

Volunteer Role Description

Survey Volunteer

Consumer Surveys

The Women's and Children's Hospital is committed to providing quality services to consumers and their families. Survey tools are developed specifically for children and parents in a healthcare setting.

The short survey is presented in a hand held computer tablet. The survey is to support hospital staff to hear about consumer experiences of our service prior to going home. We ask them about all aspects of their stay– including how they were treated, their involvement in decision-making, care and treatment, hospital cleanliness and food quality and where relevant, discharge information. This survey feedback shows us what we're doing well and where we need to improve. It is also a great way to compare our performance with other hospital systems around Australia and the world as the survey uses a set of internationally validated questions.

The data gathered will be used to help the Hospital understand patient report outcome measurements. SA Health wants every single consumer to have the best possible hospital experience and receive high quality health care. SA Health's Patient-Centred (WCHN Person and Family Centred Care) approach involves engaging with consumers and the community to make sure we are responsive to their needs, values and preferences.

Survey Volunteers will receive full training and support nursing staff across 10 wards and two outpatient areas to hand out the devices/surveys to children and parents. You must be able to commit to the role for 6 months.

The report will establish performance benchmarks across nine categories including;

- Treatment with Respect and Dignity
- Consistency and Coordination of Care
- Food
- Nurse treatment
- Doctor treatment
- Pain management
- Hospital cleanliness
- Involvement in decision making
- Privacy



Duties of the Survey Volunteer

- > Attend training to learn to use the survey tools.
- > Collect iPads/tablets/paper surveys at the beginning of your shift and return them at the end of your shift.
- > Engage with children & adults on the wards or in outpatient areas in regards to completing the survey.
- > Give out reward stickers to participants.
- > Report any issues to your appointed supervisor.

Shift Times: 10:00am – 1.00pm

Hours required per shift: 3 hours

Days: As assigned by Director of Consumer and Community Engagement.

Location of shifts: Wards and outpatient areas.

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 survey training provided
- > Must be physically mobile
- > Ability to use an iPad or tablet
- > Complete a Department of Communities and Social Inclusion (DCSI) Child Related screening and renewal every 3 years.

Personal Skills

Survey 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 confident manner.
- > A caring and patient attitude to other people.
- > 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.

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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Key relationships

Consumers of the Women's & Children's Hospital
Director Consumer and Community Engagement
Nursing Unit Manager (NUM) on wards and in outpatients
WCHN Volunteer Unit

Contact person/supervisor

Director, Consumer & Community Engagement – Allan Ball

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 principles of 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

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