



Position Description

Role:	Hospitality Volunteer – In Patient Unit
Department:	In Patient Unit (IPU)
Date:	July 2020
Hours:	This role would suit people wishing to volunteer who are able to be available at times during the day or evening on a roster either Weekly, Fortnightly or 4 weekly

This job description is designed to give an indication of the types of work and performance expected of the job holder. It does not provide an exhaustive list of duties or performance standards, and the job holder agrees to undertake any other tasks that are consistent with the position and with the provisions of quality service to Mary Potter Hospice patients and their families and whānau. In order to meet the changing needs of Mary Potter Hospice, this job description may require change from time to time.

Overview of the role

The Hospitality Volunteer – In Patient Unit (IPU) offers essential support to the patients, their whanau and friends during their time at Mary Potter Hospice in Newtown.

The purpose of this role is to deliver either lunch, afternoon tea, or dinner to patients, their whanau and visitors seven days a week as rostered.

Scope

Reports to: Inpatient Unit (IPU) Volunteer Lead

Location: 48 Mein Street, Newtown, Wellington

Key Competencies

To be successful in this role you must be able to demonstrate the following skills and competencies:

- A high degree of sensitivity to others
- Ability to build and maintain rapport and help people feel at ease
- Be comfortable volunteering in an environment where people are unwell
- Excellent interpersonal and communications skills
- Must have integrity, including confidentiality
- Demonstrate resilience while also being able to ask for help as needed

Key Tasks

Serving refreshments/meals:

- Serving refreshments/meals to patients, and at times to patients, whanau and friends
- Adherence to Mary Potter Hospice hygiene rules, e.g. regularly and thoroughly washing hands, ensure use of tongs and gloves provided.
- Communicate with Hospitality Manager in regards to special needs and diets
- Keep an inventory of items of food and drinks taken and refilling as required.

Rostered Shifts:

- Attend rostered shifts on time
- Keep track of shift day, time, and frequency
- Give Inpatient Unit (IPU) Volunteer Lead and the Hospitality Managers as much notice as possible about planned leave (e.g. another commitment or a trip).
- Contact the IPU reception about unplanned leave (e.g. sick leave) as soon as you know you cannot do your shift
- If you cannot do a shift please consider swapping with someone or picking up another vacant shift

Health and Safety *(all roles have a H&S component, some more detailed than others. The tasks here are the minimum expected of all roles)*

- Practise within Mary Potter Hospice health and safety policies and procedures outlined in the Health and Safety Policy Manual
- Report all identified hazards, incidents (including near-misses) and accidents
- Participate in mandatory health and safety training as required.

Outputs/expected results/Key performance indicators

- Patients receive a timely, high quality hospitality service
- The hospitality service runs smoothly
- Volunteers work in a timely and organised manner
- Volunteers demonstrate a willingness to go the extra distance to meet customers' expectations

Outcomes

- Patients hospitality needs are met or exceeded

- Mary Potter Hospice is a safe and healthy place to work.

Person Specification

- Previous experience working in hospitality an advantage.
- Understanding of food handling criteria
- Ability to interact with a range of people

Signed: Date:

(Job Holder)

Signed: Date:

(Director)

Job Description Appendix

The values of the Venerable Mary Potter and the vision of Dame Cecily Saunders are deeply held by Mary Potter Hospice staff and volunteers and underpin all the work we do.



Our values

- Mana/Respect
- Aroha/Compassion
- Rangatiratanga/Dignity
- Manaakitanga/Hospitality
- Kaitiakitanga/Stewardship

Our vision

That people in our communities who need palliative care have access to compassionate and quality care, when and where they need it.

Our approach

Taking a whole person approach, we will provide and promote high quality specialist palliative care, grief support, education and care planning services. Working alongside our health partners, we aim to make a difference in the communities we serve.

