

Job Description

Details

Job title	Patient Experience Coordinator (Entertainment)	Team	Patient and Family Support
Reports to	Patient Experience Manager (Entertainment)	Job status	Permanent
Direct reports	Volunteers	Hours	Full Time
Updated	October 2021		

Our Vision and Mission

Our Vision	For every sick child to have the best possible health care, with access to world class research and clinical treatment in a healing environment	
Our Mission	We help save children's lives and work wonders for sick kids and their families	
Our Values	Accountability	We aim to deliver high impact results, are accountable for our actions and resources and communicate this openly and honestly
	Recognition & Respect	We are respectful in all our interactions and committed to recognising others and valuing their contributions
	Care	We care for everyone we impact – the children always come first
	Working Together	We selflessly support and trust each other and our teams, share our ideas and goals, work hard, have fun and celebrate our achievements
	Excellence & Innovation	We strive for excellence, encourage innovation and develop our skills to achieve our best

Key Relationships

Primary internal relationships	Patient Experience team, Volunteer Services team, Volunteers and Children's Hospital Foundation staff
Primary external relationships	Queensland Children's Hospital staff, patients and their families and the general public

The Person

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| Qualifications | <ul style="list-style-type: none">• Qualifications in childcare or equivalent highly regarded or min 2 years' experience in working with children• Certificate in Business OR minimum 2 years' experience in a similar discipline is advantageous |
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| Skills and Experience | <ul style="list-style-type: none">• Min 2 years' experience in supervision of staff or volunteers• Min 2 years' experience in working in a team environment• People supervision, management, or volunteer coordination• Experience in program or service coordination• Experience in early childhood education and childcare is highly regarded• Previous experience presenting to groups• Experience in customer service• Experience in a service delivery-based business• Excellent time management skills and the ability to prioritise and multitask• High level written and verbal communication skills• Highly organised with strong attention to detail• Ability to interact positively with a wide variety of stakeholders• Ability to work in a busy and fast paced environment• Ability to work independently and as part of a team• High level of creativity• High level of initiative (i.e., acts independently to improve processes)• Experience in a Microsoft Office environment, specifically Excel• Adobe Acrobat experience is highly regarded |
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Job Purpose

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| Primary purpose of role | To assist the Patient Experience Manager (Entertainment) in the planning and delivery of all entertainment and distraction programs, Kidzone operations, coordinating Entertainment volunteers and continually improving support provided to families and CHQ staff. |
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Key Responsibilities

Coordination

- Supervise, organise, and coordinate entertainment services and volunteers to deliver enjoyable entertainment and activities throughout Kidzone, Inpatient units, Outpatient Clinics, and common areas of Queensland Children's Hospital.
- Supporting the PEM-Ent in the induction and training of new volunteers including orientation, with specific reference to Inpatient and Outpatient visits and Kidzone.
- Supervise volunteers by monitoring and responding to their needs, including their probationary period, rostering, attendance and day to day performance management and task allocation.
- Develop meaningful relationships with volunteers and ensure they feel supported and championed.
- Escalate any performance management, grievance, and dispute resolution for volunteers to the PEM-Ent.
- Be a positive role model and foster a positive and rewarding work environment.
- Coordinate resources to meet program, service, and volunteer demands.
- Provide feedback to relevant stakeholders on opportunities, stakeholder feedback and areas for improvement.

Service Delivery

- In conjunction with the PEM-Ent, organise and coordinate resources to deliver age-appropriate activities within Kidzone to enhance the experience for children, families, and volunteers in attendance.
- Assist in coordination and implementation of Entertainment Services in inpatient units, outpatient clinics and common areas.
- Support the PEM-Ent in assessing and processing resource requests and stock levels in inpatient and outpatient areas.
- Liaise with the PEM-Ent to continually improve program support for inpatient wards, outpatient clinics and patients and families in relation to volunteer requirements and entertainment activities.
- Under the guidance of the PEM-Ent, work with other team members to maintain entertainment resources including adequately stocked loans libraries, games, toys, and technology. This includes monitoring and reordering stock levels for craft, play dough and identifying gaps in resources available, the management of broken toys and the collection, cleaning, and re-shelving of resources at the beginning and end of shift.
- In conjunction with the PEM-Ent, develop relationships with hospital department staff in order to assess the section / division needs, build awareness and measure impact of the Entertainment services.
- Maintain a professional and positive working relationship with all Patient Experience team members and the broader Patient and Family Support team.

Procedural Responsibilities

- Attend volunteer training once a year and the annual Policy & Procedure updates.
- Ensure volunteers are advised and abide by any policy or procedure changes to ensure safe environment for, patients and families.

- Ensure volunteers understand and know how to access the Foundation's relevant policies and procedures including Child Protection, WHS, to enable volunteers to work safely and efficiently.
- Communicate any on shift procedural and policy change requirements to Patient Experience Manager - Entertainment.

Administration

- Complete Coordinator's daily administration tasks which includes but is not limited to checking emails, service requests, volunteer inductions, calendars, voicemail, bravery beads, and stats collection.
- Assist with in-kind donation processing by way of regular data entry, sorting, storing and distribution of excess supplies.
- Ensure shift handover is completed smoothly and effectively with other Coordinators and team members (where relevant).
- Update and monitor volunteer records within the volunteer management system (Salesforce).
- Ensure appropriate record keeping, including parental sign in and out from Kidzone.
- Ensure accuracy of record keeping and volunteer files are maintained with shift allocations.

Work Health & Safety

- Comply with and champion all Children's Hospital Foundation workplace health and safety policy and procedures.
- Comply with all Children's Health Queensland policies and procedures, including infection control and room precautions.
- Take reasonable care at work to ensure your own and others' safety.
- Report all known or observable hazards.

Competencies

Problem Solving	Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious
Informing	Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit and/or the organisation; Provides individuals information so that they can make accurate decisions; is timely with information
Peer Relationships	Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; Can solve problems with peers with minimum noise; is seen as a team player; easily gains trust and support of peers; encourages collaboration; can be candid with peers
Functional Technical Skills	Has the functional and technical knowledge and skills to do the job at a high level of accomplishment
Organising	Can marshal resources to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner
Action Orientated	Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others

Other Considerations

The Children's Hospital Foundation is committed to child safety. The Working with Children (Risk Management and Screening) Act 2000 requires that people who work with children in certain categories of employment undergo the 'working with children' check. All Foundation employees must be eligible for a Blue Suitability Card, issued by the Department of Justice and Attorney-General. The issue and maintenance of a positive suitability notice is a requirement for continued employment at the Foundation.