

## Palliative Care Community Volunteer

Community and Residential Aged Care Facilities /  
Eurobodalla Health Service, Bega Health Service, Goulburn Health Service and  
Queanbeyan/Cooma Health Service



Health  
Southern NSW  
Local Health District

Southern NSW Local Health District provides public health care services across regional south-east NSW. The District spans 44,534 square kilometres over seven local government areas (LGAs): Bega Valley, Eurobodalla, Goulburn Mulwaree, Queanbeyan-Palerang, Snowy Monaro, Upper Lachlan and Yass Valley and over four indigenous nations Gundugarra, Ngunnawal, Ngarigo and Yuin. The District operates 15 health service sites including eight acute hospitals, three Multi-Purpose Services, three community health centres and two mental health inpatient facilities. Southern NSW Local Health District partners with ACT Health, tertiary partners and major Sydney hospitals to support local patients who require high-level specialist care.

### Position Description:

The primary role of the palliative care volunteer in the community is to provide direct support to clients living with a life limiting illness, their carers and families in their place of residence as part of a multidisciplinary team. Palliative care volunteers provide care that encompasses emotional, psychological, social and spiritual support to the client, carer and family, with the aim of maintaining quality of life for those they assist. The volunteer fulfils support requirements as identified by clients, carers and families in consultation with members of the Palliative Care team and the Palliative Care Volunteer Coordinator.

### Day/s and Hour/s:

- In-home visits are scheduled Monday to Friday, between 9.00am – 5.00pm
- RACF visits can be scheduled Mondays to Sundays at times required

### Reports to:

- Volunteer Coordinators

### Volunteer Duties:

- Regular, one on one, visits from a volunteer who is matched to clients' needs
- Companionship, talking, or simply being there as someone rests or sleeps
- Regular in-home respite for primary carers to allow them to do practical and self-care tasks
- Assistance with transport for clients to appointments, shopping, activities and outings
- Assistance with loved hobbies, listening to music, engaging in art
- Assistance with unfinished tasks such as sorting photos, recording life stories, reading, writing
- Active listening, being a calming influence, impartiality, and non-judgemental social support
- Understanding from someone who is a 'fellow traveller'
- Comfort, such as gentle hand and foot massage, hair brushing, face washing
- Walking, sitting outside, enjoying nature
- Grief support for clients and carers by being there and listening
- Opportunities to engage with a caring community member
- Awareness of resources and links to other services via the volunteer coordinator
- Other supports depending on client and carer needs

### **Key Responsibilities:**

- Maintain confidentiality and privacy of the patients
- Adherence to NSW Health's Code of Conduct
- Complete attendance documentation when commencing and finishing home visits
- Participate in ongoing education activities relevant to the role
- Adhere to hand hygiene (5 moments) in between patient visits
- To be familiar with the Fire and Evacuation Plan (mandatory training)
- Annual attendance at Fire Training
- Report any hazardous incidents to staff
- Stay at home if unwell
- Arrange with coordinator for a substitute volunteer in case of absence
- Participate in team meetings and debriefing sessions with other volunteers

### **Eligibility Criteria**

1. Empathy
2. Ability to understand others' points of view
3. Listen when others speak
4. Team player
5. Understanding of the grieving process
6. Be comfortable with silence
7. Initiate appropriate conversation
8. Undertake manual handling tasks and have the ability to be mobile
9. Be over 18 years of age
10. Minimum of two years post treatment if cancer survivor
11. Minimum of two years post bereavement
12. Maintain confidentiality and privacy of clients, staff and visitors
13. Be able to respect the uniqueness of others and be non-judgemental of the choices they make

### **Additional Requirements:**

Drivers licence and third party car insurance if transporting clients.

### **Mandatory Screening Requirements**

1. National Criminal Record Check
2. Working With Children Check
3. Immunisations required to perform duties

### **Education requirements prior to commencement of duties**

1. Southern NSW Local Health District Induction
2. Participation in all Palliative Care NSW Volunteer Training modules
3. Role Orientation with Volunteer Coordinator, staff in ward/area/site

### **Office Use Only**

Role Description Review date	July 2025
Position Number	756241
Position Classification	CW – Contingent worker (Volunteer - Children and Older Persons)
Cost Centre/s	935824 (recruitment & onboarding) and 986682 (ongoing)