

ACT Health Volunteer Services

Frequently Asked Questions

How do I become a Volunteer with ACT Health?

- You must be over 18 years old and able to commit to regular hours either weekly, fortnightly or monthly.
- To view our current vacancies and role descriptions and to access our Application Package which includes an Application Form, Self Disclosure Form and AFP Check Form please visit our website or contact us and we can email or post one to you.
<http://www.health.act.gov.au/public-information/consumers/volunteer-service>
- If your application is deemed appropriate you will be asked to attend an informal interview/information session which should take approximately 20 minutes. This gives you an opportunity to ask any questions in relation to volunteering and an opportunity for us to get to know you.
- Upon a successful interview, police check and referee report and prior to commencing duties you will be required to attend a mandatory ACT Health Volunteer Orientation and an area specific orientation/buddy shifts for the area you will be volunteering in.
- Working with Vulnerable People Check – www.ors.act.gov.au It is now a requirement of the ACT Government that volunteers complete this check when working with children and other vulnerable people. This new system is being brought in slowly over the next few years. Volunteers working with children and pastoral care workers are already required to have this before commencing work as a Volunteer. Discuss with the Volunteer Office if you have any questions.

What roles can I do?

Please visit our website for current vacancies:

<http://www.health.act.gov.au/employment/volunteer-service/current-vacancies>

Roles for volunteers include:

- ‡ Discharge Lounge Support
- ‡ Speech Pathology – Talkback Program (held twice a year for a 10 week period)
- ‡ Emergency Department
- ‡ Hand & Foot Massage
- ‡ Chaplaincy & Pastoral Care
- ‡ Veterans Lounge / RSL Visitors
- ‡ Canberra Community Dialysis Centre
- ‡ Intensive Care Unit
- ‡ Capital Region Cancer Centre
- ‡ JP Service
- ‡ Auxiliary Roles including: Hospital Guide, Kiosk & Kiosk Trolley, Flower Ladies, Patient Library & Library Trolley

Please note these are for reference only and not indicative of what roles may or may not be available.

VOLUNTEERS

What can I expect from the Volunteer Unit in the way of support?

- We will offer you a strong program that is well managed and ensure you are working in a supportive environment.
- You will be offered a thorough general orientation and role specific orientation with ongoing education and training.

How often will I be expected to volunteer?

- So that we can plan and roster volunteers we ask for a regular commitment from volunteers – it can be weekly, fortnightly and even monthly – as long as there is consistency and provide us with plenty of notice of any long absences.
- You will be expected to volunteer for a minimum 2 hours and a maximum of 4 hours per shift. This will also be dependent on your outside commitments.

I work fulltime but still want to volunteer; can I do my training and volunteer work after hours?

- At this stage we are unable to offer orientation training sessions after hours. Orientation is held on the first Monday of the month and takes all day.
- Once initial orientation is completed you will be required to complete yearly mandatory training of Fire & Emergency and Manual Tasks. This training can be face-to-face or via E-learning. Working after hours in some programs may be an option. Please discuss further with the Volunteer Office.

Can I take holidays?

- Yes. We do expect you to let us know in advance when you may be taking holidays so that we can organise another volunteer who may wish to take up extra commitments.

Can I work where I want?

- Volunteers only work in areas where there is an identified volunteer program and they have passed interview and attended all training.

What does the Volunteer Service expect from me?

- Participate in orientation, training and ongoing development.
- You will work within the boundaries of your role.
- You will behave in an appropriate manner as a representative of ACT Health.
- You will approach all your work as a professional commitment.

Do I have to wear a uniform?

- Certain areas have specific identifiable vests to wear. We are planning to review uniforms for Volunteers in specific areas.

Do I have to pay for parking?

- No. There is a multi-story car park with plenty of parking adjacent to the hospital main building as well as ample all day parking in Yamba Drive

Any other questions?

Please call the Volunteer Services Office on (02) 61745272 during business hours.