

Updated: January 2017

- Job Title** : **Waitemata Volunteer: Waitakere Shop Volunteer**
- Hours per shift** : 4 hours/shift, 2 shifts/day: 8.00 am-12.00 and 12 – 4 pm, Monday-Friday excluding public holidays.
- Department** : Patient Experience
- Location** : Waitakere Hospital
- Reporting To** : Volunteer Coordinator
- Functional Relationships with** :
- | | |
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| <p><u>Internal</u></p> <ul style="list-style-type: none"> • Receptionists • Duty Managers • Cleaning Services • Customer Services • WDHB staff | <p><u>External</u></p> <ul style="list-style-type: none"> • Patients • Families/Whanau • Visitors |
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DHB Purpose, Values and Standards

At the heart of Waitemata DHB is our promise of ‘better care for everyone’. This promise statement is the articulation of our three-fold purpose to:

1. Promote wellness,
2. Prevent, cure and ameliorate ill health and
3. Relieve the suffering of those entrusted to our care.

At the heart of our values is the need for all of us to reflect on the intrinsic dignity of every single person that enters our care. It is a privilege to be able to care for patients, whānau and our community, a privilege that is sometimes overlooked in our day to day work.

Our standards and behaviours serve as a reminder to us all about how we are with our patients and with each other.



everyone matters

Every single person matters, whether patients, clients, family members or staff members.

- Welcoming and friendly
- Respect and value each individual
- Take time to listen and understand
- Speak up for others

with compassion

We see our work in health as a vocation and more than a job. We are aware of the suffering of those entrusted to our care. We are driven by a desire to relieve that suffering. This philosophy drives our caring approach and means we will strive to do every thing we can to relieve suffering and promote wellness.

- Compassionate for your suffering
- Attentive, helpful and kind
- Protect your dignity
- Reassuringly professional

connected

We need to be connected with our community. We need to be connected within our organisation – across disciplines and teams. This is to ensure care is seamless and integrated to achieve the best possible health outcomes for our patients / clients and their families.

- Communicate and keep people informed
- Explain so people understand
- Teamwork with patients, whānau, and colleagues
- Give and receive feedback

better, best, brilliant

We seek continuous improvement in everything we do. We will become the national leader in health care delivery.

- Positive we can make a difference
- Improve our service and ourselves
- Clean and safe practice
- Timely, efficient and organised

Shopkeeper

Position Description

Purpose : To assist the District Health Board create a welcoming positive patient experience for patients and families/whanau, visitors, offering support and assistance in accordance with the values.

KEY TASKS	EXPECTED OUTCOMES
To report to receptionist of the day.	Collect the keys for the shop and have access to the control room to get the float bag.
Open the safe; take the float bag and an empty plastic bag to put in the money.	Ensure that the balance in the float is correct (\$ 50).
When applicable, take items out from the duty manager office behind reception. Open the shop cabinets, rearrange shelves if needed, turn the cabinet lights on, get all stock out.	Shop open, tidy and items displayed in an attractive way.
Give advice and guidance on products selection to customers.	Sale is run smoothly.
Balance cash with sold items, keep record in the book.	Matched balance and correct float after each shift. All purchases are written up in the book, no matter how small or large, and no exception.
Be responsible for security within the shop and after your shift.	All cabinets locked away when the shop is not attended.
Recognise individual Responsibility for Workplace under the health and Safety at Work Act 2015	Company health and safety policies are understood and applied. Workplace hazards are identified and dealt with according to policies & procedures including self-management of hazards where appropriate.

VERIFICATION:

Volunteer: _____
 Volunteer Coordinator: _____
 Date: _____

PERSON SPECIFICATION

Job Title: **Volunteer**

Qualification	NA Bystander CPR Skills preferred
Experience	Previous experience in volunteer work or paid employment where customer service was a high focus for the role Have worked with people of all types.
Skills/Knowledge/ Behaviour	<ul style="list-style-type: none"> • Demonstrates a friendly, warm and caring manner. • Ability to listen effectively. • Ability to communicate clearly. • Ability to maintain confidentiality and privacy. • Awareness of the need to seek assistance when issues are outside the boundaries of the role. • Health must be such that the volunteer can carry out the duties required. • Demonstrates culturally appropriate behaviour. • Good at maths for handling cash and change. • Commercial awareness, attention to the most sold items. • Ability to arrange good on shelves in an attractive way.