

# How you can be all you can:

## With visitors and the public

Volunteers with cheerful demeanor and helpful manners make getting around our large campus a lot easier. Volunteers help many special needs patients with better physical access to our services. Volunteers are ready to assist the moment people arrive at our front door.

## With patients and their family

Volunteers have the time to listen, encourage and support. Sometimes it is difficult for the paid staff to spend as much time with our patients as they would like. Volunteers provide companionship and practical assistance for when patients can't physically leave the ward. Volunteers also comfort family members and keep them informed about their loved ones.

## Behind-the-scenes

A lot of the good work the volunteers do happens away from the public eye. Reliable and responsible volunteer support allows the front-line staff to spend more time helping our patients. Volunteers also draw upon their life skills and previous professional experience to assist in specialist volunteer roles and with project work.

## The Benefits:

- Participate in a world-class teaching and research facility
- Opportunity to network and develop your professional and life skills
- Social interaction with a broad range of people and cultures
- Build confidence and gain experience in work skills
- Maintain and increase your level of fitness
- Exposure to diverse range of health professions
- Support provided by a dedicated team
- Insurance cover, uniforms & car parking
- Meal Voucher after a 4-hour shift

## How do I join?

- Contact us with your name and contact details
- We'll send you an application form and invite you to a Recruitment Drive session (2 hours at a time that suits you)
- After this we'll and arrange an interview with you and contact your referees
- It is important to note that Roles are offered as positions become available and are matched to suit your skills



Terry with the Tea & Coffee Trolley



Wilma and Pat at the Meet & Greet counter

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## VOLUNTEER SERVICES UNIT

### Princess Alexandra Hospital



*Be all you can...*



Tel: (07) 3176 5605

## Would you like to be all you can as a PA Volunteer?



Colleen visiting a waiting patient

Our hospital has over 5000 staff and cares for over 370,000 patients each year.

We are one of 3 tertiary level facilities in Queensland and one of Australia's leading teaching and research hospitals.

Some people volunteer during high-school or university, to gain exposure to different health care professions. Others volunteer at later stages in their life, particularly after retirement. There are no 'typical' volunteers at the PA Hospital and we welcome people from all walks of life.

Volunteers are valued at our hospital; and their roles can be broadly defined into three categories:

- Support to the Visitors & Public
- Support to Patients & their families
- Support behind-the-scenes

It is important for you to think about what you would like from your volunteer experience so that we can best match you to one of our roles.

## Volunteer Roles

### With visitors and the public:

**Meet and Greet** - Support the information desk and admissions staff by guiding patients and visitors around the Hospital.

**Tea and Coffee Service** - Provide tea, coffee and magazines to patients and carers waiting in the busy outpatient clinic areas.

**Ushers** - Greet patients and visitors at the front entrance, provide parking advice and maintain a smooth flow of traffic and pedestrians.

### With patients and their families:

**Intensive Care Unit Support** - Provide support and serve tea and coffee to patient relatives in the Waiting room.

**Library Trolley** - Visit patients in the hospital wards and provide a free library service and social contact.

**Patient Visitor / Peer Support** - Visit patients in the hospital wards to provide companionship and social contact.

**Petals Floristry** - Brighten patients days and care for their flowers on the hospital wards.

**Recreation Support** - Support the Leisure Therapist and Recreation Officers in delivering activities eg: companionship, discussion groups, music therapy, leisure education, modified games & sports and relaxation therapy.

### Behind-the-scenes:

**Barista Coffee Fundraising** - Operate the Nespresso coffee machine and deliver orders around the hospital to staff. (Training provided)

**Busy Bee Crafts / Sewing (Occupational Therapy)** - Creating goods for patient use (sew,

knit, crochet) / cutting patterns and sewing patient aides.

**Departmental Support** - Varied roles: assembling patient crutches and dedicated unit support.

**Office Support** - Help with routine office jobs and support internal departments with custom requests. Also support the volunteer unit by assisting with recruitment, retention and recognition of volunteers.

**Project Roles** - Work for defined periods of time to help realise various projects.

### What is my commitment?

You can choose the hours you'd like to work, but for our standard roles we will ask you to commit to 4 hours per week for a minimum period of 3 months. If your circumstances permit, you may wish to volunteer for longer, but we understand that your time is precious. If you are unsure about your routine availability you might prefer a project role. Our core service hours are from: **8am - 4pm Monday to Friday**



David & Carol behind-the-scenes



Karl assisting a visitor at the main entrance