

# Olivia Newton-John Cancer Wellness & Research Centre

## GENERAL VOLUNTEER POSITION DESCRIPTION

The Vision for Austin Health Cancer Services, the Olivia Newton-John Cancer Wellness & Research Centre (ONJ Centre) is 'You Matter'. You are a person, you are family, friends and carers, you are a staff member, you are a volunteer and you are part of our community.

### Role

The role of the volunteer at the ONJ Centre is to assist in improving the hospital experience for patients and carers, to ensure that they feel that they matter. This is achieved through the direct and indirect support of patients and carers in roles such as:

- Direct patient/carer support and companionship
- Activity facilitation
- Way-finding and concierge
- Information support
- Administration
- Consumer engagement
- Staff and environmental support

### Line of Reporting

The ONJ Centre volunteer is responsible to the Manager of Volunteer Program Cancer Services. Volunteer Program (Cancer Services) staff are responsible for the recruitment, training and ongoing supervision and support of all ONJ Centre volunteers.

The ONJ Centre volunteer will be linked with a 'key support person' in the department/unit in which they will work who will provide direct supervision to the volunteer and will be responsible for delegating appropriate tasks within the scope of the specific volunteer role. The ONJ Centre volunteer will report to their 'key support person' for all tasks and associated concerns.



## Skills and Attributes

Inherent in the role of the ONJ Centre volunteer is their ability to empathically and respectfully connect with patients and carers, directly or indirectly. This is sustained by personal attributes that the ONJ Centre volunteer brings to their relationship with all they come in contact with through their role (i.e. patients, carers, staff, visitors, community members). Therefore ONJ Centre volunteers must be able to demonstrate:

- The ability to express empathy and respect for others;
- The ability to listen and be present;
- A strong sense of self and self-awareness;
- The capacity to understand and help others proactively whilst maintaining clear boundaries of responsibility;
- The ability to integrate professional and personal learning experiences into the helping process in order to convey an understanding of ONJ Centre vision and philosophy;
- The ability to accept feedback;
- Willingness and ability to respond reflectively to feedback given in training and supervision about their performance and apply that to ongoing practice;
- Awareness of personal bias;
- Openness to diversity;
- Openness to change; and
- Ability to be flexible and responsive.

## Requirements

The ONJWC volunteer must be able to demonstrate their willingness to: Undertake the ONJ Centre initial training program, buddying experiences and three-month probation;

- Adhere to Austin Health and ONJ Centre values, vision and philosophy;
- Work with a diverse range of patients, carers and staff;
- Work with people from culturally and linguistically diverse backgrounds;
- Work effectively with other ONJ Centre team members;
- Maintain consistency in commitment, reliability and punctuality;
- Commit to minimum requirements concerning shift times and frequency, supervision and professional development;
- Maintain a commitment to meeting annual mandatory training and other accreditation requirements;
- Recognise when additional supervision and debriefing is necessary; and
- Practice self-care strategies.

## Qualifications and Experience

The ONJ Centre volunteer must be able to demonstrate:

- A high level of written and verbal English communication skills

There may be a requirement for other qualifications and experience for specific roles.

