

## Position Description:

<b>Role:</b>	IPU Meals
<b>Department:</b>	In Patient Unit (IPU)
<b>Reporting to:</b>	Inpatient Unit (IPU) Volunteer Lead.
<b>Hours:</b>	This role suits volunteers who are able to be available at times during the day or evening on either a weekly, fortnightly or 4 weekly roster.
<b>Location:</b>	48 Mein Street, Newtown, Wellington
<b>Date:</b>	April 2024

### Purpose of the role

The **purpose** of this role is to deliver lunch, afternoon tea, or dinner to patients, their whanau and visitors seven days a week as rostered. In doing so IPU Meals 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.
- Offering patients and visitors light refreshments (tea or coffee and biscuits etc). If there are large numbers 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 shifts as rostered in a timely fashion as required.
- Keeping track of shift day, time, and frequency.
- Entering your volunteering shift time in the sign-in book.

- Give Inpatient Unit (IPU) Volunteer Lead and the Hospitality Manager as much notice as possible about planned leave (e.g. conflicting commitments or holidays/trips).
- Contact IPU reception about unplanned leave (e.g. sick leave) as soon as you know you cannot do your shift
- If you cannot do your 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*

## 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.