

## Volunteer Role Description



|   |  |
|---|--|
| <b>Role title:</b>  | <b>Wish Transport Officer</b>                |
| <b>Role reporting to and managed by:</b>  | <b>Ambulance Wish SA Project Coordinator</b> |
| <b>Paid/Volunteer:</b>  | <b>Volunteer</b>                             |
| <b>About Palliative Care SA</b>   |  |
| <p>Palliative Care SA (PCSA) is a leading South Australian charity and independent peak body representing palliative care providers, the community and people experiencing a serious illness, dying, death and grief. Our belief is that how we support the way we die in community is an indicator of the way we are as a society.</p>   |  |
| <b>About the Ambulance Wish South Australia Program</b>   |  |
| <p>Ambulance Wish South Australia (AWSA) is the chance to give people living with a life-limiting condition the opportunity to fulfil a special wish and create memories that last forever.</p> <p>Wishes tend to be simple and special moments to treasure such as a visit to the beach for fish and chips, a final trip to country to connect with cultural heritage and ancestry or the chance to return home to meet a new grandchild.</p> <p>The Ambulance Wish program is a powerful reminder of how simple acts in these final days and weeks can bring joy and peace to our community.</p> <p>The AWSA Program is led by Palliative Care SA in partnership with St John Ambulance SA and Flinders University and is completely dependent on corporate partnerships, donations and community fundraising to ensure its objective is achieved. For more information: <a href="http://www.ambulancewishsa.org.au">www.ambulancewishsa.org.au</a></p> |  |
| <b>Commitment and Time Required</b>   |  |
| <ul style="list-style-type: none"><li>● <b>Commitment:</b> Minimum volunteer commitment 6 months</li><li>● <b>Approximate Hours:</b> 6 hours every month<ul style="list-style-type: none"><li>○ A Wish Day is approximately a 6-hour day, plus a 15-minute teams planning meeting one day prior (and 15-minute post wish debrief/evaluation at end of Wish)</li></ul></li><li>● <b>Availability:</b> weekdays (occasionally out of hours or weekends)</li><li>● <b>Location requirements:</b><ul style="list-style-type: none"><li>○ Attendance at various Palliative Care Services and general locations around SA (usually within 150km from Adelaide CBD)</li><li>○ This role also includes working from home (ie. pre wish planning meeting)</li></ul></li></ul>  |  |
| <b>Purpose of this volunteer role</b>   |  |
| <p>The purpose of the Wish Transport Officer is to support the Wish Ambulance Driver and act as the Wish Day lead, working closely with the PCSA Wish Day Office Lead, and support the Wish Recipient via a dedicated Wish Ambulance to the wish location and back to their original pick up location.</p> <p>It is a requirement for every offsite Ambulance Wish to have two Wish Ambulance team members. To provide the transport and support for the Wish Recipient. These two positions are:</p> <ol style="list-style-type: none"><li>1. Wish Ambulance Driver</li><li>2. Wish Transport Officer</li></ol>  |  |

These two roles will be responsible loading and unloading the Wish Recipient and attending to any medical/clinical/personal needs requirements of people involved on the wish (*other than the Wish Recipient\_ this is the responsibility of either the Clinical Escort for Specialist Care Needs Wishes or Carer for Generalist Care Needs Wishes*). The Wish Ambulance Driver is the lead regarding the transportation of the Wish Recipient and the Vehicle. The Wish Transport Officer follows the direction of the Wish Ambulance Driver regarding transport support and also performs the Wish Day Lead role (*ensuring consents are in place, the careplan is followed and liaises with the AWSA Office Lead with updates and any changes/queries or issues.*)

This ensures Professionalism and appropriate boundaries are critical to the Wish Ambulance Team members roles.

Wish Transport Officer is also trained in:

- **Wish Day Lead role** (*ensuring consents are in place, the careplan is followed and liaises with the AWSA Office Lead with updates and any changes/queries or issues.*)

### Main Tasks

#### Pre-Wish Activity

- Actively participate in the pre-wish planning video conference including review and providing feedback on the Wish Care Plan
- On occasion it will be preferable to visit the wish location to conduct a site inspection – particularly regarding access and safety for wish planning

#### On the Day of the Wish

- Confirm wish go ahead and direct the team by following the care plan
- Follow direction from Wish Ambulance Driver regarding transport requirements
- Pick up the Wish Recipient, carer (and Clinical Escort) from confirmed location
- Implement the Wish care plan with the Wish team
  - Provide direction to the team to ensure care plan is followed
  - Escalate any clinical concerns/risks/issues to the clinical escort/carers
  - Escalate any transport concerns/risks/issues to the Wish Ambulance Driver
  - Escalate any changes/concerns/risks/issues to AWSA Wish Day Office Lead
- Coordinate the transfer movement of the Wish Recipient throughout the wish as needed with the necessary equipment.
- Receive direction from the clinical escort/carers regarding supporting them to provide basic support for the Wish Recipient (within scope of practice)
- Provide support or first aid to the family of the Wish Recipient and broader team if required during a wish (within scope of practice)
- Return the Wish Recipient, carer and clinical escort to confirmed drop of location.

#### After the Wish

- Provide Wish Day Bag (including consents and field notes) back to AWSA Coordinator
- Lead a post-wish team debrief and completion of relevant documentation and evaluations
- Provide mentorship and training to other volunteers

#### Workplace Health, Safety and Wellbeing

- Ensure management of Workplace Health Safety and Wellbeing issues within the work area and demonstrate leadership and communication on these matters.

### Qualifications and experience

## Volunteer Role Description



- Current *AHPRA registration* (any discipline) OR Current employment as a front-line worker (ie fire, police, emergency, health) or current patient transport employee/volunteer or equivalent
- Current South Australian Driver's License with no restrictions
- Manual handling training
- Skilled and experienced in communicating with people who require additional care and support
- Experience following a care plan and directing a team to ensure it is followed
- Experience escalating issues to offsite coordinator and adapting plans to respond to situations
- Experience organising consumer consents and documentation.

### Training Requirements OR evidence of recognised-prior-training

- Ambulance Wish South Australia (AWSA) volunteer orientation, including:
  - PCSA VoliVillage induction
  - Provision of checks and certifications
  - Professional Boundaries training
  - Cultural Awareness training
  - AWSA volunteering induction
  - AWSA Transport Officer role induction
  - AWSA Wish Day Lead role induction
  - Complete a 'AWSA Wish Transport Officer Buddy Shift'
- Stretcher management training (prior learning and/or during Buddy Shift).

### VOLUNTEER ACKNOWLEDGEMENT

|  |  |             |  |
|--|--|-------------|--|
| Volunteer Full Name  |  | Date        |  |
| Signature  |  |             |  |
| Date Volunteer Role Description Approved by PCSA CSM / CEO |  | Shyla Mills | 30 <sup>th</sup> September 2025<br>Version 3 |