

**INPATIENT UNIT VOLUNTEER**  
**JOB DESCRIPTION**

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| <b>ORGANISATION UNIT</b>                  | Inpatient Unit   |
| <b>LOCATION</b>                           | North Haven Hospice, 24A Takahe St, Tikipunga  |
| <b>RESPONSIBLE TO:</b>                    | The Manager of Volunteer and Hospitality Services through the senior nurse on duty   |
| <b>FUNCTIONAL RELATIONSHIPS:</b>          | Patients, their families and other visitors<br>Nursing staff including HealthCare Assistants<br>Medical staff<br>Family support team staff<br>Reception staff<br>Volunteer Services staff  |
| <b>PRIMARY FUNCTIONS OF THE POSITION:</b> | The Inpatient Unit (IPU) provides short term admission to supplement hospice care delivered in patients' homes, allowing patients and families to have a rest, for symptoms to be controlled and for some, end-of-life care.<br><br>The IPU Volunteer is an integral member of the team, assisting in providing hospice care for patients and their families / whanau. |
| <b>HOURS OF WORK:</b>                     | The IPU operates around the clock 365 days of the year. Volunteers work from 8am to 8pm in 4 hourly shifts, commencing at 8am, 12noon, and 4pm.<br><br>Each volunteer is rostered for a shift weekly or fortnightly, or as individually agreed with the Manager of Volunteer and Hospitality Services.   |

**NORTH HAVEN HOSPICE VALUES**

North Haven Hospice has developed a set of values that provide a framework for shaping and building our future. The following values and supporting statements have associated behaviours and there is a clear expectation that all staff will demonstrate these behaviours in their interactions with patients, families/whanau, other staff, and the wider community.

| <b>VALUES</b>                   | <b>SUPPORTING STATEMENT</b>  |
|---------------------------------|--|
| Integrity<br><i>Tu Tangata</i>  | Integrity requires courage, strength and commitment – it builds trust and trust creates a solid foundation from which respect can grow |
| Compassion<br><i>Aroha</i>      | Compassion requires partnership and genuine engagement – it is caring and empathy in action  |
| Respect<br><i>Whakaute</i>      | When we treat people with respect we affirm dignity and a sense of self-worth  |
| Excellence<br><i>Te Hiranga</i> | A culture of excellence inspires confidence, supports learning, and encourages innovation  |

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|-------------------------------------|--|
| Teamwork<br><i>Mahitahi</i>         | Teamwork means creating a culture that values collaboration and a belief that better outcomes are achieved if we work together co-operatively and harmoniously |
| Stewardship<br><i>Kaitiakitanga</i> | Trustworthiness as an organisation and accountability to the community is shown through the careful management of all resources entrusted to us                |

## **KEY RESPONSIBILITIES AND EXPECTED OUTCOMES:**

The position of IPU Volunteer encompasses the following key areas of responsibility:

1. Provide support for the IPU team to deliver comprehensive specialist palliative care services for inpatients and their families.
2. Meets core organisational requirements for volunteers of North Haven Hospice

The outcome requirements of the above key responsibility areas are outlined below:

### **KEY RESPONSIBILITY 1: Provide support for the IPU team to deliver comprehensive specialist palliative care services for inpatients and their families**

#### **Expected Outcomes:**

- 1.1 Receive instructions from the registered nursing staff on duties to be undertaken for individual patients and families.
- 1.2 Be aware of the background information about patients by reading the genogram and other relevant information in the patient folder.
- 1.3 Following safe patient management guidelines, assist nursing staff with patient care or sitting with a patient, and otherwise as directed.
- 1.4 Following the safe food handling guidelines, prepare and serve meals, and morning and afternoon teas for patients, evening drinks, ice cube refills.
- 1.5 Following the organisation's housekeeping procedures including infection control guidelines, assist the housekeeping team with normal housekeeping duties such as tidying patient rooms, making beds, processing laundry, etc.
- 1.6 Spend time with patients and assist them with everyday activities they may enjoy, such as:
  - Someone to chat with or just sit with them
  - A hand or foot massage
  - A manicure or pedicure (check first with the nurse)
  - Their hair brushed or styled
  - Make-up applied
  - A shave
  - Music of their preference to listen to
  - Fresh flowers from the hospice garden arranged for their room
  - Someone to play cards with
  - Someone to read to them – the newspaper or a book or magazine
  - Watching SKY TV in the patient lounge
  - Being taken for a walk or out in a wheelchair (check first with the nurse)
  - A cuppa or meal at the table or outside
- 1.7 Report any relevant information concerning the patient during your shift to the registered nurse so that the volunteer contribution to patient care can be reflected in the patient records, e.g.

personal care, massage or support you have provided, the emotional state of the patient, your observations of the patient and family, etc.

- 1.8 Support families and visitors as required, including helping them to make use of the facilities in the Matai Room.

**KEY RESPONSIBILITY 2:**

**Meet core organisational requirements for volunteers of North Haven Hospice.**

**Expected outcomes:**

- 2.1 Know, and uphold the documented values and philosophy of North Haven Hospice, and any code of conduct relevant to the volunteer position.
- 2.2 Keep informed about and abide by policies and standards relevant to the volunteer position.
- 2.3 Participate in volunteer meetings providing ideas and feedback to help with ongoing improvement of North Haven Hospice services.
- 2.4 Observe and promote safe work practices and be proactive in hazard management.
- 2.5 Promptly report any accidents, injuries or near miss events so that appropriate support can be offered and solutions found to prevent recurrence.
- 2.6 Honour the Treaty of Waitangi, respecting the beliefs and values of those who identify as Maori, supporting tikanga practices as they are incorporated into hospice care and services.
- 2.7 Respect the beliefs and values of all people including those of particular cultural, religious, social and/or ethnic groups.
- 2.8 Attend required training for the volunteer position.
- 2.9 Provide and receive feedback for own performance development, including participation in personal support activities such as discussions of concerns following death, attendance at IPU Volunteer Group meetings, completion of the bi-annual feedback survey and meeting with the Manager of Volunteer and Hospitality Services as required.
- 2.10 Act as an ambassador for hospice in the community through volunteer and own social networks whilst maintaining the confidentiality of individuals and not acting or speaking on behalf of or representing North Haven Hospice unless so authorised by the Chief Executive Officer.

**CONDITIONS OF VOLUNTEER WORK:**

Every IPU Volunteer must:

1. Have skills and personal attributes suitable to the volunteer position as assessed by the Manager of Volunteer & Hospitality Services.
2. Respect the values, philosophy and mission of North Haven Hospice
3. Be in generally good health, with no illness or injury that would prevent the competent completion of duties in this role.
4. Complete to the satisfaction of the Manager of Volunteer & Hospitality Services, orientation to the IPU role under the direction of one or more assigned Volunteer Team Trainers, and any other specific training for the work undertaken as directed by the Manager of Volunteer & Hospitality Services.
5. Not accept personal gifts from patients and families. Gifts of money may only be accepted on behalf of the Hospice. All donations are receipted and audited. Any donation given to you must be handed in to the office immediately.
6. Maintain confidentiality of patients and their families / whanau at all times.
7. Be of neat and tidy appearance, wearing footwear and clothing suitable to the work undertaken.
8. Be punctual. Please notify the Administrator Volunteer Services as soon as possible if you are unable to do a pre-arranged shift. The Volunteer is an essential team member and a replacement must usually be arranged if you are unable to attend for any reason. Please ring in before your shift to check you are required.
9. Never give out your phone number or arrange to meet with patients, their families or whanau members outside of the volunteer relationship at hospice without first checking with Volunteer Services.

**DECLARATION AND ACCEPTANCE OF VOLUNTEER POSITION**

*I have read and understand the IPU Volunteer Job Description.*

*I have received a copy of the Volunteer Worker Agreement and accept the standards and expectations set out in that factsheet.*

*I have had sufficient time to carefully consider this volunteer worker agreement, and to seek independent advice should I so desire.*

*I am pleased to confirm my acceptance of the role under these terms and conditions.*

**Signed** \_\_\_\_\_ **IPU Volunteer**

**Signed** \_\_\_\_\_ **Manager of Volunteer and Hospitality Services**

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