



Perth Children's Hospital Volunteering – the process

Thank you for your enquiry regarding volunteer work at Perth Children's Hospital. We currently have some 400 volunteers who work in several areas within the hospital and there are certain conditions to your acceptance.

After receiving your application we will arrange an interview for you. At this time we will also advise on how to undertake the following, which are all mandatory to enable you to join the team

- A Working with Children check
- A Police Clearance Certificate
- A blood test, which is done at PCH
- Attendance at an orientation session

The processing of your application may take a little time but you will appreciate the measures we have to take to ensure the security and protection of all the children in the hospital, which is paramount.

QUALIFICATIONS

Volunteers are accepted from the age of 18. No specific qualifications are required but you must be prepared to commit to one typical shift period of four hours each week, ideally for a minimum of one year. You will also need to commit to attending any mandatory training as required.

ORIENTATION TRAINING SESSION AND ROSTERING

Once accepted you will be required to attend mandatory volunteer orientation training. There will be two induction sessions for volunteers, generally lasting four hours each. You will learn about the different hospital departments, policies and guidelines, volunteer rosters and next steps. The session also includes training and a site tour. Volunteers will be rostered in areas according to need and priority. Every effort will be made to ensure volunteers are placed where they are comfortable.

SCREENING

All applicants are obliged to have health and criminal record screening and provide proof of identification before commencing as a volunteer. This is done through the hospital. A Working with Children form must also be completed.

About Perth Children's Hospital volunteers

Volunteers have been a part of PCH and its predecessor, Princess Margaret Hospital, since 1929. They add so much value to the hospital experience, working tirelessly seven days a week to support staff, families, carers and patients and providing a warm, caring service during challenging times.

Our volunteers come from all walks of life, are all ages and do all sorts of tasks. They represent a significant human resource that extends and reinforces the work of paid staff.

In return, we hope our volunteers gain a deep sense of satisfaction from their invaluable contribution, while also gaining skills and making friendships.





Main areas where volunteers work

WARD FRIENDS

Volunteers work in the wards under the guidance of trained staff to assist children who may be on their own, including comforting them, reading a story or helping with meals. They can also care for a child while a parent has a short break away from the ward.

EMERGENCY DEPARTMENT

Volunteers help Emergency Department nursing staff by keeping patients and their siblings occupied with toys, colouring-in materials and books. Parents are offered support and drinks.

ADMISSIONS, PRE-OP POST-OP AND SURGICAL SHORT STAY WARD

Volunteers in this area support parents whose child is undergoing an operation, scans or other medical tests. Volunteers support families, patients and staff through the whole process including admission, preparation and post-operative recovery.

It is typically a challenging time for a parent or carer, and our volunteers are trained to recognise when a person needs support. Volunteers working in this area must attend an orientation session organised by theatre staff.

OUTPATIENTS

Volunteers are on duty Monday to Friday and organise creative activities (colouring-in, arts activities, making models etc) for patients and their siblings while waiting for their specialist appointment.

PLAY, LEISURE AND ENGAGEMENT

A team of volunteers work with our Play, Leisure and Engagement team (PLaE) to ensure that clean, age-appropriate toys are delivered throughout the hospital to support the Play and Recreation Service.

SCHOOL

Volunteers assist teachers who work in the hospital school by supervising schoolwork, listening to reading and encouraging the children.

WAYFINDING AND STITCHES' SHUTTLE

Volunteers help patients and families find their destinations easily and quickly by meeting and greeting, escorting and support the electronic check-in process.

Some volunteers are trained to drive the PCH courtesy buggy, Stitches' Shuttle. Sponsored by the PCH Foundation, the wheelchair-accessible vehicle offers transport for families between the QEII Medical Centre multideck car park and the hospital's main entrance.





Perth Children's Hospital Volunteers Application Form

TITLE..... SURNAME

GIVEN NAMES

ADDRESS

SUBURB

POST CODE DATE OF BIRTH GENDER

TELEPHONE_(H).....(M).....(W).....

EMAIL ADDRESS

EMERGENCY CONTACT 1

NAME (H)..... (M).....

ADDRESS

SUBURB..... POST CODE..... STATE.....

RELATIONSHIP TO YOU.....

EMERGENCY CONTACT 2

NAME (H)..... (M).....

ADDRESS

SUBURB..... POST CODE..... STATE.....

RELATIONSHIP TO YOU.....

Volunteer / working experience with children

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.....
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Why do you wish to join the PCH volunteers?

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Skills: (customer service, teaching, admin, computing, carer etc.)

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Languages spoken other than English?

Please inform us if there is any information we should know that may impact upon your involvement in this organisation (e.g. health, allergies, visa limitations etc.).

.....
.....
AVAILABLE HOURS

| | Mon | Tues | Wed | Thurs | Fri | Sat | Sun |
|----|-----|------|-----|-------|-----|-----|-----|
| AM | | | | | | | |
| PM | | | | | | | |

Hours Preferred:..... **Date available from**.....

REFEREES

Please provide a written reference from the referees listed below and attach to your application. Your referees must be given the following information: 'Volunteers at PCH provide support to parents, carers, patients and staff, aiming to ensure that the hospital experience is as comfortable and as stress free as individual circumstances allow. Volunteers are often supporting parents and carers who are understandably anxious.'

Referees should give a description of how long they have known you, in what capacity; your attributes and why they feel you would make a suitable children's hospital volunteer.

Referee 1

Name **Email**.....

(H) **(M)** **Relationship to you**

Referee 2

Name **Email**.....

(H) **(M)** **Relationship to you**

To the best of my knowledge, I declare that the above information is correct.

Signature:..... **Date**.....

