

POSITION DESCRIPTION

Position	Volunteer Support Officer-Programs
Division	Primary Care Services
Classification	Administration Level 1 – HS14-HS17
Enterprise Agreement	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Reports To	Manager, Access and Intake
Direct Reports	Volunteers
Infection Control Risk Category:	B

Approved:	Director, Primary Care Services	Approval Date:	March 2024
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PRIMARY OBJECTIVE (or purpose):

You are responsible for direct reporting into the Manager Access and Intake by working closely with the Volunteer Program Coordinator to be the point of contact for volunteers and their assigned program area, such as Board sub-committees, other committees, departments, and association services/programs at Portland District Health (PDH).

You contribute to the effective and efficient operations of Primary Care Services department, Portland District Health.

You contribute to the quality, safety, and risk management programs for the division of Primary Care Services.

PORTLAND DISTRICT HEALTH VALUES

Compassion	Accountability	Respect	Excellence
PDH CARE GOALS			
Person-centred	People's values, beliefs and specific needs and circumstances guide the delivery of care and organisational planning.		
Safe	Avoidable harm is eliminated.		
Effective	The right care is delivered, in the right way, at the right time with the right outcomes.		
Connected	Staff and consumers work together to achieve shared goals; people experience service and support continuity as they move through the service system.		

KEY ACCOUNTABILITIES

Key results Area	Key Activities	Performance Measures
Volunteer support	<ul style="list-style-type: none"> Actively support the Manager and Volunteer Program Coordinator to promote volunteering programs and opportunities within PDH and to the community to attract volunteer workforce. Holds a volunteer portfolio as assigned by Manager, Access and Intake in relation to: <ul style="list-style-type: none"> Committees Review of health Information Department helper Visitor (patient, client, or resident) Social support - groups 	<ul style="list-style-type: none"> Volunteer workforce delivers support to services. Volunteer feedback Attendance at volunteer events Adherence to policies and procedures

POSITION DESCRIPTION

	<ul style="list-style-type: none"> - Driver - community transport, meal delivery - Events - Specific project/ planning feedback • Provide front line service support to volunteers and their assigned areas/ functions. • Maintain a regular line of communication with volunteers to ensure their health and wellbeing are cared for during their volunteering time. • Maintain proper record of volunteer data and rostered areas. • Manage phone calls, messages, emails, and faxes related to volunteer requests. • Direct, inform or respond as necessary to enquiries from volunteers and staff. • Input data into relevant volunteer program register and maintain statistics in line with program requirements. • Support training of new volunteers and staff. • With the Manager and Volunteer Program Coordinator's support, promote, recognise, and celebrate volunteer contribution through key occasions and events. • Provide information for the bi-monthly volunteer newsletter and other communication to volunteers. • Attend regular staff and volunteer meetings to make sure actions and issues are raised, addressed, and resolved. • Contribute to actions/activities that assist to meet the NHQS standards, and Aged Care Quality Standards for PDH accreditation. 	
Leadership and Teamwork	<ul style="list-style-type: none"> • Demonstrate a professional responsibility for your own work. • Ensure the vision, mission and values of the organisation are understood and integrated into daily practice. • Develop and maintain positive working relationships with members of PDH staff. • Demonstrate agreed behaviours and communicate effectively whilst engaging with the multidisciplinary team to ensure patients receive quality ongoing care. • Actively participate in the promotion of a positive and engaging team culture • Attend and participate at staff, volunteer, and other relevant meetings. 	<ul style="list-style-type: none"> • Staff satisfaction • 100% Compliance with mandatory competencies
Professional Development and Scope of Practice	<ul style="list-style-type: none"> • Demonstrate continual professional development and learning. • Share knowledge willingly. 	<ul style="list-style-type: none"> • 100% Completion of required mandatory training and education. • Participation in annual staff appraisal

POSITION DESCRIPTION

	<ul style="list-style-type: none"> • Understand the application of the relevant health care or industry standards. • Complete mandatory training and education 	
Quality and Safety	<ul style="list-style-type: none"> • Work collaboratively with the Quality Team to implement improvements. • Conduct or participate in audits as required and contribute to the development and implementation of actions to address issues arising. • Contribute to quality improvement activities within the department, in accordance with PDH policies. • Always maintain a safe and high-quality environment, in accordance with PDH policies. • Reports all incidents through Riskman. • Ensure volunteers follow PDH Infection Control policies, procedures, and guidelines 	<ul style="list-style-type: none"> • Completes relevant audits and initiates actions. • Contribution to Quality Improvement plans • Demonstrated use of the incident management system
Information Management	<ul style="list-style-type: none"> • Monitors own day to day performance against operational targets and strategic goals. • Display and promote correct documentation techniques and initiates regular documentation auditing to ensure legal, professional and organisational standards are met and maintained. • Abide by the PDH's requirements pertaining to appropriate Information Security and Information Management regulations and report an accidental or malicious breach of these regulations to the appropriate department. • Ensure consumer information is accurate and only released in line with the Health Records Act requirements 	<ul style="list-style-type: none"> • Achieves funded activity and reporting requirements • Ensures all information management meets the legislative requirements and organisational standards. • Documentation Audits
Occupational Health and Safety	<ul style="list-style-type: none"> • Is familiar with and ensure that all appropriate actions are taken to implement OH&S policy and procedures and that legislative requirements are met within the service. • Report any incidents or potential hazards in accordance with PDH policies and procedures including effective reporting via Riskman. • Assist in the planning, development, and implementation of OH&S measures. • Demonstrate a commitment to health and safety in line with PDH's OHS policies, procedures, training requirements and legislative/regulatory requirements, driving a high standard for others to follow. • Know what to do in an emergency. 	<ul style="list-style-type: none"> • Participation in team meetings where key OH&S issues are discussed and resolved. • Evidence of hazard and incident reporting using Riskman • Maintains compliance with mandatory OHS and Emergency Management training requirements.
OTHER DUTIES		

POSITION DESCRIPTION

	<ul style="list-style-type: none">• Exhibits a commitment to PDH Values including team based above and below behaviours.• Monitors own day to day performance against operational targets and strategic goals.• Comply with all relevant PDH policies and procedures.• Perform all other duties as directed within the limits of skill, competence, and training to maximise flexibility and effectiveness	<ul style="list-style-type: none">• PDH values always modelled.• Demonstrated use of incident management system• Adherence to applicable health care or industry standards
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KEY SELECTION CRITERIA – SPECIALIST KNOWLEDGE

QUALIFICATIONS -

ESSENTIAL:

- A combination of relevant training and experience in volunteering support, customer service and/or administrative support deemed to be appropriate to the department.

DESIRABLE:

- Relevant recognised industry certificate.

EXPERIENCE and/or SPECIALIST KNOWLEDGE -

ESSENTIAL:

- Experience in providing quality customer service and/or volunteer support in frontline role and ability to engage with a wide diversity of people.
- Demonstrated organisational skills, particularly ability to prioritise work, manage multiple tasks and competing priorities and meet deadlines.
- Ability to take initiative and work independently when required but also to work cooperatively with others as part of a team.
- Good computer literacy, including ability to access and use organisational IT systems and emerging technologies which are relevant to the role.
- Understanding of opportunities and challenges associated with providing rural health care services.

OTHER REQUIREMENTS:

- Current Victorian Driver's licence.
- Current employee police check, Working with Children's check and NDIS worker screening check.
- Current evidence of immunisation history including mandatory COVID-19 doses (3) and serology results.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Portland District Health's discretion and activities may be added, removed, or amended at any time.

POSITION DESCRIPTION

JOB DEMANDS CHECKLIST

Portland District Health endeavours to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicant will be required to sign the acknowledgment at the end of the position description to confirm their ability to perform the job demands of this position.

Frequency definitions						
I = Infrequent	Activity may be required very infrequently					
O = Occasional	Activity required occasionally, not necessarily all shifts					
F = Frequent	Activity required most shifts, up to 50% of the time					
C = Constant	Activity that exists for most of each shift and may involve repetitive move for prolonged periods					
N/A = Not Applicable	Activity not performed					
Aspects of normal workplace				Frequency		
Physical Demands						
Demands	Description	I	O	F	C	N/A
Sitting	Remain seated to perform tasks			✓		
Standing	Remain standing to perform tasks			✓		
Walking	Periods of walking required to perform tasks		✓			
Bending	Forward bending from waist to perform tasks		✓			
Kneeling	Remain in a kneeling position to perform tasks					✓
Lifting/Carrying	Light lifting and carrying	✓				
	Moderate lifting and carrying					✓
	Assisted lifting (mechanical, equipment, person assist)					✓
Climbing/Working at heights	Ascending and descending ladders, stools, scaffolding					✓
Pushing/Pulling	Moving objects (e.g.: trolleys, beds, wheelchairs, diagnostic equipment, cleaning equipment)		✓			
Reaching	Arms fully extended forward or raised above shoulder to perform tasks		✓			
Crouching	Adopting a crouching posture to perform tasks					✓
Foot movement	Use of leg and/or foot to operate equipment (or machinery)	✓				
Head postures	Holding head in a position other than neutral (facing forward) to perform tasks			✓		
Fingers/Hand/Arm movement	Repetitive movements of fingers, hands, and arms (e.g.: computer keyboard, computer mouse, touch screens)				✓	
Grasping/Fine manipulation	Gripping, holding, clasping with fingers or hands			✓		
Driving	Operating a motor-powered vehicle (e.g.: use of hospital cars to undertake duties, making deliveries, ride on mower, forklift, bus etc.)					✓

Aspects of normal workplace		Frequency				
Psychosocial Demands						
Demands	Description	I	O	F	C	N/A
Shift work	Rotation of shifts on a rostered basis including day, afternoon, or night					✓

POSITION DESCRIPTION

Distressed people	Highly emotional people crying, upset, unhappy (e.g.: emergency or grief situations)			✓		
Aggressive/Unpredictable people	Raised voices, yelling, swearing, and arguing (e.g.: people affected by drugs or alcohol, dementia, mental illness)			✓		
Exposure to distressing situations	(e.g.: Child abuse, delivering unwelcome news, viewing extreme injuries, viewing deceased)			✓		
Environmental demands						
Gases	Working with explosive or flammable gases requiring precautionary measures					✓
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE					✓
Noise	Prolonged and frequent periods of background noise levels which necessitates people raising their voices to be heard					✓
Biological hazards	Exposure to body fluids, bacteria, infectious diseases requiring PPE		✓			
Cytotoxic hazards	Handling and/or preparation of cytotoxic materials					✓
Radiation						✓

Acknowledgement:

I acknowledge that I have received a copy of this position description and understand the requirements of this position. I agree to work in accordance with this position description.

As the incumbent of this position, I confirm I have read the job demands checklist as attached, understand its content, and agree to work in accordance with the requirements of this position.

I accept that the position description as stated above may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to the position description will be consistent with the purpose for which the position was established.

EMPLOYEE NAME:		
EMPLOYEE'S SIGNATURE:		DATE:
MANAGER'S NAME:		
MANAGER'S SIGNATURE:		DATE: