



Volunteer Position Description

Our Vision: QEC's vision is for our children to get the best start in life.

QEC Values:

- Respect: We respect the feelings and beliefs of others
- Teamwork: We listen to, acknowledge and accept others in our team
- Integrity: We approach others with fairness, honesty and openness
- Excellence: We strive for excellence and quality in everything we do
- Resilience: We are positive in our approach to all challenges

Volunteer Role Title: **Welcome Volunteer**

Location: 53 Thomas Street, Noble Park

Hours: The welcome committee will operate every Monday with shifts commencing at 8.00am and 11.30am. QEC is ideally seeking volunteers who can commit to one shift per week or fortnight, and will endeavour to offer flexibility when required.

Reports to: **People and Culture, Manager Residential Services**

INTRODUCTION

For over 90 years the *Queen Elizabeth Centre* (QEC) has provided specialised care, support and guidance to help parents manage the many challenges that arise during early parenthood, from before birth until 48 months. Priority is given to families who face physical, psychological, intellectual or environmental challenges which compromise their ability to provide an environment that nurtures and supports the health and wellbeing of their infants.

We work in partnership with families to understand their challenges and develop strategies to overcome them. These are incorporated into an action plan that our staff work through with parents. These programs might include a one, five or ten day residential program at QEC Noble Park, intensive in home support or involvement in a ten week, or ongoing group program. The action plan helps the family to continue to work on these strategies at home and embed the changes. Many of our families are exposed to serious adversity including family violence, trauma, alcohol and substances abuse and mental health problems leading to reduced capacity to provide safe, consistent parenting. Our programs support families to achieve better life outcomes for their children, transform and develop family resilience, community connections and develop stronger social capital, major determinants of individual and community health.

Organisational Overview

The QEC is a 42 bed public hospital registered by the Department of Health. It employs approximately 130 staff including Maternal and child health nurses, midwives, psychologists, social workers and mothercraft nurses/early childhood workers contribute to the make-up of our clinical staff. QEC employs a Medical Officer. Funds are received from a range of state and commonwealth government departments, philanthropic funds, donations and the QEC Foundation. All funding sources require separate financial accountabilities. A national conference, showcasing the work of

POSITION CONTEXT

Volunteer Role Objective:

The Queen Elizabeth Centre offers a 5 day residential program for parents and caregivers experiencing challenges with parenting. Families are admitted every Monday. Discharges for the 5

day program occur on a Friday. Families are provided with practical support, education and advice whilst residing at QEC. During both admission and discharge periods, a range of challenges and emotions for both parents and children can become apparent. The Welcome Volunteer is there to offer support both physically and emotionally to parents and children. As a volunteer your aim is to make the experience of entering the service one that is positive, nurturing and to alleviate stress and anxiety where possible.

TASKS/DUTIES INVOLVED:

- Volunteers MUST sign in upon arrival at the QEC Centre and sign out upon completion of their duties for the day.
- Meet and greet families as they arrive at QEC
- Assist families with luggage and personal belongings
- Take families to the kitchen upon arrival to discuss any dietary requirements
- On completion of admission to the Residential program the volunteer may accompany the family to their room to assist with settling them into their surroundings
- Provide families with a general tour of the facilities
- Assist in the playroom when required
- Other adhoc duties as required
- During admission for families in the Residential program create a friendly and warm environment
- Engage with children, creating a nurturing environment

SKILLS/QUALIFICATIONS/EXPERIENCE NEEDED:

- QEC Welcome Volunteers will have the ability to quickly develop rapport with families. The ability to offer genuine compassion, empathy and sensitivity.
- Excellent communication skills, with the ability to listen and respond appropriately to a family's need for support.
- The ability to work with and support families who are facing a range of challenges, some of which are vulnerable and at risk in the community.

- The ability to manage situations that are potentially stressful and/or emotional whilst maintaining appropriate professional boundaries.
- Operate in a manner that is consistent with QEC's organisational values and the Victorian Public Service code of Conduct.
- A passion and enjoyment for working with children and families.
- Willingness to work as part of a team.

OTHER REQUIREMENTS:

- Every person applying to volunteer with QEC will have a formal interview, and will be required to provide a contact number of 2 relevant work referees.
- Volunteers are required to have a Police Check clearance prior to commencing their volunteer work. QEC will process and pay for the Police clearance.
- Immunisation status is required
- Volunteers are required to have a Working with Children Check prior to commencing their volunteer work. The Working with Children check is the responsibility of the volunteer to process.
- Confidentiality of client information is of utmost importance and must not be given to any third party (eg addresses or the fact that they are attending the Centre).
- Volunteers are required to read the QEC Volunteer handbook, identifying guidelines and to sign an agreement to abide by these guidelines throughout the course of their volunteer work with QEC.
- Volunteers are required to attend orientation training

ADDITIONAL TRAINING REQUIRED/OFFERED:

From time to time training opportunities relevant to volunteers' needs and the needs of the service are offered. Volunteers are strongly encouraged to attend these training sessions wherever possible.

STATEMENT OF UNDERSTANDING

I, _____ understand the statement of duties outlined above.

I understand that

- The work that I am undertaking is of a volunteer purpose and to my own free will and without payment or remuneration.
- I understand that activities that I undertake will be for the sole purpose of benefiting the community.
- My volunteering will complement but does not replace the activities of paid staff.
- I will abide by the Policies and Procedures of Queen Elizabeth Centre, including Confidentiality, Code of Conduct, Occupational Health and Safety.
- Any misconduct or breach of any of the QEC's Policies and Procedures may lead to a review and may result in the cessation of volunteer work.

Volunteer Name: _____

Signature: _____

Date: _____

Information Contact: QEC People & Culture Telephone 9549 2777

Email: peopleandculture@qec.org.au