

# Volunteer Positions



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Cover photo: Deb Wiglesworth, Welcome and Gardening Volunteer



Our services are delivered on the traditional lands of the Dja Dja Wurrung people.  
Artist: Kerri Douglas

# Becoming a volunteer

New volunteers are always needed and welcome. However it's important for those thinking about volunteering to consider how much time they can give.

Castlemaine Health tries to match volunteers to roles that suit their interests and skills, and against what is available in the hospital and in aged care.

We also try to match volunteers to patients and residents, so it does take time to get it right.

All new hospital volunteers must complete a registration process that clarifies rights and responsibilities, undergo a police check and take part in volunteer induction training. This process helps ensure that legal and ethical obligations are met, and that the

safety of volunteers, patients and residents are protected.

Free training is also made available to volunteers throughout the year, which is delivered jointly with Mount Alexander Shire Council, Maldon Hospital and Castlemaine District Community Health.

If you would like more information about any of these roles, or to discuss your suitability as a Castlemaine Health volunteer, please contact us.

## **Volunteer Office**

142 Cornish Street, Castlemaine  
PO Box 50, Castlemaine

(P) 5471 3566

(E) [volunteers@castlemainehealth.org.au](mailto:volunteers@castlemainehealth.org.au)

# Pet Therapy Volunteer

## **Position objective**

Provide residents of Castlemaine Health's 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 and out on the volunteer attendance sheet, located at the entrance of each unit.

# Leisure and Wellbeing Program Volunteer

## **Position objective**

To help the Leisure & Wellbeing team to deliver meaningful one-to-one and/or group activities and social interaction between residents of Castlemaine Health's aged care facilities.

## **Responsibilities**

Under guidance from Leisure & Wellbeing staff:

- facilitate social interaction between residents
- encourage and support participation in activities, as appropriate
- promote individual choice and decision-making by focusing on individual strengths, preferences and interests
- be aware of group dynamics and assist quieter residents to engage with the group
- refrain from sharing own personal problems/difficulties with residents
- encourage participants, as appropriate, out of their rooms and into designated activity groups, and ask for staff assistance as necessary
- ensure resident safety, confidentiality and privacy at all times
- report all contact hours to enable the Manager to compile statistical and service data for funding requirements.

# Entertainment Volunteer

## **Position objective**

To share specific performing skills and talents with residents of Castlemaine Health's aged care facilities and/or hospital wards and/or Adult Day Services.

## **Responsibilities**

- Approved volunteer entertainer will be allocated an appropriate space and time to entertain.
- Negotiate with paid staff to prepare an audience and disperse it on completion of the performance.
- Request that items required for the entertainment be ready e.g. piano.
- Arrive prepared for the entertainment e.g. music, material
- Check in with Unit Manager/ paid staff prior to commencing program.
- Be sensitive to and understanding of, issues affecting residents' participation in and/or appreciation of performances, such as, memory loss, hearing loss, loss of concentration.
- A phone call to the expectant unit to be made if unable to attend. As much notice to be given as possible to allow for substitute activity.





Angela, Entertainment Volunteer

# Gardening Volunteer

## Position objective

To contribute to the maintenance and attractiveness of Castlemaine Health's aged care residence grounds through gardening.

## Responsibilities

- Approved volunteer gardener will be allocated an appropriate area in one of the residential aged care units in which to garden.
- May involve supervising a resident who would like to do some gardening as well.



Deb, Welcome and Gardening Volunteer



# Transitioning to Residential Care Support Volunteer

## Position objective

To enhance the transition and settlement experience for new residents of Castlemaine Health's aged care facilities.

## Responsibilities

Under direction from Leisure & Wellbeing staff, over a period of weekly (or as agreed) visits for a 6-week period (or as agreed):

- in practical ways, help identified new residents to feel comfortable and familiar with their new surroundings
- listen empathically to residents' stories and associated feelings regarding the transition to residential care
- share an activity that is enjoyed by the resident such as playing card games or scrabble, reading the news, looking through photos, writing a letter or bringing in magazines
- introduce new residents to other residents and support initial social interaction
- introduce new residents to planned activities that interest them
- take a walk together around the garden or facility if staff give permission
- no nursing duties, cleaning, bed making or manual handling
- report all contact hours to meet statistical and service data funding requirements.

# Administration Volunteer

## Position objective

To provide administrative assistance in the department assigned.

## Responsibilities

This will vary depending on the department but may include:

- helping residents to complete surveys
- making up resident Welcome Packs and other client/carer information packs
- fundraising mail outs
- preparing residential services pre-admission packages
- data entry
- filing.



Heather, Administration Volunteer

# Volunteer Patient Driver

## **Position objective**

Using Castlemaine Health's Patient Transport vehicle, provide eligible Mt Alexander Shire community members and residents of Castlemaine Health's aged care facilities with a safe, reliable transport service to health appointments.

## **Responsibilities**

Under guidance from the Volunteer Program Manager:

- ensure no unapproved passengers are transported
- store mobility aids in the vehicle's boot or behind a safety barricade
- report all accidents and incidents immediately to the Volunteer Transport Coordinator
- report all contact hours to enable the Manager to compile statistical and service data for funding requirements.
- respect the confidentiality and privacy of all individuals
- ensure the safety and security of the vehicle at all times whilst in charge of the vehicle
- abide by all traffic laws and maintain safe driving practices

# Lolly Trolley Volunteer

## **Position objective**

To provide a mobile shopping service to ward patients and to residents of Castlemaine Health's aged care facilities, to purchase personal care items, sweets, snacks, papers and magazines.

## **Responsibilities**

- Provide friendly, polite and prompt customer service.
- Money handling.
- Maintain clean and tidy work surfaces.
- Ensure safe work practises including operating trolley, packing and unpacking trolley and immediate cleanup of any spills.
- Liaise with Café staff about

Lolly Trolley contents and when they need topping up.

- Ensure all products sold are within used by date and packaging of consumables is intact.
- Wear enclosed, non-slip soled shoes.
- Maintain high standard of personal cleanliness and presentation.



Keith, Lolly Trolley Volunteer

# Leisure and Wellbeing Reading Program Volunteer

## **Position objective**

To provide a meaningful reading program to interested residents, support residents to engage in the storytelling experience and share stories with each other.

## **Responsibilities**

Under guidance from Leisure & Wellbeing staff:

- promote a welcoming and relaxed environment with minimal distractions
- consult with Leisure & Wellbeing re length of sessions and special needs of participants
- consult with residents regarding selection of literature/stories/other reading that is of interest to them and encourage group decision-making
- choose material well by minimising areas of potential offense or conflict including sexual, violent, religious or political content
- encourage discussion regarding the material being read and facilitate social interaction between participants
- encourage participants, as appropriate, out of their rooms and into the reading group
- maintain resident confidentiality, privacy and boundaries
- request assistance where needed for residents.
- report all contact hours to enable the Manager to compile statistical and service data for funding requirements



# One-to One Companionship Volunteer

## **Position objective**

To provide companionship and social support to identified residents of a Castlemaine Health's aged care facilities.

## **Responsibilities**

Under guidance from Leisure & Wellbeing Coordinator:

- engage in conversation with resident
- encourage and support participation in activities, as appropriate
- promote individual choice and decision-making by focusing on individual strengths, preferences and interests
- refrain from sharing own personal problems/difficulties with the resident
- ask for staff assistance as necessary
- do not assist with personal care or give medical/health advice to client
- do not assist with manual handling, except as directed by staff
- ensure resident safety, confidentiality and privacy at all times
- report all contact hours to enable the Manager to compile statistical and service data for funding requirements



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