

### POSITION DESCRIPTION

POSITION TITLE	Pet Therapy Volunteer
DIRECTORATE	Community Programs
RESPONSIBLE TO	Adult Day Service & Volunteer Program Manager
DIRECT REPORTS	Not Applicable
AWARD	Not Applicable
CLASSIFICATION	Volunteer
EMPLOYMENT STATUS	Volunteer
HOURS PER FORTNIGHT	As Required
DATE OF CREATION/AMENDMENT	January 2018
CREATED/AMENDED BY	Adult Day Service & Volunteer Program Manager

#### POSITION OBJECTIVE

Provide residents of Castlemaine Health Aged Care Facilities with the opportunity to spend time with volunteers and their pets.

#### RESPONSIBILITIES

- Pets are to be registered and wear their volunteer photo ID.
- Pets are to be under the control of their owners at all times e.g. have a restraining device such as a dog leash or be held by their owners.
- Owner volunteers are responsible for their pets' behaviour and cleanliness. Dogs barking, boisterous behaviour and loud noises are unacceptable.
- Allow residents to touch the pet if they wish and it is safe to do so.
- Be aware that not everyone likes or wants contact with pets. Residents wishes are to be respected. Sensitivity to this matter is essential. Maintaining a reasonable distance is required in these circumstances.
- Check in with the Unit Manager/paid staff on arrival, prior to moving amongst the residents.
- Sign in & out on the Volunteer attendance sheet, located at the entrance of each unit.

#### QUALIFICATIONS

Essential: Confident pet handling/control.

Desirable: Experience/interest in engaging with older people in a residential setting.

#### KEY SELECTION CRITERIA

- Effective pet handling technique
- Ability to work as part of a team
- Good communication skills
- Ability to take instruction and seek assistance
- Flexible approach, reliable and patient
- Non judgemental and positive attitude
- Willingness to undertake training and attend meetings

#### WORKPLACE HEALTH AND SAFETY

Castlemaine Health is committed to the provision and maintenance of a healthy and safe workplace with the notion of “safety always” underpinning all its activities. Staff are encouraged to actively promote the behaviours, values and attitudes that are supportive of a culture of safety, with each staff member being required to take reasonable care for his or her own health, safety and wellbeing and the health safety and wellbeing of others who may be affected by their actions. All staff are required to adhere to organisational workplace health and safety policies and procedures and participate in safety related education and evaluation activities.

Castlemaine Health recognises the integral role of each individual in the promotion, development and maintenance of its culture of safety.

Please refer to the Workplace Health and Safety Responsibilities Procedure for important information on the responsibilities assigned to your role.

## **HOSPITAL POLICIES & PROCEDURES**

It is every employee’s responsibility to access and have knowledge of relevant policies and procedures that relate to their employment. All hospital-wide policies and procedures can be accessed on the Castlemaine Health Intranet site.

## **PERSON CENTRED CARE**

Person Centred Care (PCC) is a philosophical approach to how we provide care to clients and interact with other customers, including staff of Castlemaine Health. PCC is based on the principles of respect, value of the individual and the need to deliver service in an environment that supports peoples’ physical, emotional, social and psychological needs. PCC is underpinned by a culture of collaboration and partnership and all staff of Castlemaine Health are required to adhere to these principles.

Aligning closely to PCC Castlemaine Health has implemented a Montessori approach which focuses on the persons’ abilities, capturing their interest and showing respect. It supports people to stay as independent as possible through involvement in meaningful roles and activities.

## **RISK MANAGEMENT**

Castlemaine Health supports an organisational philosophy that ensures risk management is an integral part of corporate objectives, plans and management systems. Staff are to be accountable for risk management through organisational, team and individual performance objectives that are within their span of control.

## **PERFORMANCE MANAGEMENT**

It is a condition of employment that employees participate in the Performance Management Planning and Review program on a regular basis.

## **QUALITY IMPROVEMENT**

Each employee has a responsibility to participate and commit to ongoing quality improvement activities.

## **EMPLOYMENT PRINCIPLES**

Castlemaine Health is committed to the employment principles that reinforce the public sector values. These principles ensure:

- Employment decisions are based on merit
- Employees are treated fairly and reasonably
- Equal employment opportunity is provided
- Human Rights are upheld in accordance with the Charter of Human Rights & Responsibilities Act 2006
- Employees have a reasonable avenue of redress against unfair or unreasonable treatment

## **VALUES & CONDUCT**

Employees are required to comply with the values outlined in the State Services Authority Code of Conduct as it applies to Castlemaine Health.

<b>Responsiveness</b>
<ul style="list-style-type: none"> <li>• Providing frank, impartial and timely advice to the Government</li> <li>• Providing high quality services to the Victorian community</li> <li>• Identifying and promoting best practice</li> </ul>
<b>Integrity</b>
<ul style="list-style-type: none"> <li>• Being honest, open and transparent in their dealings</li> <li>• Using powers responsibly</li> <li>• Reporting improper conduct</li> <li>• Avoiding any real or apparent conflicts of interest</li> <li>• Striving to earn and sustain public trust of a high level</li> </ul>
<b>Impartiality</b>
<ul style="list-style-type: none"> <li>• Making decisions and providing advice on merit and without bias, caprice, favouritism or self-interest</li> <li>• Acting fairly by objectively considering all relevant facts and fair criteria</li> <li>• Implementing Government policies and programs equitably</li> </ul>
<b>Accountability</b>
<ul style="list-style-type: none"> <li>• Working to clear objectives in a transparent manner</li> <li>• Accepting responsibility for their decisions and actions</li> <li>• Seeking to achieve best use of resources</li> <li>• Submitting themselves to appropriate scrutiny</li> </ul>
<b>Respect</b>
<ul style="list-style-type: none"> <li>• Treating others fairly and objectively</li> <li>• Ensuring freedom from discrimination, harassment and bullying</li> <li>• Using their views to improve outcomes on an ongoing basis</li> </ul>
<b>Leadership</b>
<ul style="list-style-type: none"> <li>• Actively implementing, promoting and supporting these values</li> </ul>
<b>Human Rights</b>
<ul style="list-style-type: none"> <li>• Making decisions and providing advice consistent with human rights</li> <li>• Actively implementing, promoting and supporting human rights</li> </ul>

### ADDITIONAL REQUIREMENTS

- This position description is subject to review and amendment at any time, as appropriate and as approved by the relevant Director.
- To ensure a healthy and safe work environment for employees and our clients, smoking is not permitted on hospital grounds, in buildings and offices or in any vehicle.
- The successful applicant will be required to provide a current Police Records Check prior to commencement. A Working With Children Check may also be required for particular positions.

### ACCEPTANCE OF THE POSITION

*I understand, agree to and accept the role as outlined in accordance with this position description*

NAME (please print)			
SIGNATURE		DATE	