

Position Description

Role:	IPU Dinner
Department:	In Patient Unit IPU
Reporting To:	Inpatient Unit (IPU) Volunteer Lead:
Hours:	On a regular roster 5.20pm - 6.40pm either weekly, fortnightly or 4 weekly
Location:	48 Mein Street, Newtown, Wellington
Date Prepared:	March 2022

Purpose of the role

The purpose of this role is to deliver dinner and refreshments to patients, their whanau and visitors as rostered. In doing so the IPU Dinner volunteer provides essential support to patients, their whanau and friends during their time at Mary Potter Hospice in Newtown.

Key Tasks

To Serve refreshments/meals. This involves:

- Understanding and adhering to Mary Potter Hospice's food hygiene policies and rules, such as regularly and thoroughly washing hands, using tongs and gloves as provided.
- Checking volunteer menu information sheets to identify patients receiving refreshments/meals and to note any special cases or dietary requirements.
- Clarifying any instructions with the patient's nurse or Duty Lead if necessary.
- Offering patients and visitors light refreshments (tea or coffee and biscuits etc). If there are a large number of visitors, refer them to the family kitchen.
- Encouraging and welcoming feedback on meals, both appreciative and where improvements can be made. Note any comments in the volunteers' message book.

Volunteering for Rostered Shifts: *This involves*

- Attending rostered shifts in a timely fashion as required.
- Keeping track of shift day, time, and frequency and entering your volunteering shift time in the sign-in book.
- Give Inpatient Unit (IPU) Volunteer Lead and Hospitality Managers as much notice as possible about planned leave (e.g. another commitment or a holiday/trip).
- Contact 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

- Be familiar with Mary Potter Hospice’s Health and Safety policies and procedures and carry out all your hospitality tasks and activities in accordance with these guidelines. In particular: report all hazard’s, incidents and accidents; identify, minimise and report risks; and, participate in health and safety training as mandated.

Key Competencies

You will need the following skills and competencies to successfully perform this role: Empathy; Timeliness; Communications; *Interpersonal skills*; Integrity (Confidentiality); Resilience; Going the extra mile; *previous relevant experience*.

- **Empathy:** Demonstrates a high degree of sensitivity to others.
- **Interpersonal:** has the ability to build and maintain rapport with a wide range of others and assists people *to feel at ease*.
- **Communications:** Is able to communicate with *diverse groups of people* in a clear, relaxed and open manner.
- **Resilience:** *Is comfortable volunteering in an environment where people are unwell. Able to ask for help if needed.*
- **Integrity:** Knows how to act with integrity, and respects patient confidentiality.
- **Going the ‘Extra Mile’:** Is prepared to provide support and meet expectations beyond that which is strictly required when and if appropriate.
- **Timeliness:** Works in a timely and organised manner; especially concerning meal delivery.
- **Food Handling:** Will have a solid understanding of food handling criteria and practice.
- **Previous Experience:** *Previous experience working in hospitality is an advantage*

Signed: Date:

(Volunteer Job Holder)

Signed: Date:

(Director)

Appendix



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 values

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

Please refer to our code of conduct document for more detailed information on our vision, values and approach.