

Austin Health Position Description



Position Title: Advance Care Planning Volunteer Community Ambassador

Classification:	Volunteer Position. Remuneration of out-of-pocket expenses directly associated with the role will be provided.
Business Unit/ Department:	Advance Care Planning Australia (ACPA) based at Austin Health (Royal Talbot)
Training:	An intensive and comprehensive training program will be provided which will require weekly communication with an assigned mentor (and associated learning activities) prior to commencing on the Support Service line
Hours per week:	Flexible, but more hours required during training program. Once training completed: <ul style="list-style-type: none"> • 8 hours per fortnight preferred on the Support Service line • optional attendance at monthly volunteer meetings and other ad hoc activities
Reports to:	The reporting line for this position is as follows: <ul style="list-style-type: none"> • Advance Care Planning Project Officer, Support Services (Key Support Person) • Advance Care Planning National Manager, Support Services and Volunteers • Advance Care Planning Program Director
Direct Reports:	Nil
Financial management:	Budget: Nil
Date:	12/07/2022

About Austin Health

Austin Health is one of Victoria’s largest health care providers. Comprising of the Austin Hospital, Heidelberg Repatriation Hospital, Royal Talbot Rehabilitation, Hospital in the Home and community-based health services; Austin Health is an internationally recognised leader in clinical teaching, training and research, with numerous university and research institute affiliations.

Austin Health employs near 9,000 staff across its sites; including over 1,600 doctors, 3,000 nurses and 1,000 therapy & science Allied Health staff and delivers a full range of leading-edge clinical services, including several state-wide services (liver transplant, spinal cord injury service, respiratory support service, child inpatient mental health service). In total, Austin Health provides over 900 beds, including mental health, aged-care and rehabilitation beds and a range of community and in the home services. The current annual operating budget is in excess of \$960 million.

Austin Health delivers vital state-wide services to all Victorians, including to diverse multicultural and veteran communities. It also provides community and specialty services to the people of Melbourne’s north-eastern corridor in a safety-focused, team-oriented and stimulating work environment.

Austin Health's current vision is shaping the future through exceptional care, discovery and learning.

Our values define who we are, shape our culture and the behaviours, practices and mindset of our people. Our values are: Our actions show we care, we bring our best, together we achieve, and we shape the future. <https://www.austin.org.au/strategy-vision/>

Austin Health is committed to providing an inclusive culture where all employees can contribute to the best of their ability and strive to develop further. Find more at <http://www.austin.org.au>

Position Purpose

Volunteer Services Purpose Statement

We empower, connect and strengthen our community.

Volunteer Services Philosophy

Volunteers are engaged in meaningful, safe roles that enhance the experience of Austin Health patients, clients, carers and the community. Volunteers are engaged with Austin Health to support the achievement of our strategic priorities. This occurs by:

- Understanding and seeking to support the strategic priorities of Austin Health
- Living the values of Austin Health
- Being respectful and understanding of patients, client, residents, families, staff and
- volunteer confidentiality
- Forming meaningful and purposeful relationships with staff, volunteers, patients, clients, families, visitors and the wider community
- Being a source of knowledge and information for the wider community about the
- purpose, priorities and services of Austin Health

Each volunteer role has a Duty Statement which outlines specific tasks volunteers undertake. The following information is an outline of the general behaviour and responsibilities of volunteers.

Purpose of the Advance Care Planning Volunteer Community Ambassador role

Advance Care Planning Volunteer Community Ambassadors are involved in establishing and supporting community awareness of advance care planning. This may occur through information sessions and presentations, the National Support Service, shared stories, education and direction to resources supporting advance care planning.

About Advance Care Planning Australia

Advance care planning is the process of planning for future health and personal care, whereby the person's values, beliefs and preferences are made known so they can guide decision-making at a future time when that person cannot make or communicate their

decisions. Advance care planning allows health professionals and personal care workers to understand and respect a person's preferences if the person ever becomes seriously ill and unable to communicate for themselves.

In 2002, Austin Hospital commenced an advance care planning program called Respecting Patient Choices which is now known as Advance Care Planning Australia. Since that time there has been significant uptake of advance care planning programs in other Australian states and territories and the development of jurisdictional policy and a national strategy. The Austin Health Advance Care Planning Australia program is responsible for three main streams of work – national engagement, research and education. The Advance Care Planning Department reports to the Chief Information & Service Officer at Austin Health.

Advance care planning:

- is essential to person-centred care
- promotes care that is consistent with a person's goals, values, beliefs and preferences
- prepares people and their substitute decision-makers for making healthcare decisions
- improves outcomes for individuals, including family and carers; health, aged and community care workers; and the health system
- is part of routine care and a person's healthcare journey
- is an ongoing process
- may be initiated or completed by the person or by health, aged and community care workers
- is most effective when it has a system-based approach.

Purpose and Accountabilities

Role Specific:

Daily Requirements

- Have access to a desk top computer or laptop (not iPad), including internet
- Sign in and out on electronic time clock via My Impact App
- Notify the Support Service staff members if you are unable to attend for your rostered session
- Act in a safe and professional manner at all times when representing Advance Care Planning Australia at events and presentations

Volunteer Training

As a volunteer you agree to participate in regular training as provided by Advance Care Planning Australia that assists with your role, including:

- Completion of the Austin Health orientation and ACPA training program
- Any role-specific training required of your role
- Willingness to attend further training (if required)
- Attendance at monthly meetings as required (virtual or face-to-face)

Given the intensity of the training program, it is hoped that volunteers will commit to Advance Care Planning Australia for a minimum of one year. Special circumstances may require a renegotiation of such a commitment.

Volunteer Screening

All volunteers must have and, where required remain current for continued engagement, the following:

- A current National Police Check
- Statutory Declaration for application for volunteers who have lived overseas
- Volunteers are required to maintain appropriate levels of immunization in accordance with Austin Health's Workforce Immunisation/Screening Policies, in the interests of yourself, all Austin Health staff, patients, clients and visitors.

All Employees:

- Comply with Austin Health policies & procedures
- Report incidents or near misses that have or could have impact on safety - participate in identification and prevention of risks
- Comply with the Code of Conduct

Selection Criteria

Essential Knowledge and skills:

- Located in VIC, NSW, QLD or TAS
- The ability to express empathy and respect for others and be patient, tolerant and caring
- The capacity to help others proactively whilst maintaining clear boundaries of responsibility and the ability to seek advice and support as required
- Effective communication and listening skills
- The willingness to learn the principles of advance care planning and develop a clear understanding of the legislation in all jurisdictions
- The ability to translate complex information and concepts into language that is clear, accessible and easy to understand
- Respect and sensitivity toward people from diverse or different cultures, backgrounds, religions or beliefs and a willingness to converse in a professional manner
- The ability to commit to regular attendance as per agreed days and hours
- Respect for the rights of patients, clients, visitors, consumers, staff and other volunteers in relation to confidentiality, privacy, duty of care, compassion and dignity
- Maturity and the ability to remain calm in stressful situations
- A genuine empathy for or lived experience, of issues surrounding trauma, ill health and / or death and dying
- An engaging personality and willingness to approach tasks enthusiastically
- The willingness and ability to accept and respond reflectively to feedback given in training and supervision and the ability to apply that to ongoing practice
- The ability to be flexible and responsive
- The ability to work independently or as part of a team as needed
- The ability and willingness to follow direction
- The ability to present information to health professionals and consumers with varying levels of health literacy over the phone, via email and through presentations (optional).

Desirable but not essential:

- Confidence delivering presentations to community groups (optional activity)
- Experience using technology such as mobile phones, computers, and data management systems
- Professional background in education, law, health, communications, government or similar e.g. Department of Health and Human Services

General Information

Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

Equal Opportunity Employer

Applications from Aboriginal and Torres Strait Islanders are encouraged to apply. For more information about working at Austin Health, please follow this link to Austin Health's Aboriginal Employment website:

<http://www.austin.org.au/careers/Aboriginalemployment/>

Advance Care Planning Australia is committed to attracting a diverse volunteer group that reflects the community we support. We welcome applications from people with disability and those who identify as Aboriginal or Torres Strait Islander, culturally and linguistically diverse or LGBTIQ+

Document Review Agreement

Manager Signature	
Employee Signature	
Date	

Duty Statement

Role	Advance Care Planning Volunteer Community Ambassador
Department	Advance Care Planning Australia based at Austin Health (Royal Talbot)
Program	Advance Care Planning Australia- Volunteer and Support Services
Role objective	<p>Advance Care Planning Volunteer Community Ambassadors are involved in establishing and supporting community awareness. Key functions may include:</p> <ul style="list-style-type: none"> • providing general advance care planning information and resources to health care providers and/or consumers over the phone or email as part of the national advance care planning support service. Please note, the Support Service cannot offer medical or legal advice. • (if desired) delivering face to face or virtual advance care planning presentations to community groups and/or groups within the Austin Health catchment as part of community education program (please note this role function would apply after approx. 6 months experience completing shifts on the support service) • providing information on advance care planning to the public by representing ACPA at community events and conferences • participating in advance care planning committees (if positions available) • contributing to development of education resources to support these programs • experienced Advance Care Planning Volunteer Community Ambassadors may take on mentoring roles
Initial training	<p>Advance care planning is a complex process and differs between each state and territory. It is important that each volunteer is comfortable with the breadth of information provided.</p> <p>Advance Care Planning Australia will provide a comprehensive 3-month training program that includes allocating a mentor to each new volunteer.</p>
Hours of Duty	<p>Flexible.</p> <p>Once trained, 8 hours per fortnight preferred (as a minimum) on the Support Service line</p> <p>optional attendance at monthly volunteer meetings and other ad hoc activities</p> <p>Support Service staff member is available whenever volunteering occurs.</p> <p>This role is primarily based remotely however for volunteers who live locally have the option to come on-site at the Royal Talbot to complete shifts. Volunteers may be required to arrange own transport e.g. drive to community locations.</p>

Qualifications / skills / experience required	<ul style="list-style-type: none"> • The willingness to learn the principles of advance care planning and national legislation • The ability to translate complex information and concepts into language that is clear, accessible and easy to understand • The ability to present information to health professionals and consumers with varying levels of health literacy over the phone, via email and through presentations • Experience using technology such as mobile phones, computers, and data management systems
Key Support Person	Advance Care Planning Project Officer, Support Services
At start of session	<ul style="list-style-type: none"> • Sign into timeclock, via the internet, on the My Impact App • If delivering a presentation off-site send arrival text message to advance care planning team members on arrival
Duties	<ul style="list-style-type: none"> • Receive and respond to enquiries via the support service phone line and/or email • Deliver face to face or virtual information presentations to community groups and organisations (optional activity)
At end of session	<ul style="list-style-type: none"> • Sign out of timeclock, via the internet, on the Better Impact App. • If delivering a presentation off-site send arrival text message to advance care planning team members on departure
Responsibilities	<ul style="list-style-type: none"> • Read ACPA communications e.g. ACPA newsletters and staff emails • Sign up to support service sessions via Better Impact site, or community presentations via Dropbox or email as required • Maintain a good current knowledge of the Advance Care Planning Australia website and resources available, including Standard Operating Procedure • Maintain your own privacy and professional boundaries as outlined in orientation training • Provide advance care planning information and resources of a general nature, not medical or legal advice • Develop and maintain positive relationships with the Advance Care Planning Australia team, Austin Health and those who contact our service • Follow processes and procedures and as outlined in Standard Operating Procedure e.g. use of call scripts and collection of data • Represent Advance Care Planning Australia as required • Comply with Austin Health policies & procedures, as required • Participate in volunteer review on an annual basis to let us know about your experience • Debrief and seek support as required
Resources required/supplied	<ul style="list-style-type: none"> • Phone and charger will be supplied as required • Free parking at Austin Health sites • ID badge, name badge • Computer with internet access (required) • Travel reimbursement for those facilitating consumer education sessions
Volunteer Orientation and training	<ul style="list-style-type: none"> • The initial training program for volunteers is one virtual session per week over 3 weeks, plus relevant learning activities • Required to have ongoing communication with assigned mentor

Ongoing training	<p>Ongoing training will be provided by key support staff and an experienced mentor volunteer. It may include:</p> <ul style="list-style-type: none"> • Viewing webinars • ACPA e-Learning modules completion
OHS	<ul style="list-style-type: none"> • To maintain a safe home working environment • Completion of a working from home agreement (supplied by ACPA) • To plan correctly for any journeys required in the volunteering role (e.g. Travelling to community presentations) • To ensure your vehicle is roadworthy and legal • To ensure you do not drive whilst fatigued • To adhere to all relevant road traffic instructions and speed limits and to drive in accordance with the road and weather conditions • To provide driving documentation e.g. registration and insurance details annually • To report any OH&S incidents or near misses in a timely manner • Be aware that given the sensitive / emotional nature of some calls, this could be a potential trigger for some people
If unavailable	<p>Please inform Advance Care Planning Project Officer, Support Services (Key Support Person), or Advance Care Planning National Manager, Support Services and Volunteers</p> <p>Team members are contactable via the details listed in the Standard Operating Procedure.</p>
Immunisation status	<p>Category 2 - provide evidence of immunisation results to measles and varicella (chicken pox)</p> <p>Provide information in relation to your COVID vaccination status and adhere to any Austin Health and/or Victorian Government vaccination requirements.</p>