



**Swan Hill
District Health**
my hospital

Respect – Professionalism – Caring – Committed – Collaboration

Volunteers- Cancer Support

Volunteers are valued members of the team in an unpaid capacity to welcome and provide support to the visitors of the Cancer Resource Centre. The Centre has a range of resources for people with cancer, their families and community members wanting more information about cancer and the supports available.

Who are we looking for?

- Reliable people who are available between the hours of 10:00am-12:00pm and 2:00pm-4:00pm Tuesdays and Thursdays on a roster system
- Exceptional communication skills and a genuine “care factor”
- Compassion and understanding
- Basic Computer Skills

Swan Hill District Health, ‘My Hospital’

Swan Hill District Health provides a wide range of clinical services including medical and surgical, aged care, community and primary health, emergency, renal dialysis, chemotherapy and radiography diagnostic services.

Want More Info?

For further information please call Glenys Smith on 03 5033 9201 or call in to our Cancer Resource Centre

Applications including the names referees should be to the Human Resources department, Swan Hill District Health, PO Box 483, Swan Hill 3585, Victoria or email: hrmanager@shdh.org.au.



**Swan Hill
District Health**

my hospital

**VOLUNTEER APPLICATION AND
INFORMATION KIT**

**SPLATT ST,
PO BOX 483,
SWAN HILL, VIC 3585**

Phone: (03) 50339 300

VOLUNTEER APPLICATION AND INFORMATION KIT

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VOLUNTEER APPLICATION FORM

Name: (Mr., Mrs., Miss, Ms.)

Address: _____

Postcode: _____

Date Of Birth: _____

Phone No: Home: _____

Mobile: _____

Driving License: Yes No

License No: _____

Expiry Date: _____

Are you willing to transport others?: Yes No

If yes, do you have comprehensive car insurance?: Yes No

Person to contact in Case of Emergency:

Name: _____

Address: _____

Phone No: Home: _____ Mobile: _____

Relationship to Volunteer: _____

Employment:

Occupation: Current: _____

Previous: _____

Training, Qualifications or Work Experience:

Hobbies, Interests, Skills:

Previous Experience as a Volunteer:

Reason for seeking volunteer work:

Availability: (e.g. Monday mornings, not Wednesdays)

Are you willing to attend Education Days? Yes No

Health:

Do you have any physical or medical condition of which we should be aware of when considering your placement? Yes No

If yes, please give relevant information:

Are you currently taking any medication of which we should be aware?: Yes
 No

Do you give permission for a Police Clearance Check to be made to confirm your suitability to be employed as a volunteer: Yes No

Referees:

Name and Contact details of two referees:

Referee 1: **Name:** _____ **Contact:** _____

Referee 2: **Name:** _____ **Contact:** _____

Signature: _____ **Date:** _____

Please Return Completed Form to :

Swan Hill District Health
PO Box 483, Swan Hill 3585

Office Use Only

Check list for Volunteer Placement

Initial Interview: _____

Orientation: _____ Police

Check: _____

Commencement Date: _____

Name Tag: _____

Comments: _____

Finish Date:

Letter of Acknowledgement:



| | |
|---|---|
| Position: | Volunteer – Cancer Support |
| Classification: | Volunteer |
| Department: | Loddon Mallee Integrated Cancer Service |
| Reports to: | Cancer Systems Improvement Officer |
| Position Summary: | <p>A Volunteer is a valued member of the team in an unpaid capacity to welcome and provide support to the users of the Cancer Resource Centre.</p> <p>The role of the volunteer is to:</p> <p>Greet and make welcome visitors to the Cancer Resource Centre.</p> <p>Provide emotional support and understanding.</p> <p>Discern the needs of visitors in a sympathetic and appropriate way.</p> <p>Provide appropriate referrals.</p> <p>Collect and maintain data on the visitor information</p> <p>Monitor resources stock levels</p> <p>Promote LMICS Swan Hill Cancer Resource Centre.</p> <p>NOTE: No medical/treatment advice is to be given.</p> |
| Responsibilities: | <p>To participate in the Police Check Program</p> <p>To maintain a high level of safety for you and clients by recognizing hazards and advising supervisor</p> <p>To provide feedback to your supervisor if ANY difficulty or problem arises</p> <p>To understand the relationship with the Health Service is one of non- financial reward</p> <p>To wear your identification badge at all times (to be provided on commencement)</p> <p>To expect cooperation between volunteer and staff and expect best effort</p> <p>To notify supervisor if unable to attend at specified times</p> |
| Rights: | <p>To receive orientation of the aims, objectives and function of your chosen and agreed work area</p> <p>To receive a clear description of your role and its limitations</p> <p>To receive assistance and support as required</p> <p>To say no to unacceptable tasks</p> <p>To receive periodic assessment of functions, aims and objectives</p> |
| Qualifications/Skills Experience/Competencies: | <p>Familiarity with (external) cancer resources and services available and how to access them.</p> <p>Understanding of the commonly use words relating to Cancer.</p> <p>Awareness of treatment pathways, in particular as they relate to SHDH.</p> |
| Infection Control: | Adhere to the Health Services Infection Control Policy and Procedures as detailed in the Infection Control Manual. |
| Person Centered Care: | The Health Service supports in its values the philosophy of |

| | |
|-------------------------------|--|
| | Person Centered Care to ensure all people, including health service providers, clients, their carers and family members are respectfully cared for and encouraged to participate in the provision of quality health care. |
| Confidentiality: | Each volunteer has a responsibility to adhere to the Health Service Confidentiality Policy as it is a condition of employment. Any breach of the rules of confidentiality relating to Health Service business, clients or medical records will result in disciplinary action and/or dismissal and a possible fine under the conditions of the Health Services Act (Vic) |
| Safety: | <p>Responsibilities: It is the responsibility of every volunteer to:</p> <p>Report accidents, incidents and potential hazards promptly. Be familiar with emergency and evacuation procedures as detailed in the Emergency Procedures Manual. Comply with the Occupational Health and Safety Act and O.H. & S. Policy Procedure Manual. Attend training sessions as required.</p> |
| Training Requirements: | Attend all mandatory training sessions provided by SHDH and be actively involved in other training and development as required. |
| Customer Service: | <p>Act in a professional manner at all times and positively promote the Health Service when dealing with internal and external clients</p> <p>Treat all clients with respect and equality</p> <p>Dress and personal presentation to reflect the organization standards and regulations at all times</p> <p>Recognise and report compliments and complaints by clients</p> |
| Date Written: | |
| Reviewed: | |
| Managers Name: | |
| Managers Signature: | |
| Employees Name: | |
| Employees Signature: | |



VOLUNTEER AGREEMENT

Thank you for agreeing to be a volunteer with the _____ (Department Name). Volunteers have an important role to play in our service.

This Volunteer Agreement has been developed to ensure that volunteers fully understand their role and responsibilities and that clients are provided with the best possible services.

This agreement is made between:

The _____ (Dept. Name) and

(Name of Volunteer)

working in the position of: -----

and is made subject to the following terms and conditions:-

Length of Agreement

Subject to the satisfactory completion of a three month probationary period, this agreement is for an initial twelve (12) month period, commencing on(Date).

This agreement may be terminated by either party.

The(Dept. name) worker will endeavour to give a minimum of 14 days notice of termination.

The volunteer is requested to give a minimum of 14 days notice of termination.

Duties

The volunteer shall carry out the duties as outlined in his/her position description. It should however be noted the volunteer in offering assistance is under no demands to attend specific days or the amount of time the person is to spend on the premises or tasks undertaken. Arrangements are to be mutually agreed to.

A review of the volunteer's role will be conducted periodically with the(Dept. name) worker

Privacy and Confidentiality

All persons, including volunteers, who come into contact with, or have access to, confidential information, have a responsibility to maintain the privacy, confidentiality and security of that information.

It is absolutely essential to treat any personal details of medical, social or family history of a patient as strictly confidential. Volunteers may discuss only matters relevant to their own function and responsibility with their supervisor or other authorised staff at Swan Hill District Health in the course

of patient care. Any confidential information, which may come into your possession by virtue of your position, is not to be divulged to any unauthorised person.

I am aware that failure to comply with this agreement may result in the termination of my agreement with Swan Hill District Health and/or civil or criminal legal penalties.

Grievance Procedure

The staff grievance procedure detailed in the Swan Hill District Health Policy & Procedure Manual applies equally to volunteer staff.

Insurance

Personal Injury Insurance covers volunteers whilst performing recognised functions.

In the event of a motor vehicle accident in the volunteer's privately owned vehicle, whilst participating in voluntary duties for the Swan Hill District Health, the following will apply:

*"In the event that a privately insured vehicle, not owned by an Insured Institution, but being driven by a voluntary worker...on the Institution's business, is involved in an accident and is **comprehensively insured** by the registered Owner, the Underwriters agree to:*

- (i) reimburse any excess payable by the voluntary worker... under his/her comprehensive motor vehicle policy and which is not otherwise recoverable:*
- (ii) pay, at the first renewal of the comprehensive policy following the accident, the difference between the premium which would have been paid had the accident not occurred and the premium payable as the result of the accident.*

Note: Claims must be notified at time of accident"

I have read the position description and understand the terms and condition of being a volunteer.

I agree to work under the direction of the program worker, or other appointed "person in-charge", when working as a volunteer worker for the maximum benefit of the clients and effective running of the program, and to ensure my own and other people's safety.

Signed:

(Volunteer) (Date)

(Program Worker) (Date)



CODE OF PRACTICE

In order to enhance the volunteers' experience and comply with legislation and duty of care Swan Hill District Health will:

Interview and engage volunteer staff in accordance with anti discrimination and equal opportunity legislation;

provide volunteer staff with orientation and training;

provide volunteer staff with a healthy and safe workplace;

provide appropriate and adequate insurance coverage for volunteer staff;

not place volunteer staff in roles that were previously held by paid staff or have been identified as paid jobs;

differentiate between paid and unpaid roles;

define volunteer roles and develop clear job descriptions

provide appropriate levels of support and management for volunteer staff;

provide volunteers with a copy of policies pertaining to volunteer staff;

ensure volunteers are not required to take up additional work during industrial dispute or paid staff shortage;

provide all staff with information on grievance and disciplinary policies and procedures;

provide volunteers with a copy of "Code of Conduct for Swan Hill District Health"

acknowledge the rights of volunteer staff;

ensure that the work of volunteer staff complements but does not undermine the work of paid staff;

offer volunteer staff the opportunity for professional development;

reimburse volunteer staff for authorized out of pocket expenses incurred on behalf of the organisation;

treat volunteer staff as valuable team members, and advise them of the opportunities to participate in agency decisions; and

acknowledge the contributions of volunteer staff

Ensure acknowledgment of the SHDH Patient Confidentiality Policy.

Adapted from Volunteering Australia Inc. *Model Code of Practice for Organisations involving Volunteer Staff*. Information Sheet.



VOLUNTEER RIGHTS

Unlike paid staff, volunteers are not covered by awards or work-place agreements. Volunteers, however, do have rights, some of which are enshrined in legislation and some of which are the moral obligations of an organisation involving volunteers. The following list is the basis of your rights as a volunteer.

As a volunteer you have the right:

- to work in a healthy and safe environment (refer various Occupational Health & Safety Act[s]);
- to be interviewed and engaged in accordance with equal opportunity and anti discrimination legislation;
- to be adequately covered by insurance;
- to be given accurate and truthful information about the organisation for which you are working
- to be reimbursed for authorized out of pocket expenses incurred on behalf of the organisation for which you are working;
- to be given a copy of the organisation's volunteer policy and any other policy that affects your work;
- not to fill a position previously held by a paid worker;
- not to do the work of paid staff during industrial disputes;
- to have a job description and agreed working hours;
- to have access to a grievance procedure;
- to be provided with orientation to the organisation;
- to have your confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988; and
- to be provided with sufficient training for you to do your job

Adapted from: Volunteering Australia Inc. *Volunteer Rights*. Information Sheet.



CODE OF CONDUCT POLICY

Policy Statement:

Swan Hill District Health endorses and is committed to the "Code of Conduct for Victorian Public Sector Employees" issued by the State Services Authority.

The Code Of Conduct policy prescribes the behaviour expected and reinforces accountability from all SHDH employees. These are the minimum standards of behaviour expected.

The principles outlined in the "Code of Conduct for Victorian Public Sector Employees" are central to the vision, mission, core business and values of Swan Hill District Health.

VISION AND VALUES STATEMENT

Vision and Values Statements have been developed for the Health Service, through Board and staff consultations, to provide direction and an organization framework in which to conduct its business.

Our Vision:

We will provide appropriate services in the right setting by dedicated people with and for our community.

Our Values:

*Respect...*this means that you interact with others as you would expect them to interact with you.

*Professionalism...*this means we deliver services with integrity, honesty and competence.

*Caring...*this means that we provide a standard of service and support which we would expect for ourselves.

*Committed...*this means that we are dedicated to the promotion and success of the organization.

*Collaboration...*this means working together in a positive, supportive manner.

Outcome:

PUBLIC SECTOR VALUES

The "Code of Conduct for Victorian Public Sector Employees" identifies seven key values, all of which are of relevant to Swan Hill District Health employees. See Appendix "Code of Conduct for Victorian Public Sector Employees".

Responsiveness

- Providing frank, impartial and timely advice
- Providing high quality services to the community
- Identifying and promoting best practice

Integrity

- Being honest, open and transparent in their dealings
- Using powers responsibly
- Reporting improper conduct
- Avoiding any real or apparent conflicts of interest
- Striving to earn and sustain public trust of a high level

Impartiality

Making decisions and providing advice on merit and without bias, caprice , favouritism or self interest

Acting fairly by objectively considering all relevant facts and criteria

Implementing policies and programs equitably

Accountability

Working to clear objectives in a transparent manner

Accepting responsibility for their decisions and actions

Seeking to achieve the best use of resources

Submitting themselves to appropriate scrutiny

Respect

Treating colleagues and members of the public fairly and objectively

Ensuring freedom from discrimination, harassment and bullying

Using their views to improve outcomes on an ongoing basis

Leadership

Actively implementing, promoting and supporting these values

Human Rights

Making decisions and providing advice consistent with human rights

Actively implementing, promoting and supporting human rights

In accordance with the Charter of Human Rights and Responsibilities which came into effect on 1 January 2008, see Appendix "Charter of Human Rights & Responsibilities for Public Hospitals".

APPLICATION

ues stated within

the Code of Conduct for Victorian Public Sector Employees"

All staff understand their responsibilities and obligations, and have guidance when faced with an ethical dilemma or conflict of interest.

All staff will ensure implementation of the "Code of Conduct for Victorian Public Sector Employees" in the workplace.

All staff respect the rights, beliefs and property of others.

in the "Code of Conduct for Victorian Public Sector Employees"

disciplinary procedures.

Definitions:

CODE OF CONDUCT: outlines standards of behaviour expected of staff employed by the Swan Hill District Health

PUBLIC SECTOR EMPLOYEE: an employee or person employed by a public entity or special body

CONFIDENTIALITY POLICY

Policy Statement:

1. PURPOSE AND SCOPE:

1.1 Employees and other third parties have an obligation to maintain patient confidentiality under the Health Service Act 1988 Section 141 and Privacy legislation.

2. APPLICATION:

2.1 A confidentiality statement has been prepared and all employees must adhere to these obligations.

2.2 Confidentiality also applies to all parties associated with the Swan Hill District Health that, as part of their role, may have access to confidential information. Management and staff have an obligation to ensure third parties are made aware of confidentiality requirements.

2.3 Where appropriate the confidentiality statement should be included in agreements and contracts with third parties.

3. CONFIDENTIALITY STATEMENT:

3.1 Swan Hill District Health has a legal duty to each of its patients to keep all information concerning that patient confidential, unless the patient gives permission for the information to be released to other people. This duty covers the reason why the person is a patient of SHDH, the name of the patient and all details of treatment and services provided. This duty remains on SHDH after the patient is discharged.

This is the reason why it is essential that you observe the utmost discretion with regard to the information which comes into your possession in the course of your employment. Confidential information must NOT be discussed or any records improperly disclosed within or, more importantly, outside the Swan Hill District Health. However, it is obviously necessary to share confidential information regarding a patient with other members of the health care team in order to provide the best possible care and treatment for the patient. If you have any doubt as to what you should or should not do with information, contact your department head or if necessary another senior staff member.

There are a number of basic rules which you should keep in mind:

Do not discuss any patient with other patients, or those outside Swan Hill District Health, even your own family.

Show the patient's medical record only to other members of the health care team involved in the care and treatment of the patient and any other person authorised by the patient to see that record.

Do not start or repeat gossip about the business of SHDH or any patient.

This rule particularly applies to opinions regarding the clinical competency of any member of the Swan Hill District Health team.

This issue is so important that SHDH has decided that maintaining confidentiality is a condition of your employment and the Health Services Act provides for a fine of up to \$5,000 for breach of confidentiality.

The best way to avoid legal action being taken against you or even losing your job is to make strict confidentiality a habit.