

## Volunteer Job Description

<b>Position Title</b>	Pre-Admission Administration Volunteer
<b>Position Purpose</b>	To provide administration and support to the pre-admission clinic
<b>Our Organisation</b>	<p>Lifehouse will provide integrated cancer treatment in a manner, which supports, nurtures and empowers patients, their families and carers through mutually beneficial partnerships. We will ensure that treatment and care decisions include a patient wants, needs and preferences, enabling participation in their own care.</p> <p>We will constantly strive to improve the patient experience by actively listening, providing clear comprehensible information and by practicing compassionate caring in parallel with assigned clinical and non-clinical tasks. Patients and carers will experience respectful, professional care in a considerate, supportive and safe environment where privacy and dignity are maintained.</p> <p>Our vision drives and underpins everything we do. We are a team of people working together to be a source of energy, innovation, inspiration, knowledge, guidance and support. Chris O'Brien Lifehouse is an independent, not for profit, public benevolent organisation focused on the delivery of cancer care and research for the benefit of the community and the next generation of clinicians and researchers.</p>
<b>Our Vision</b>	Transforming cancer treatment for Australians through an environment thriving on discovery, research and uncompromising care.
<b>Our Mission</b>	To improve the quality of life for cancer patients, carers and their families by understanding, diagnosis, treatment, care, cure and prevention of cancer.
<b>Our Values</b>	<p><b>Empowerment</b>, enabling independence and confidence</p> <p><b>Discovery</b>, innovative research and inspiring hope</p> <p><b>Nurture</b>, cultivating compassionate support</p> <p><b>Respect</b>, honouring dignity and embracing diversity</p> <p><b>Collaboration</b>, working together, driving excellence</p>



## Chris O'Brien Lifehouse

Supervision	Karen Heath
Availability	Monday to Friday
Time	9:00am to 11:00am

### Key Results and Accountabilities

#### Key Result and Accountability 1

To undertake other administrative tasks or projects such as photocopying, printing, mail sorting and delivery, mail-outs, data cleaning and preparing files.

#### Key Result and Accountability 2

Support all departments in administration tasks within required timeframe.

#### Key Result and Accountability 3

The position is expected to actively participate in our organisational processes – including the development of safety systems, improvement initiatives and related training and by so doing, help to identify and address the limitations of our safety systems.

### Selection Criteria

#### Essential Qualifications, Skills, Knowledge, Behaviours, Experience and Competency

Excellent communication skills and the ability to communicate with people from diverse backgrounds in a non-judgemental manner and be able to respect different values and cultures

Good organisational skills and the ability to prioritise work and provide accurate and relevant information

Empathy and understanding of people facing a major and distressing illness

Sound understanding of privacy principles and the need for absolute confidentiality

Willingness to commit to volunteering on a regular basis for at least 12 months

#### Desirable Qualifications, Skills, Knowledge, Behaviours, Experience and

Computer skills and familiarity with using the internet.

Understanding the health sector.

Understanding of the cancer experience.



**Chris O'Brien Lifehouse**

**Competency**

Willingness to take direction as needed.

Ability to problem solve on behalf of the patient for issues that might arise.