact Person: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: Home: \_\_\_\_\_

Business: \_\_\_\_\_

Mobile: \_\_\_\_\_

## Activities (that you may be interested in assisting with)

Quizzes, Word Games 1:1  Bingo  Art Therapy

Sing-a-long  Musical Skills  Gardening

Exercise Group  Outings/Drives  Craft

Conversation 1:1  Walks  Letter writing

Reading  Hand Massage

**Experience**

Have you worked as a volunteer before?  Yes  No

If yes, please provide details:

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Do you have a current driver's license?  Yes  No

License No: \_\_\_\_\_

Expiry: \_\_\_\_\_

You are required to have a clear police check prior to commencing?

Yes

**Availability**

Please indicate these times on the table below in hours.

| <b>Monday</b> | <b>Tuesday</b> | <b>Wednesday</b> | <b>Thursday</b> | <b>Friday</b> | <b>Saturday</b> | <b>Sunday</b> |
|---------------|----------------|------------------|-----------------|---------------|-----------------|---------------|
| <b>AM</b>     | <b>AM</b>      | <b>AM</b>        | <b>AM</b>       | <b>AM</b>     | <b>AM</b>       | <b>AM</b>     |
| <b>PM</b>     | <b>PM</b>      | <b>PM</b>        | <b>PM</b>       | <b>PM</b>     | <b>PM</b>       | <b>PM</b>     |

Thank you for completing this form. Please return to:

Diversional Therapists

Signature: \_\_\_\_\_

# Volunteers

## Position Description

### **Pre-requisite:**

1. To have fulfilled C.A.V.A selection criteria.
2. Read and acknowledge Volunteers Information Handbook
3. To have police check prior to commencing

### **Duties:**

1. To assist residents with social, spiritual, recreation and therapy program as directed by Diversional Therapist

*(please sign below when you have read the “Volunteers Information Handbook”)*