



Living, Laughing, Loving

149 Emerald-Monbulk Road, EMERALD

Ph: 03 5968 3985 Fax: 03 5968 6233

Web: www.fernleahouse.com.au

POSITION DESCRIPTION

POSITION OUTLINE:

Title: Volunteer Support Worker Home Care Program

Classification: N/A

Reports to: Manager of Volunteers

Background

Fernlea House Inc is an independent community based organisation, funded by the Commonwealth Respite for Carers Program to provide respite for people who care for those with life limiting illnesses, both in the Day program at the house in Emerald and in their own Homes (FERNs program). A satellite at Healesville, Fernlea in the Valley, is funded by a grant from the Helen Macpherson Smith Trust.

The Palliative Care Day Respite Centre at the House in Emerald operates four days per week (Mon, Tues, Thurs, Fri) at present. Fernlea in the Valley operates on Wednesdays. We invite people with life limiting illnesses to come to the house once a week as our guests to give them a day of living, loving and laughing.

Other programs of Fernlea (eg Memoirs, Complementary Therapy, Volunteer training, Community education etc) are funded and supported through Philanthropic and other grants, donations and sponsorships. All programs are only possible because of the wonderful contribution of our 50+ trained volunteers.

Fernlea's catchment includes the Council areas of Cardinia, Yarra Ranges, Maroondah, Knox, and parts of Casey & Greater Dandenong. Given this wide geographic area, Fernlea has its own bus to pick up some of its guests, and others are transported by volunteers or their carers.

Fernlea's Purpose, Vision & Values

Purpose: To improve the Quality of Life for people with Life Limiting Illnesses, their carers and families. We provide home like community day care, visiting outreach services and psychosocial support

Vision: Our vision is for a community in which end of life experience is better understood, respected and supported.

Values: Values are caring, compassion and respect.

Our services will be holistic, inclusive and complementary to clinical palliative care.

Expectations

It is expected that everyone involved with Fernlea House will implement and demonstrate in their practice Fernlea's Purpose, Vision and values.

In addition, it is expected that all Fernlea Policies, Procedures, Protocols and work instructions will be implemented in a professional and ethical manner. Quality is important to Fernlea, and everyone participates in ongoing quality activities, reviews and audits.

Fernlea House has strategic, operational and individual work plans in place to support staff in achieving the aims of Fernlea.

Attributes of Fernlea Staff include:

- *Flexibility* – Willingness to approach new challenges creatively and as part of the team, adapting to new ideas and change positively.
- *Initiative* – Contribute ideas and show enthusiasm for all Fernlea's activities
- *Professionalism* - Regulate own behaviour, understand Fernlea's unique culture and act appropriately in the execution of duties.
- *Integrity* - Behave in an honest and trustworthy manner, treat others without judgment and be open about one's own misjudgments.
- *Attention to detail* - Maintain sustained concentration to ensure accuracy and identify errors to be addressed.
- *Quality Orientation* - Commitment to quality values and continuous quality improvement principles.
- *Independence* – Understanding of appropriate boundaries and context of the position in the execution of responsibilities.

Highly regarded skills of Fernlea volunteers include:

- warmth and understanding
- emotional maturity
- acceptance of other peoples philosophies, beliefs and rights
- ability to respect confidentiality
- ability to listen to and support those experiencing a life threatening illness and their carers and families
- willingness to be flexible, reliable and responsible in committing up to 3 hours a week to Fernlea House for 12 months which is reviewed annually
- high level of communication skills and ability to feed back information
- cleared police check
- ability to work as part of a team and independently and to accept supervision and direction from Manager of Volunteers and/or Clinical Services Coordinator
- current Victorian Drivers' license

POSITION SUMMARY

- To ensure at all times clients and their carers are treated with respect in a manner that enhances their personal dignity and rights.
- Work towards meeting the stated goals of the client and carer
- Effectively support clients and carers in line with the approved care plans, ensuring practices remain in line with broader program and service expectations, policies and principles.

Reporting Relationships:

Volunteers are responsible to the Manager of Volunteers for all volunteer activities. Compliance with organisational policies, procedures and relevant legislation including confidentiality and Occupational Health and Safety.

Volunteers do not:

- provide nursing care or make decisions about or administer medications
- lift the client, although they may provide limited support to assist others to move the client
- provide advice to the client about their illness or other life situations

SPECIFIC PRIORITIES:

Home Care volunteers will work to:

- provide socialisation, companionship and emotional support for clients with a life threatening illness
- provide respite for carers and/or family in the clients' home
- provide activities and/or complementary therapies as agreed with clients and families and Manager of Volunteers
- provide sensitive listening support and just 'being there'
- take client out shopping or social activities as agreed with client and family, Manager of Volunteers and/or Clinical Services Coordinator
- prepare a 'light' meal if required (for example sandwich)
- initiate, plan and co-ordinate activities with client and family in line with the approved care plans
- identify when/if ongoing support is required by the client and/or family and report back to the Manager of Volunteers and Clinical Services Coordinator
- report to Manager of Volunteers or Clinical Services Coordinator on completion of each home visit
- maintain accurate records of "out of pocket expenses" for reimbursement
- meet organisational requirements as called for

Administration

- complete documentation and records as requested by the Manager of Volunteers and Clinical Services Coordinator
- documenting visits in clients' communication file in the home
- complete a visit sheet on a monthly basis and returning to the Manager of Volunteers

Education and support

- regularly attend ongoing education and support meetings
- seek extra support from the Manager of Volunteers if needed