

Volunteer Program at Western Health

Western Health Volunteer Program supports patients, visitors and staff to our hospitals.

The volunteer team have specific training for this role and the program has the support of an onsite Coordinator and an ongoing training plan that is reviewed annually to meet the changing needs of the volunteer team and the program.

Volunteering at Western Health

The Western Health Volunteer Program proudly supports patients, staff, and visitors to our Hospitals.

For further information, or to enquire about joining our volunteer team, please contact:

The Volunteer Management team on
volunteer@wh.org.au

Phone: 8395 9092

Sunshine - Karin Haufe-Stellini 8345 0491

Footscray - Michelle Dellios 8345 6431

Williamstown - Fiona Halse 9393 0206

Volunteer Program Volunteer in Emergency (VIE)

WESTERN HEALTH

<http://www.wh.org.au>



Western Health

Together, caring for the west



Western Health

Volunteers in Emergency

This program supports the Staff in the Emergency department with various roles thereby enabling staff to concentrate on providing best care for the patients. The Volunteers help to create and promote a caring, compassionate, efficient environment for patients, families and their visitors.

The Program operates 7 days a week in three hour shifts.



The Role of the Volunteer

- ◆ Report to nurse in charge and seek direction.
- ◆ Warmly greet patients and visitors who are in the waiting room and in the cubicles.
- ◆ Provide feedback to Triage regarding anyone who appears confused, stressed, anxious, upset.
- ◆ Initiate conversation with patients and or visitors.
- ◆ With parents permission offer engage children in appropriate activities.
- ◆ Liaise with patients and nursing staff to provide non clinical requirements such as warm blankets.
- ◆ Way finding to orientate and provide directions within the hospital
- ◆ Support Triage area and inform patients and visitors of the procedures.
- ◆ Restocking of Supply Trolleys and Stores.
- ◆ Preparation of packs and Basic administration

Volunteer Checks

All VIE volunteers who undertake this role are specially trained and inducted into the role.

These include:

Police Checks

Reference Checks

Current Working With Children Check

Will be under supervision from ED

