

Volunteer Role Description

Guide Team Volunteer

The Guide Team

Coming to hospital as a consumer or visitor, can sometimes be stressful and confusing.. The Women's and Children's Hospital Guide Team provides volunteer support to welcome and assist consumers, their families, and visitors to the hospital. The Guide Team plays an important part in helping people to confidently navigate the hospital and to find the right clinical or support service.

The Guide Services Team operates from a base in the hospital entrance foyer in Kermode Street.

Duties of the Guide Team

- > Greet and welcome visitors at the Kermode Street entrance from both the information booth and in the foyer.
- > Guide visitors to their destination.
- > Identify special needs and connect visitors to services as required e.g. Aboriginal Liaison Unit, Social Work, and Outpatient Clinics etc.
- > Assist visitors or consumers / carers to locate consumers as inpatients within the hospital.
- > Provide clarification for consumers or carers with appointments, liaising with Divisions or Units regarding appointments.
- > Provide information to visitors on hospital and local amenities such as shops, cafeterias, rest rooms, baby feeding areas, taxis, car parking and public transport.
- > Provide health and community information in the form of brochures, pamphlets or booklets to consumers, carers and visitors on request.
- > Work in partnership with the interpreter coordinator and interpreters who share the information booth.
- > Support the interpreter with small administration tasks, if time allows.
- > Assist staff of Divisions and Units to guide consumers from one area of the hospital to another, if needed.
- > Maintain up to date information within information booth.
- > Receive/ log consumer and carer feedback.
- > Complete daily evaluation document using technology.
- > If time allows, perform small administration tasks directed by the Manager , WCHN Volunteers (i.e. guide team rosters).
- > All Guide Team volunteers will work both in the information booth and the foyer during their shift.

Shift Times: 8:00am - 12.15 pm **or** 12.00noon - 4.00pm

Hours required per shift: up to 4 hours

Days: Monday to Friday

Location of shifts: Kermode Street Foyer and Information Booth

Volunteers per shift: 3 volunteers rostered per shift



Special Requirements

- > High level of communication and interpersonal skills
- > Previous customer service experience is highly desirable
- > Good command of spoken and written English
- > Complete the special Guide Team training provided
- > Guide Team volunteers must be physically mobile
- > Ability to use an iPad or tablet device is highly desirable.

Personal Skills

Guide Team volunteers need special skills, and need to have:

- > The ability to relate well to people from all walks of life and cultures.
- > A friendly and outgoing personality.
- > A caring and patient attitude to other people.
- > The ability to communicate well with other team members and to work together as a small group.
- > The ability to use their initiative and work with minimal supervision.
- > Intermediate level of computer skills.
- > The ability to commit to their roster times.
- > Physical fitness sufficient to easily move around the hospital.
- > The ability to read and understand written instructions and communicate information to others.

Key relationships

Other Volunteers
Consumers and visitors to the Women's & Children's Hospital
WCHN Volunteer Unit
Manager, Consumer and Community Engagement
Staff of the Interpreter Service
Switchboard
Security

Contact person/supervisor

Manager, WCHN Volunteers - Lis Brittan

For more information

Lis Brittan
Manager
WCHN Volunteers
Ground Floor
Samuel Way Building, Women's and Children's Hospital
72 King William Road, North Adelaide SA 5006



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Role Acceptance

I have read and understood the responsibilities associated with the role, and I agree to work under the direction of the Manager, WCHN Volunteers in accordance with the duties outlined in the Role Description, and to abide by the WCHN Volunteer Code of Conduct and the confidentiality requirements set down in Guide to Maintaining Confidentiality in the Public Health System.

I agree to represent the Women's & Children's Health Network Corporate Brand; valuing Person and Family Centred Care practice, empathy, respect for diversity and access to information.

Name

Signature

Date

For more information

Lis Brittan
Manager
WCHN Volunteers
Ground Floor
Samuel Way Building, Women's and Children's Hospital
72 King William Road, North Adelaide SA 5006



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