

# Activity Hub Volunteer

## Volunteer Role Description

### Activity Hub Volunteer

The Statewide service based at the Repat Health Precinct (RHP) is a rehabilitation facility which provides services for people suffering from brain and spinal cord injuries. One of the services provided is the “Activity Hub” which provides a Social and Diversional Therapy area for patients who are in various stages of their rehabilitation.

### Duties

- Greet and welcome clients to the Activity Hub
- Provide escort support service and directions to patients or visitors who wish to attend the services at the Activity Hub
- Provide effective listening and verbal communication skills to make the patient feel at ease and relaxed whilst visiting
- Provide information to patients and families on hospital and local amenities such as the cafe, rest rooms, taxis, car parking and public transport
- Assist the Activity Hub Coordinator with various tasks as directed such as setting out various activities for the day
- Working cooperatively with hospital staff to ensure the non-clinical and support needs of patients are met
- Support visitors who are distressed by a gentle approach and an understanding of their needs and limitations
- Ensure patient confidentiality is adhered to at all times
- Assist the Activity Hub Coordinator to ensure the area is kept clean and tidy by cleaning up at the end of every visit
- Liaise with patients and staff as requested to communicate non-clinical information
- Ensure patients have adhered to relevant infection control procedures for The Activity Hub service

### Hours of Service

Shift times: 9:30am to 12:30pm and 1:30pm to 4:30pm  
Days: Monday to Friday (excluding public holidays)  
Location of shift: Activity Hub - Building 57, Repat Health Precinct  
216 Daws Road, Daw Park, 5041

### Special Requirements

- Have the physical ability to undertake the duties in a safe manner
- Complete a clear and current criminal screening check
- Comply with Work Health & Safety and Infection Control requirements
- Comply with SA Health Immunisation, and mandatory vaccination guidelines
- Complete all annual mandatory training requirements



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### Person specifications

Volunteers in this role will have the following personal skills, experiences, and attributes:

- Excellent customer service skills
- Ability to relate and engage with people from a diverse range of backgrounds
- Effective listening and communications skills
- Ability to be compassionate and empathic
- Ability to undertake duties with minimal supervision
- Reliable and punctual
- Resilience and ability to handle difficult situations

### Supervisor

Activity Hub Coordinator

### Volunteer acknowledgement

I have read and understand the duties and requirements associated with this volunteering role.

Name

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Signature

Date

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### For more information

#### RAH Volunteer Services Unit

Royal Adelaide Hospital  
Level 3A, Main Concourse  
Port Rd, ADELAIDE SA 5000  
T: (08) 7074 1240  
E: Health.RAHVolunteers@sa.gov.au

#### HRC Volunteer Services Unit

Hampstead Rehabilitation Centre  
207-235 Hampstead Road  
Lightsview SA 5085  
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E: Health.HRCVolunteers@sa.gov.au