

# Gold Coast Health Volunteer Services



## Welcome to Gold Coast Health Volunteer Services

Our volunteers are a vital support to our operations and staff here at Gold Coast Health. Their contribution is never taken for granted and we place great importance on their activities.

This might be assisting people to navigate our complex hospital spaces, ensuring patients reach their appointment destinations, helping with ward activities or offering friendly reassurance to patients.

A small, compassionate gesture goes a long way to improve the experience for all our patients and visitors and helps us in our pursuit of delivering excellence in health care.

Thank you for considering to join our team and support our patients and their families at what can be difficult times. We are truly grateful for your time and compassion.

We hope any voluntary contribution you choose to undertake at Gold Coast Health is enjoyable and fulfilling and as valuable an experience to you as it is to those who come through our doors every day.

## Volunteer Services

The following information is designed to assist you in becoming familiar with the roles our volunteers perform and the duties required for each of those roles. Please read the information carefully and ask any questions of the volunteer services staff.

For your benefit, and that of the organisation, it is important that your role is carefully defined, and that you are provided with regular feedback as to the valuable contributions of your efforts.

Volunteers offer support in many ways. Any support given to patients and their families or attending medical staff is a valuable, worthwhile contribution and can make a patient's stay a little more comfortable.



## Our organisation's Vision and Values reflect the qualities in people we seek in our volunteer workforce.

### Our Vision

We will have the best health outcomes in Australia.

### Our Purpose

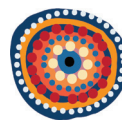
To be a leader in compassionate, sustainable, highly reliable healthcare.

### Our Values



#### Integrity

To be open and accountable to the people we serve



#### Respect

To listen, value and acknowledge each other



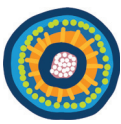
#### Community First

To have the patient's and the community's best interests at heart



#### Compassion

To treat others with understanding and sensitivity



#### Excellence

To strive for outstanding performance and outcomes



#### Empower

To take ownership and enable each other to achieve more



## About our Volunteer roles

- ♡ We seek volunteers who are committed, reliable and willing to offer support on a rostered basis. We ask for a weekly commitment for a minimum six months.
- ♡ Our volunteer positions are not work experience roles. Volunteers do not perform roles that staff are paid to do.
- ♡ All volunteers must be over the age of 18 years.

## Roles and Responsibilities



### Days

We have volunteers on site working Monday to Friday between 8.00am to 4.00pm



### Shifts

Start times vary. Most of our volunteering roles are a maximum 4-hour shift, mornings or afternoons. We ask for a weekly commitment for a minimum 6 months.



### Mandatory requirements

Volunteers are required to be up to date with their vaccine preventable disease vaccinations as per Queensland Health Directives. We can assist you with this. Volunteers also require a clear Criminal History Check and Working with Children Blue Card. These will be arranged at no cost to you.



### Training

Volunteers must attend Orientation and receive a work unit induction. All our volunteers are given role descriptions and duty statements and receive any necessary training for the roles they are doing. Training is ongoing or as required.



### Physical requirements

Volunteers are required to be active, and independently able to manage a 4-hour shift. There is a requirement for standing and walking during shifts. Volunteers must be willing to follow directions, display compassion, maintain confidentiality and have good communication skills which are essential in all our roles.



### Duty statements

Our volunteers are issued with a duty statement for each of the roles they learn. We ask for flexibility in learning various roles so that we can place you where you're needed most.

## Current Volunteer Service roles

- Aphasia Peer Support
- Breast Screening Clinic
- Cancer Services – Day Unit
- Diabetes Centre
- Endoscopy Unit
- Foundation Retail
- Justice of the Peace
- Menu Monitor
- Music Therapy
- Tugun Satellite Health Centre
- Neurosurgical Screening Clinic Peer Support
- Children's Ward
- Palliative Care
- Q-Flow Kiosks
- Transfer Unit
- Trauma Survivor P.A.R.T.Y. presenter
- Trauma Survivor Peer Support
- Varsity Lakes Day Hospital
- Way Finding Ambassadors
- Breastscreen Sista Shawl Program



## Benefits

Volunteering is a great way to:

- give back to your community
- gain exposure to working within a busy health environment
- make new friendships and networking opportunities
- develop and learn professional skills
- improve your mental, emotional, and physical health and wellbeing
- gain self-confidence, self-esteem, and life satisfaction.

**i** If you would like to become a volunteer for the Gold Coast Hospital and Health Service please get in touch.

Volunteer Services  
Monday to Friday (except Public Holidays)

📞 07 5687 3903

✉ [GCHHS\\_Volunteers@health.qld.gov.au](mailto:GCHHS_Volunteers@health.qld.gov.au)

🌐 [www.goldcoast.health.qld.gov.au](http://www.goldcoast.health.qld.gov.au)

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