

Volunteer Position Description



Position Details

Position title	The Hopewell Centre Volunteer
Location	The Hopewell Centre
Role type	Volunteer
Local Level Manager	Manager – The Hopewell Centre
Workplace Supervisor	Volunteer Coordinator

Our vision

A compassionate, just and inclusive society for all.

Our mission

We walk alongside people in need, offering care and compassion and promoting choice, independence and community wellbeing.

Our values

Innovation, hope, integrity, compassion, justice, empowerment, respect.

Position Summary

The role of The Hopewell Centre Volunteer is to provide support to The Hopewell Centre team. This includes a range of tasks to ensure that the residents, participants, and guests of the Centre are being supported and service delivery is maintained.

Key Role Accountabilities

Depending on their level of skill and under the direction of paid staff, The Hopewell Centre Volunteer may be involved in some or all of the following tasks designed to enrich and empower the lives of the people the Centre supports, including:

- **Reception and administration:** Assisting with welcoming and screening visitors, directing visitors to residents' rooms, assisting with tea and coffee for visitors as well as assisting with the delivery of meals from our kitchen to residents and refreshing flowers.
- **Gardening:** Assisting with sweeping, trimming trees and shrubs, watering, transplanting plants and cuttings, fertilising, and general garden maintenance.
- **Hospice kitchen assistance:** Assisting kitchen staff with preparing and serving food and beverages for Hospice residents and Day Respite clients.

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- **Massage, Reiki, or Diversional Therapy facilitators:** Qualified therapists who have a warm and friendly disposition. Proof of qualifications must be provided.
- **Entertainers:** Experienced entertainers who bring meaningful experiences to people at the Centre.
- **Other tasks as required.**

Conditions

Wesley Mission Queensland Volunteers work alongside and under the direct supervision of a designated paid staff member, and do not replace any paid positions within the Mission.

Unless negotiated with the local manager and officially documented through Volunteer Relations, Wesley Mission Queensland volunteers are not permitted to provide:

- Services beyond those negotiate with their Workplace Supervisor and Local Level Manager.
- Personal, financial, or any other types of counselling to customers (participants, clients, residents, and guests), or others.
- Services that are recognised as high risk to their safety or the safety of customers (participants, clients, residents, and guests), or others. This is inclusive of direct feeding, personal care, distribution of medication, manual handling or driving customers (participants, clients, residents, and guests), in their private vehicles.

All Wesley Mission Queensland volunteer must be willing to read and understand the statement of duties, guidelines, and other requirements as detailed in this document and the accompanying Wesley Mission Queensland Volunteer Handbook and agree to undertake the responsibilities to the best of their ability.

Volunteer Hours

- Volunteers negotiate and agree to their hours before commencement. Hours are dependent on the program's needs and volunteer availability.
- Volunteers are required to notify their Workplace Supervisor if they are unable to attend their shift.
- Volunteers do not contact customers, residents, or families outside of their agreed hours.

Education

Wesley Mission Queensland volunteers are provided with the opportunity to be involved in quality mandatory and optional education opportunities through their Workplace Supervisor.

Vaccinations and COVID-19 Safe Work Plan

Wesley Mission Queensland volunteers are required to:

- Provide proof of vaccination status as required by Legislation, Health Directives or WMQ policy prior to commencement and throughout their engagement with us.
- Follow a COVID-19 safe work plan at all times while volunteering.

Essential Competencies for the Role

While volunteering with Wesley Mission Queensland you will be expected to:

- Have a general understanding of (or gain an understanding of) Wesley Mission Queensland and the people we support.
- Interact positively with customers (participants, clients, residents, and guests), stakeholders, staff, and the public.
- Understand your role and responsibilities as outlined in the key role accountabilities and apply yourself to the best of your abilities.
- Interact well in a team, use initiative, take direction, and at times work with limited supervision.
- Ask questions if uncertain about anything in the role and report any issues immediately.
- Be prompt and reliable and show a commitment to the role within the hours agreed to.
- Understand and respect confidentiality.
- Maintain professional and personal boundaries.
- Complete all education required within the role.
- Have the required current security checks, licences, vaccinations, and documentation on file at all times.



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- Have the ability and willingness to work within the philosophies, policies, procedures, and Charter of Wesley Mission Queensland as outlined in the Volunteer Handbook and by the Workplace Supervisor and Local Level Manager.

Other Capabilities and Attributes that Drive Success in the Role

All Wesley Mission Queensland volunteers are expected to demonstrate an understanding and commitment to organisational vision, mission, and values. All volunteers are expected to:

- Role model behaviours consistent with the Wesley Mission Queensland core values of integrity respect, empowerment, hope, justice, compassion, and innovation.
- Act in a responsible way that creates an environment where it is safe for all team members to contribute ideas, make suggestions and report any activities, behaviours or conduct that does not align with the Wesley Mission Queensland values.

Reconciliation Statement

Wesley Mission Queensland 's vision for reconciliation is for all people to stand unified in an equal and inclusive future. We commit to enhancing opportunities for Aboriginal and Torres Strait Islander People and celebrating diversity.



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