

## VOLUNTEER ROLE DESCRIPTION

### Redkite Family Wellbeing Program Family Support Volunteer

**REPORTS TO:** Redkite Family Support Coordinator (Anne Moffroid)

#### PRIMARY PURPOSE

The Redkite Family Wellbeing Program at the Children's Hospital Westmead provides practical and emotional support to families on the ward and in the out-patient clinic.



Our small team of family support volunteers facilitate group activities for parents and children, including morning teas, face painting and craft activities (typically bead work). They also ensure that the family room on the ward is well stocked and kept tidy. This work ensures that the families have a regular program of activities (for both adults and children) and opportunities to interact with one another.

#### WHO ELSE IS IN THE TEAM?

Alongside the family support volunteers we have a team of specialist volunteers, including hairdressers, beauty therapists and massage therapists who offer their services to parents on the ward.

The hospital receives patients from New Caledonia, so we also have French speaking Family Support volunteers who can offer bilingual support to these families.

#### DURATION AND LOCATION OF ROLE

Volunteers join the team for either weekly or fortnightly shifts of at least 3 hours. All of our services take place on weekdays during office hours. You must be available to commit to a regular 3 hour shift for a minimum of a year to be considered for this role.

#### PERSONAL ATTRIBUTES

To be considered for this volunteer role you must:

- Be 18 or over
- Effective listening and verbal communication skills (fluent English speaker).
- Punctual and reliable
- Be able to commit a weekly or fortnightly weekday shift for a minimum of a year
- Have a warm, friendly personality

- Be calm and empathetic, even in circumstances where others are upset or distressed
- Have strong professional standards and a clear understanding of why professional boundaries are important in a role such as this
- Be able to work well as part of a team
- A willingness to act in accordance with both Redkite and the Children's Hospital Westmead's organisational volunteer policies, procedures, code of conduct and relevant legislative requirements (these will be provided).
- Commitment to acquiring necessary knowledge, skills, and competencies to best support families. Appropriate training will be provided by the Family Support Coordinator.

### **HOW TO APPLY**

Please email Nicola Monk via [nmonk@redkite.org.au](mailto:nmonk@redkite.org.au) to arrange a phone discussion about the role.

### **SAFE RECRUITMENT PRACTICES**

Both Redkite and the Children's Hospital at Westmead are committed to child safety. We follow clear and transparent recruitment practices which include; references, an interview, Working with Children & National Police Checks. At every stage of the recruitment process we undertake thorough screening to ensure that anyone that joins the team aligns with our values and our commitment to child safety.

In addition, this role requires that you provide evidence of up to date vaccinations. We will provide you with information on these when you commence your volunteer paperwork