



princess alexandra hospital  
volunteer services unit

**information kit  
&  
application form**



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## **Be all you can...**

The Princess Alexandra Hospital has over 5000 staff and cares for over 400,000 patients each year. Our hospital is one of three tertiary level facilities in Queensland and one of Australia's leading teaching and research hospitals.

Our volunteers help make the experience of being in a hospital a little nicer for everyone. With the volunteers on hand, staff get to dedicate more of their time to patient care.

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

### **Volunteers are a precious resource that provide:**

- Skills that can not be resourced amongst paid staff
- Relief for paid staff from time consuming tasks enabling them to direct their resources towards patient care
- Community feedback into the Hospital
- Additional support to patients and their families

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

- Support to visitors and the public
- Support to patients and 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.

### **To gain the most from your volunteering you should consider the following:**

- The type of work that you would prefer (see page 5 for role descriptions)
- The time you have available to commit to the Hospital
- Personal skills you may have to offer the Hospital
- Out of pocket expenses that you may incur (transport/travel)
- Your personal motivation for offering to volunteer

### **What is in it for you?**

- Friendship and company
- Use and development of new skills
- Inclusion in a team with common goals
- Achievement of personal goals
- Development of a new or existing career path
- Confidence building

### **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 your time is precious. If you are unsure about your routine availability, you might prefer a project role which may be subject to availability.

Whatever your reason for volunteering your contribution will be greatly appreciated within the Hospital by management, staff, patients and their families.

**Please read the following information carefully before expressing your interest in voluntary work at the Princess Alexandra Hospital.**

**Cooling-Off Period:**

During the first month, both parties have a chance to change their mind about their decision.

**Identification:**

Volunteers will be issued with an Identification Badge and uniform. This badge and uniform must be worn at all times while working for easy identification by staff, patients and visitors to the hospital.

**Meal Vouchers:**

All volunteers, after working a 4-hour shift, are provided with a meal voucher for use in the Hospital Cafeteria.

**Presentation:**

Volunteers are expected to be neat and tidy in their grooming and dress at all times. Acceptable dress standards for women are: dresses, skirts, blouses, tailored trousers and knee length shorts. Acceptable standards for men are trousers, shirts, dress shorts, and polo shirts. Volunteers are required to wear comfortable closed in shoes as they do a lot of walking. Volunteers have a choice of wearing the volunteer Polo shirt or a tabard style apron whilst on duty.

**Safety:**

Volunteers are asked to comply with Workplace Health & Safety standards and do not perform any task that they are unsure of, or believe is beyond their strength or capabilities. Volunteers, while on roster, are covered by Personal Accident Insurance and QLD Health Public Liability Insurance.

**Service Hours:**

The service hours are from 8am – 4pm Monday to Friday. Generally a **4 hour** shift is required, however many volunteers choose to work 6 or 8 hours shifts. Behind-the-scenes and work with patients & families have roles that are more flexible with rostering requirements.

**Transport:**

Getting to and from a volunteer shift is your responsibility. The Hospital is central to the Brisbane Citybus and Citytrain with both Buranda, Park Road and Dutton Park train stations within walking distance. For further information and timetables contact the Transinfo Line on 13 11 23. The hospital provides free parking for volunteers in the basement car park. Use of the basement car park is strictly monitored. If this car park is full, a discounted rate is available at both the Metro Multi-storey and the Buranda Multi-storey for volunteers.

**Volunteer-Organisation Agreement:**

If you commence duties as a volunteer you will be required to sign a Volunteer-Organisation Agreement. Volunteers are required to observe the same Code of Conduct and Duty of Care as are followed by all other Hospital staff.

**Criminal History Check**

Volunteers are required to undergo a pre appointment criminal history check. You will be requested to provide written consent and adequate proof of identity that includes your name, date of birth and signature in order for this check to be carried out. Appointment to a volunteer role will be subject to a satisfactory criminal history assessment.

## **How do I join?**

It is important to note that volunteer roles are not automatically offered and all applicants undergo the same recruitment and screening process.

- Call our office and tell us your name and contact details
- We'll send you an application form, which you'll then complete and return to us
- We'll then contact you to arrange for a time for you to come to an information session (2 hours at a time that suits you)
- After this we'll arrange an interview with you and contact your referees
- Roles are offered as positions become available and are matched to suit your skills

## **What if I've changed my mind?**

Where you choose to volunteer depends on which organisation meets your needs and needs your contribution. There are many opportunities to volunteer in the community. Listed below are some website addresses where you can search for current positions available. Good Luck!

[www.volunteeringaustralia.org](http://www.volunteeringaustralia.org)

[www.volunteeringqueensland.org.au](http://www.volunteeringqueensland.org.au)

[www.volunteer.com.au](http://www.volunteer.com.au)

**On receipt of the completed application form, you will be contacted to arrange a time for you to come to an information session.**

***Diane Tenbrink  
Acting Manager, Volunteer Services Unit  
Ground Floor, Bldg 15  
Princess Alexandra Hospital  
Ipswich Road, Woolloongabba Q 4102  
Ph:3176 5605 Fax: 3176 5261  
Email: [PAHVolunteerServicesUnit@health.qld.gov.au](mailto:PAHVolunteerServicesUnit@health.qld.gov.au)***

## **INFORMATION ON VOLUNTEER ROLES**

### **With visitors and the public**

**Meet and Greet:** 8:00am – 4:00pm Monday to Friday (4 hour shifts)

Support the information desk and admissions staff by guiding patients and visitors around the Hospital.

**Tea and Coffee Trolley Service:** 8:00am – 4:00 pm Monday to Friday (4 hour shifts)

Provide tea, coffee to patients and carers who have long wait times in the busy outpatient clinic areas.

**Ushers:** 8:00am – 4:00pm Monday to Friday (4 hour shifts)

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

### **With patients and their families**

**Intensive Care Unit (ICU) Support:** 9:00am – 2:00pm Monday to Friday (5 hour shifts)

Provide empathy and support to patient relatives in the ICU Waiting room.

**Library Trolley:** 9:00am – 1.00pm Monday to Friday (4 hour shifts)

Visit patients in the hospital wards and provide a free library service.

**Patient Visitor / Peer Support:** 9:00am – 1.00pm Monday to Friday (4 hour shifts)

Visit patients in the hospital wards to provide companionship and social contact.

**Petals Floristry:** 9:00am – 1:00 pm Mon, Wed, Fri (4 hour shifts)

Brighten patient's days and care for their flowers on the hospital wards.

**Recreation Support:** 9:00am – 1:00 pm Monday to Friday (4 hour shifts)

Support the Leisure Therapist and Recreation Officers in delivering activities such as: companionship, discussion groups, music therapy, leisure education, outdoor sessions, modified games & sports and relaxation therapy. Service areas include: Acute & Cancer, Aged Care, Mental Health and Older Persons Mental Health.

**Falls Sitter:** 8:00am – 4:00pm Monday to Friday (4 hour shifts)

To support ward staff in preventing patient falls during identified high-risk times by sitting with patients and offering companionship consistent with the patient's cognitive ability e.g. chatting, reading, playing cards, writing letters etc

### **Behind-the-scenes**

**Barista Coffee Fundraising:** 8:00am – 12:00 pm Monday to Friday (4 hour shifts)

Operate the Nespresso coffee machine and deliver orders around the hospital to staff. (Training provided)

**Crafts / Sewing (Occupational Therapy):** Flexible depending on volunteers availability

Creating goods for patient use (sew, knit, crochet) / Cutting patterns and sewing patient aides.

**Departmental Support:** Flexible depending on needs of department (4 hour shifts)

Varied roles include: assembling and maintaining patient crutches for Orthopaedics and Emergency, Peer Support if you are a past patient, Fundraising Raffles and Support to units that are not on PAH Campus.

**Office Support:** 8:00am – 4:00pm Monday to Friday (4 hour shifts)

Help with routine office jobs and support internal departments with custom requests.