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| Role title: | Wish Day Lead Volunteer <i>Ambulance Wish SA program</i> |
| Role reporting to and managed by: | Corporate Services Manager |

Purpose of this volunteer role

This is a volunteer role to lead the coordination of the Wish Day. The position requires exceptional organising, coordinating, communication skills with a proactive approach to achieving outcomes.

The Wish Day Lead Volunteer:

- Receives a pre-wish handover
- Participates the pre-wish planning virtual meeting
- Attends the wish day
 - o Including picks up wish items from office and returns at the end of the day
- Leads communication, event and risk management during the wish
- Completes a post wish handover
- Participates in the post wish debrief

About Palliative Care South Australia

Palliative Care South Australia (PCSA) is a leading charity and independent peak body representing palliative care providers, consumers and their families and those with an interest in palliative care in South Australia. PCSA was established in 1985 and is a membership-based organisation, supporting the individuals, families, carer's, community members, as well as specialist and generalist health care professionals working with South Australians experiencing serious illness, dying, death and grief. Collectively, the PCSA membership body holds tremendous knowledge and wisdom about the challenges the sector faces and the opportunities those challenges can bring.

PCSA is a founding member of [Palliative Care Australia](#).

The AWSA Program is led by PCSA in partnership with St John Ambulance SA and Flinders University.

Commitment and Time Required

- Minimum 6 months volunteering
- Availability: weekdays (usually Tuesday, Wednesdays or Thursdays)
 - o Wish day requirement: Full Day
 - o Pre and post wish: virtual
- Location requirements:
 - o Wish day requirement: Full Day
 - Driving, attending the office beginning of day & end of day, wish site.
 - o Pre and post wish day: virtual

| Main Tasks | |
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| <ul style="list-style-type: none"> • Coordinate the Wish Team during the wish day by following the Care Plan / Itinerary for the Wish Day • Ensure all Wish documentation is in place (including consent forms) • Liaise with the PCSA office team throughout the Wish Day • Liaise with the Wish Recipient’s family and friends throughout the Wish Day • Process Wish documentation as required during the Wish Day • Report any risks, issues, incidents immediately to PCSA team • Participate in handover and wish virtual meeting prior and post to the wish | |
| Skills, experience, and attributes | |
| <ul style="list-style-type: none"> • Recent nursing experience (enrolled or registered); allied health experience; paramedic experience or frontline health experience in an acute health setting • Strong understanding of the Health Care sector • Personal experience or work experience in palliative care • Strong ICT skills (including accurate record entry and coordination, activity tracking) • Demonstrated skills and resilience to handle stressful and adverse situations in a calm and considerate manner. • Demonstrated ability to manage risks and critical incidents. • Excellent organisational and time management skills, and ability to take initiative and prioritise. • Ability to create a positive and inclusive environment for the Wish Team. • Strong relationship-building skills to engage with external stakeholders, such as specialist service provider and partner organisations. • Ability to collaborate with cross-functional teams. • Demonstrated ability to work in a dynamic team and display organisational values at all times. • Flexibility to adapt to changing priorities and work in a fast-paced, dynamic environment. • High level of integrity and professionalism in handling sensitive and confidential information. | |
| Requirements for the role | |
| <ul style="list-style-type: none"> • National Police Check for all volunteers • Working with Children check • Vaccinations may be required • Current Drivers Licence <p>PCSA Requirements:</p> <ul style="list-style-type: none"> • Signed Volunteering Agreement • Completion of PCSA Volunteer Village induction • Read the PCSA VoliVillage Handbook | |
| Reimbursement | |
| <ul style="list-style-type: none"> • As per PCSA Reimbursement Policy, see Volunteer Village Handbook | |

| Volunteer to sign indicating they agree and understand this Role Description | | | |
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| Print Volunteer Full Name | | | |
| Signature | | Date | |