



Royal Flying Doctor Service VICTORIA

Volunteer Position Description

Position	Memory Lane Volunteer
Objective	Enabling meaningful experiences for people in end-of-life care.
Purpose	Our Memory Lane program supports people who have been diagnosed with a life limiting illness. By providing specialised transportation, our volunteers help to create extraordinary moments for people in end-of-life care. These moments are intended to bring joy to our clients and provide memories for their families and friends.
Responsibilities & tasks	<p>Every Memory Lane journey is a unique, personal experience designed to meet client specifications. Goals of care are agreed with each client, their families and treating clinicians prior to undertaking a journey.</p> <p>During a journey, volunteers help a client to visit a place of personal significance to that client. Volunteers achieve this by:</p> <ul style="list-style-type: none">• Safely transferring the client to and from their bed/wheelchair/chair at either a health care facility or their home to the Memory Lane stretcher.• Safely transporting the client and their carer/loved ones in the Memory Lane vehicle to and from the requested destination.• Safely using the oxygen and suction if required within the Memory Lane vehicle to support the client during their journey.• Safely transferring the client from the vehicle to the venue at the destination and set up the client to enjoy the experience with their carer/loved ones.• Assisting the client to enjoy their requested destination i.e. ensure they are comfortable, move around the venue, take photographs on their devices if requested.• Maintaining the Memory Vehicle including<ul style="list-style-type: none">○ Be familiar with all aspects of the vehicle.○ Refuel vehicle post journey○ Clean inside and outside post journey.

	<ul style="list-style-type: none"> ○ Contact Memory Lane Team & Fleet Manager as a priority if there any issues with the vehicle. ● Liaising with the Memory Lane team pre and post journey to prepare for and debrief on the Memory Lane journey. <p><i>Volunteers do not deliver any clinical care i.e. medication administration, catheter care. A health care clinician from the client's health care provider may accompany the client on the journey dependent on their health care needs. If there are clinical care requirements, this is completed by the accompanying health care clinician or the client's carer. Whilst clients on a Memory Lane journey are not for resuscitation, they are for comfort care i.e. oxygen administration.</i></p>
Time commitment	The time commitment from the volunteer will vary depending on the preferred date and destination of the client for their journey. We ask volunteers to make themselves available preferably at least one day per 1 to 2 months to complete a Memory Lane journey. As the Memory Lane program grows there may be opportunities to volunteer more often if the volunteer is able to.
Scheduling	Client journeys can occur any day of the week, so this role is an on-call role. The volunteers will be communicated to by the Memory Lane team regarding a planned journey to check their availability. The duration of each journey varies subject to booking specifications, but typically requires 6 – 8 hours of volunteer time.
Location	All journeys start and end at either Mitcham or Bendigo RFDS branches where the Memory Lane vehicles are currently located. A Memory Lane trip can be to any location within Victoria and is dependent on the client's requested destination. The distance travelled is generally within the constraints of a day trip.
Benefits	Participating in this volunteer role is a great opportunity to: <ul style="list-style-type: none"> ● Volunteer with Australia's most trusted charity. ● Be part of a dedicated team. ● Help others in end-of-life care and their families and friends. ● Experience how invaluable your training and expertise can be to the people using our Memory Lane service ● Join in with networking, training and other events as possible.
Support	We will provide the following support: <ul style="list-style-type: none"> ● Orientation and practical training. ● Access to a member of staff for supervision and support.

	<ul style="list-style-type: none"> • Clear information about the client's Memory Lane journey including information relating to the client's condition and the accessibility of the requested destination. • All materials and equipment, including personal protective equipment as required. • Volunteer personal accident insurance. • Use of a purpose-built and fully insured vehicle for volunteering. • Access to our Employee Assistance Program. • Reimbursement for pre-approved out-of-pocket costs, subject to the provision of tax receipts. 						
<p>Requirements</p>	<p>To be eligible for this role, the following requirements must be met:</p> <p><u>Essential</u></p> <ul style="list-style-type: none"> • Commitment to the RFDS vision, values and Code of Conduct. • Abide by RFDS policies, procedures and instructions • Certificate III in Patient Transport or Diploma of Paramedicine or Bachelor of Paramedicine or Diploma of Nursing or Bachelor of Nursing or Bachelor of Medicine & Surgery. • Understanding of patient transport. • Full Victorian Drivers Licence. • Ability to work collaboratively as part of a team with other Memory Lane volunteers and staff members. • Complete orientation and participate in other training and meetings as required. • Empathy and capability to work sensitively with people diagnosed with a life-limiting illness during the palliative phase • Demonstrated commitment to confidentiality and respect for the rights of patients to self-determined care, including ongoing plans that may include voluntary assisted dying. <p><u>Preferred</u></p> <ul style="list-style-type: none"> • Lived or professional experience in palliative care • Current First Aid certificate 						
<p>Checks</p>	<p>Selection for this role requires satisfactory results for the following:</p> <table border="0"> <tr> <td><input checked="" type="checkbox"/> National Police Check</td> <td><input checked="" type="checkbox"/> Interview</td> </tr> <tr> <td><input checked="" type="checkbox"/> Working with Children Check</td> <td><input checked="" type="checkbox"/> Reference Check</td> </tr> <tr> <td><input checked="" type="checkbox"/> Vaccination Certificates</td> <td><input checked="" type="checkbox"/> Driving History Report</td> </tr> </table>	<input checked="" type="checkbox"/> National Police Check	<input checked="" type="checkbox"/> Interview	<input checked="" type="checkbox"/> Working with Children Check	<input checked="" type="checkbox"/> Reference Check	<input checked="" type="checkbox"/> Vaccination Certificates	<input checked="" type="checkbox"/> Driving History Report
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	<input checked="" type="checkbox"/> Medical Clearance check from GP
Reports to	Memory Lane Program Manager & Memory Lane Support Officer