

Position Description

Title	Volunteer Guest Services		
Job Duration	4-6 hours per shift		
Reports to	Accommodation Manager	Location	Nambour or Birtinya
Training	On the job training as required	Transport	On bus route, off street parking

Overview

A key aspect of Wishlist operation is the provision of low-cost accommodation to support patients and their families requiring the services of a SCHHS Hospital. Our accommodation facilities at Reed House, Nambour, Wishlist House, Birtinya and from July 2022, the Wishlist Centre at Birtinya, provide accommodation for patients and carers. The accommodation is available for a wide range of guests often travelling from rural or remote areas of Queensland and undergoing treatment such as chemotherapy and/or radiotherapy. Our facilities also provide emergency accommodation for families needing to be close to critically ill family members, and for patients and their families who may require urgent access to an Emergency Department following a surgical procedure.

Our Guest Service Volunteers are essential members of the Accommodation Team and provide a friendly, informative service for our guests and visitors.

Main duties and responsibilities

Reporting to Wishlist Volunteer Management, the Guest Services Volunteer will undertake the following duties during the hours of 8.00 am to 4.00 pm:

- Welcome new guests to the facility, providing them with information about services and facilities available locally.
- Escorting guests to their rooms familiarising them with fire safety requirements
- Checking on guest welfare and ensuring they have all the information they require for a comfortable stay.
- Always maintain guest's confidentiality and privacy in accordance with the Wishlist Privacy Policy.
- Follow established operational policies, procedures and work instructions. Identifying and reporting any Health and Safety issues immediately.
- Maintain common areas ensuring they are kept clean, tidy and stocks are replenished
- Ensure facilities are clean and well maintained, this may involve light cleaning duties including wiping down benches, loading the dishwasher, stripping beds etc as well as reporting any maintenance issues according to the correct procedure
- Liaise with Wishlist staff and other volunteers participating in hand over meetings at the start and end of each shift.

Skills and experience

- Excellent communication skills, commitment to high level of customer service
- Flexibility and adaptability
- A sense of humour and plenty of energy and stamina
- Ability to complete tasks within set timeframes
- Ability to work within a team.
- Reliability and flexibility
- Enthusiasm and commitment to Wishlist and the volunteer role

Qualifications

No specific qualifications are required for the role. Wishlist will provide any on the job training required and encourages its volunteers to gain new skills.

Mandatory

- Act always in accordance with the Wishlist Code of Conduct
- COVID vaccination
- Valid Blue Card (working with children) or application through Wishlist at no charge
- Valid Criminal History Check or application through Wishlist at no charge